# Tool Kit

## Needs

- General Public
- Local Government
- First Responders

## Potential Information Needs of First Responders

<table>
<thead>
<tr>
<th>Fire</th>
<th>Police</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Safety &amp; crime</td>
</tr>
<tr>
<td></td>
<td>Road closures and directing traffic</td>
</tr>
<tr>
<td>Government Officials</td>
<td>Rescue &amp; Recovery Workers</td>
</tr>
<tr>
<td>Federal</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Local</td>
<td></td>
</tr>
<tr>
<td>Volunteers</td>
<td>Students</td>
</tr>
<tr>
<td>Faculty</td>
<td>Utility Workers</td>
</tr>
<tr>
<td>Transportation Workers</td>
<td>Social Service Agencies</td>
</tr>
<tr>
<td>Bus drivers</td>
<td>Food, shelter, water, clothing, vital records, meds, necessities...</td>
</tr>
<tr>
<td>Evacuations</td>
<td></td>
</tr>
<tr>
<td>National Guard</td>
<td>Community activists/peacekeepers</td>
</tr>
<tr>
<td>Guardian Angels</td>
<td>Religious Personnel</td>
</tr>
</tbody>
</table>
Institutional Role Assessment

Consider these potential roles for your library in a local disaster. Which roles could your library perform?

Categories adapted from those reported in Library Roles in Disaster Response: an Oral History Project by the National Library of Medicine by Featherstone, Lyon and Ruffin.

**Institutional Supporter**
- Post information to a public information website
- Post information to an internal institutional website
- Assist displaced employees or affiliates of your institution
- Participate in institution-wide disaster plan

**Collection Manager**
- Protect the collection
- Restore the collection
- Provide access to the collection

**Information Disseminator**
- Disseminate current and accurate information to the public
- Disseminate current and accurate information to your administration and constituents
- Act as primary source of information for the entire community

**Internal Planner**
- Develop planning documents for your institution
- Track displaced staff members and projects
- Document activities for FEMA

**Community Supporter**
- Provide community gathering place
- Provide Internet for evacuees
- Provide printing and faxing services for evacuees
- Send mobile units or staff to shelters
- Provide materials and services to people in shelters
- Conduct story time for people in shelters
- Manage donations
- Manage displaced collections
Help people find lost family members
Help people apply for social services
Help people fill out FEMA forms
Help people search for shelter, food and necessities
Help people replace lost documents
Help people find shelter for pets.
Help people arrange for lost prescriptions
Organize volunteers
Sanctuary during community unrest (safe neutral zone)
Ad hoc schools when schools close
Lost/found center (bulletin boards)
Cooling/warming centers
Creator of the disaster narrative
Provider of emergency public services as needed

Government Partners
- Prepare reports and seminars, write procedures
- Document the disaster
- Provide disaster training
- Provide office space for FEMA or displaced government workers
- Participate in emergency exercises
- Refer citizens to appropriate social agencies
- Disseminate information as requested by other government agencies
- Provide critical government services in partnership with government staff in the event government offices are closed (food services, counseling services)

Educators and Trainers
- Train first responders in use of information tools
- Organize information for responders
- Teach classes in disaster preparedness and management
- Develop technology tools for emergency responders
- Evaluate software for emergency responders
- Provide emergency reference services to responders
- Train other information professionals to provide emergency reference services to responders.

Information Community Builders
- Manage mass book and materials donations
➢ Assist sister libraries in rebuilding
➢ Provide services in place of sister libraries:
   o Reference services
   o Interlibrary loan
   o Document delivery
   o Offsite backup and storage
   o Storage of collection
➢ Provide office space for displaced information professionals
➢ Act as part of buddy system for other libraries in preparation for disaster
Institutional Capacity Assessment

- Does my institution have a disaster plan?
- Does my institution have a plan for immediate security in the event of civil unrest during business hours?
- Does my institution have a "lockdown" plan for sheltering in place?
- Does my staff have personal and family disaster plans?
- Do my individual staff and their families have resources for self-sustainability for the first 96 hours?
- Does my staff have cell phones with unlimited voice, text and data services?
- Do my staff have home Internet?
- Does my staff have home electricity? Power with generators?
- Do I have multiple contact numbers for my staff, including cell numbers for other family members, neighbors, etc.?
- Does my institution have electricity? Power from generators?
- Does my institution have telephone service?
- Does my institution have Internet?
- Does my institution have wireless?
- Does my institution have supplies necessary for staff to shelter in place for at least 96 hours?
- Do I have public access computers that can be used by others to access the Internet?
- Does my institution have filters, policies or firewalls that will limit access to the Internet for the general public?
- Does my institution have limits or filters on uploading or downloading information over the Internet?
Does my institution have the latest version of plug-ins such as Flash and the Adobe Reader installed on every PC?

Do I have the latest version of Internet Explorer, Firefox, etc. on all PCs?

Is my staff trained in providing information services related to social services, medical information, insurance information, FEMA forms, disaster response and recovery, etc.?

Do I have appropriate contacts with other agencies that can help provide the above help?

Do I have an extra supply of printer/fax paper, toner, toilet tissue?

Do I have flashlights for staff to retrieve supplies?

Will I need to supply food, water, shelter, restroom facilities?

Does my institution have security for the facilities if needed?

Does my institution have a Friends group or a Foundation to work on our behalf? Do they have the ability to accept and/or later distribute cash donations?

Does my institution have space to warehouse donated materials?

Do I have appropriate staff to repurpose/configure donated computers?

Does my institution have a fork-lift?

Do I have a method of tracking use of supplies, service statistics, donations, expenditures of funds, etc.?

Core Services

What are the 3 MOST critical services your library must offer in an emergency?

Continuity of Operations Plan / Business Continuity (COOP)

What if your library happens to be inaccessible for a period of time? How would you provide service?
Who would need to know that you were offering these services? (e.g. fire, police, media, general public, out of town protestors & community organizers, patients, students, etc.)

Do you know how to get the information these groups need? Do you have updated contact information for all media, fire, police, government officials, etc.?

If you and your library staff had to “shelter in place” for an indefinite period of time what would be your obstacles?

What resources and supplies would be needed in order for staff to remain in the library for at least 96 hours?

Do you have the authority and/or ability to hire security guards or engage local law enforcement for help in your buildings as needed in order to remain open in the event of civil unrest within your community?

Do you have a place and a person to maintain a blog about your status and the status of other relevant operations?

What resources, supplies, collections, staff, etc. would be needed to work remotely?

Do you have the authorization to allow staff to work remotely and/or for extended hours? Do you have a mechanism to track staff time and to continue to pay staff?

If staff members evacuated to another town and are unable to return to work in a timely manner or if public transportation is offline during and after a disaster, keeping staff members from getting to work, do you have a plan for this and/or the authority to hire temporary staff or engage community volunteers?

Would you have access to staff from other departments within your local government should you need them?

Do you have contact information for and are you able to get in touch with all critical staff to deploy or gather as necessary? What about board members’ cell phone numbers?

Do you have a relationship with and contact information for your top local administrators in order to keep them updated on operations, issues and needs for critical replacement of resources?

What new personnel policies might you need?
Potential Partners for Outreach

Community Colleges

Emergency management center and officials

Faith-based organizations

Friends groups

Local Board of Health

Medical Centers & hospitals

Medical Personnel

Medical Societies

Non-profit community organizations
  
  Computer Users Groups
  Red Cross
  100 Black Men

Parish/county health departments

Public television and radio

Public transportation

Retired Librarians

Service fraternities and sororities

Shelters

State health department

Universities

Volunteer Centers

Youth groups
Contact Information
(more templates under “Links”)

Federal
Senator
Representative
FEMA
IMLS
Homeland Security

State
OEP
Homeland Security
State Police
Emergency Broadcasting System

County / Parish
Leaders
Shelters
Sheriff
County Commissioners

City/Town
Mayor
Police
Fire Hospitals
Shelters
Buildings & Grounds Dept.

Institution
Board
Dean
Director
Staff
IT
Buildings & Grounds/Facilities Manager
Buzz Words
Action Plan
Active Shooter
Anchor institution
Business continuity
Chain of command
Civil Un-rest
Clients (not patrons)
Comprehensive Continuity Planning
Constituents
Continuity of operations
Cost savings
Crisis Management
Customer-driven
Customer Management System (not integrated library system)
Dean, director, CEO, manager (not librarian)
Department heads, management team
Facilitate
Facility (not library)
High performing
Incident Command System (ICS)
Incident Management
Information professional (not librarian)
Inventory (not holdings)
IT or IS (not Computer Services)
Liaison officer
Local government
Lockdown
Mitigation
Mobilization
Organizational Leaning
Remote Access
Return on Investment (ROI)
Shelter in place
Sit rep, which means “situational report”
Staging area
Stakeholders
Strategic
Tasked with, which means “assigned to do”
Uninterruptible Power Supply (UPS)
Upstairs/Downstairs factors
Value-added
Vulnerability
Personal Assessment

These are the characteristics and skills needed to manage and survive during an emergency. How many of these characteristics describe you?

<table>
<thead>
<tr>
<th>Flexible</th>
<th>Civic-minded</th>
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<tbody>
<tr>
<td>Assertive</td>
<td>Able to connect needs of people with appropriate available resources</td>
</tr>
<tr>
<td>Organized</td>
<td>Knowledgeable about information sources</td>
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<tr>
<td>Adaptable</td>
<td>Knowledgeable about disaster preparation</td>
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<tr>
<td>Digitally literate</td>
<td>Have completed a basic Incident Command System (ICS) course</td>
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<tr>
<td>Calm under pressure</td>
<td>Politically savvy</td>
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<tr>
<td>Empathetic with others</td>
<td>Have contacts in the community or local government</td>
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<tr>
<td>Able to defuse angry or upset people</td>
<td>Good at networking</td>
</tr>
<tr>
<td>Have initiative</td>
<td>Persistent</td>
</tr>
<tr>
<td>Willing to take risks</td>
<td>Know when to engage others</td>
</tr>
<tr>
<td>Wear appropriate professional dress</td>
<td>Consistent</td>
</tr>
<tr>
<td>Clear communicator/good presenter</td>
<td>Creative</td>
</tr>
<tr>
<td>Respectful of others (&amp; their ideas)</td>
<td>Proactive vs Reactive</td>
</tr>
<tr>
<td>Evaluative</td>
<td>Resourceful</td>
</tr>
<tr>
<td>Aware</td>
<td>Decisive</td>
</tr>
<tr>
<td>Open/Honest</td>
<td>Focused</td>
</tr>
</tbody>
</table>

Other
Sample Press Release

Minimum information needed; expand as appropriate.**

The ________ Library is OPEN. We are currently offering the following emergency services: (e.g. free Internet access, public computers, health information services, assistance with FEMA, etc.) Services are available to the ________ community (medical community, academic community, parents and students, general public, etc.) from ____ to ____ on the following days: ________. Library staff stand ready to assist you.

For directions or more information call xxx-xxx-xxxx or come to ________________.

###

**Send to all media especially radio which more people listen to in a disaster.**
Sample Letter of Introduction
(Put on letterhead)

Date

Inside address

Dear :

I am writing to ask for the opportunity to partner with you in community disaster preparation, response and recovery. My library specializes in the research, organization and control of current news and information, providing assistance in its acquisition and use. I see many areas of potential cooperation and collaboration that will benefit those we both serve, especially during a disaster.

[Statement of your understanding of what this person/organization would need in an emergency.]

[Statement explaining how your library can address these needs.]

[Express your desire to collaborate and establish a working relationship. Ask for meeting, phone call, etc. What follow-up do you expect? I will contact you in the next 2 weeks to set a time for us to further discuss the needs of our constituents in an emergency.]

[Provide contact information and thanks for their time.]

Sincerely,

Follow up with a phone call in the next 2 weeks.
Sample Phone Call

**Start with the secretary or administrative assistant.**

Introduce yourself and say you were told that he/she (the secretary) would know how to help you.

State your specific needs and/or question and ask who would be the best contact for this. Get complete contact information, including title, office phone, cell phone (if possible) and email address, along with their schedules in general. Ask what would be the best time to try to contact them.

Get the secretary’s mailing address and follow up with a card thanking him/her for the help. Enclose your business card.

You have made an ally of the secretary and they will help you make contact.

Sample Message about Needs

*(different from a call for donations)*

The ---------------- library is currently operating at __________________ capacity with ____________ buildings damaged and/or operational as of (date). Although we know that many of you wish to donate library materials, at this time our greatest need is ___________________ (cash, toilet paper, paper towels, Xerox paper) to serve our clients. We are/aren't able/unable to accept donations of library materials due to

_____________________

**make it clear what you NEED, what you CAN accept and what you CANNOT accept**
## Disaster Worksheet

<table>
<thead>
<tr>
<th>Type of Disaster/Event</th>
<th>Primary Dangers/Threats</th>
<th>Primary Needs</th>
<th>Secondary Dangers/Threats</th>
<th>Secondary Needs</th>
<th>Possible Outcomes</th>
<th>Predicted Results</th>
</tr>
</thead>
</table>
Status Report

- Names and Titles
- Location/Institution
- Description of Incident
- Damage
- Communications
- Response Update
- Needs
- How can you help?