

Emergency Preparedness

How to Get Ready ₁

Agenda

- Why?
- For What Emergencies?
- How to Plan
- Resources
- Results – Now What?
- (plus more you can look at later)

Why Do We Do This?



To Protect:

1. People
2. Collections
3. Equipment



Close Your Eyes

Think about Your Library

“It's not possible to tell everyone what to do when...[something like this happens]. **They have to know it. And the only way they're going to know it is they will have practiced it,** because I can tell them about it in a lecture, but they'll forget it very quickly. So we practice again and again and again. And people did the right thing because of practice, and that's one of the most important things that influenced our response.”

Dr. Paul Biddinger

chief of division of emergency preparedness
Massachusetts General Hospital

Different Kinds of Emergencies

Common

- Fire
- Power Outage
- Leaks/Floods
- Wind



Less common

- Pandemic illness
- Active shooter
- Bomb (threat)
- Wildfires
- Avalanches/Mud slides
- Tsunami
- Tornadoes
- Hurricanes
- Chemical spills/releases

Plans in My Library

- Resiliency disaster plan (2006?; 2/2008)
- Crisis communications plan (rev. 6/2008)
- Disaster response plan (rev. 2/2014)
- Dept'l evacuation & shelter-in-place plans (2010-ish)
- Pandemic illness CoOP (12/2011)



Consider Your Environment



At a Senate hearing Tuesday, there was nothing but praise for the actions of the responders. Democrat Sheldon Whitehouse of Rhode Island captured the tone of many lawmakers as he addressed Homeland Security Secretary Janet Napolitano: "I'm sure you saw with the same pride that I did the way people pulled together — the lack of 'turfiness' and the very impressive deployment of a wide range of local, state and federal capabilities very rapidly, very comprehensively and very smoothly."

That lack of "turfiness," as Whitehouse put it, was no accident.

One of the lessons of the Sept. 11, 2001, terrorist attacks and subsequent disasters — natural and man-made — was the need for communication and cooperation among responders, says Carie Lemack, director of the Homeland Security Project at the Bipartisan Policy Center, a Washington think tank.

"These were people who had gotten to know each other over the last decade because they had practiced before," she says. **"Before 9/11, we hadn't seen that kind of coordination, so that when you had law enforcement agencies come together, oftentimes they couldn't communicate with each other.** They had never met each other before. This was different in Boston."

So Many Kinds of Emergencies!

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How Do You Prepare?

- Think about it
- Talk about it
- Make a plan (or several)
- Gather supplies
- Find partners
- PRACTICE

Ask yourself, What would happen? What would we do?

- Where would we go?
 - During emergency & after
- How would we communicate?
 - With staff and with patrons
- How would we account for what was lost?
- How would we recover, i.e., how would we offer service w/o our stuff?¹²

How Do You Write a Plan?

- Be specific to your building
- How would things change at a different time of day (or year)?
- Talk to others
 - Share ideas
 - Who can help? >>ID partners
 - Account for various areas of responsibility

Pre-requisite:

Preparation requires good communication

Upsetting the Staff

What to Do with the Results?

- **Prioritize** – What's low cost and high priority? What's realistic?
- **Identify partners & resources** – for us, University & local govt have a big stake in safety; are grants avail?
- **Establish long term goals** – work fixes into budgets over time

Final Advice

Don't rest on your laurels

Review and update your plans on a regular basis

Resources

- Homeland Security Active Shooter Course
<http://www.dhs.gov/active-shooter-preparedness>
- UNC-CH EHS Co-Op Instructions
<http://ehs.unc.edu/healthy/coop.shtml>
- UNC Libraries' dept'l emergency plan template
 - not available online; email me to get a copy
 - michele_hayslett@unc.edu

Resources - Videos

- *Shots Fired! When Lightning Strikes*
 - Office version
 - Student version
 - Health version
- *Flash Point, Recognizing and Preventing Violence in the Workplace*
 - Also has a Student & Health versions
- *Silent Storm, Intimate Partner Violence and Stalking, the Impact on the Workplace*

Resources

- Introduction to fire extinguishers (10.08-minute video)

<http://www.youtube.com/watch?v=-Hk1Y9nJ2vg&feature=related>

3 Random Print Resources

- *Comprehensive Guide to Emergency Preparedness and Disaster Recovery*
Wilkinson, Lewis and Dennis. ACRL 2010.
- *Emergency Planning & Response for Libraries, Archives and Museums*
Dadson. Scarecrow Press, 2012.
- *Disaster Response & Planning for Libraries, Third Edition*
Kahn. ALA, 2012.

Resources

- Ask your first-responder agencies about:
 - Emergency plan templates
 - Walk-throughs
 - Availability for training (e.g., active shooter video, fire extinguisher training, CPR, etc.)
 - Coordinating standards (e.g., K-12 standard response)
 - Availability for table-top or live exercises; grant sources for latter

Resources

- Ask your local govt about how they can collaborate
- Remember, EP benefits everyone – sell partners on the benefits for them

For any fire or evacuation emergency: RACE

- R: Remove anyone from immediate danger.
- A: Activate the fire alarm system and call 911.
- C: Confine a fire: close all windows & doors.
- E: Evacuate. (Extinguish fire IF it can be done safely.)

For wind emergencies

If sheltering indoors, get to building's lowest point,* away from stairwells, glass windows, bookstacks, and other potentially unstable items.

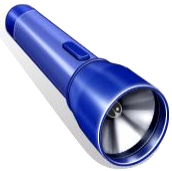
*For one-room libraries inside another facility, be aware the safest location might be located elsewhere in the building, outside of the actual library.

Account for People First

- Meet and count heads
- Who's missing?
- Who's out sick or at a meeting?
- Do you have a phone list?
- Do you have a phone tree if an emergency happens at night?



Are there supplies you could have on hand for rapid response?



- First aid kit
- Flashlights
- Garbage bags
- Plastic sheeting to cover materials
- Mops & buckets, rags/sponges
- Dust masks and gloves
- Tape: Caution, masking, duct...
- Ways to document the damage (pics/video; inventories)

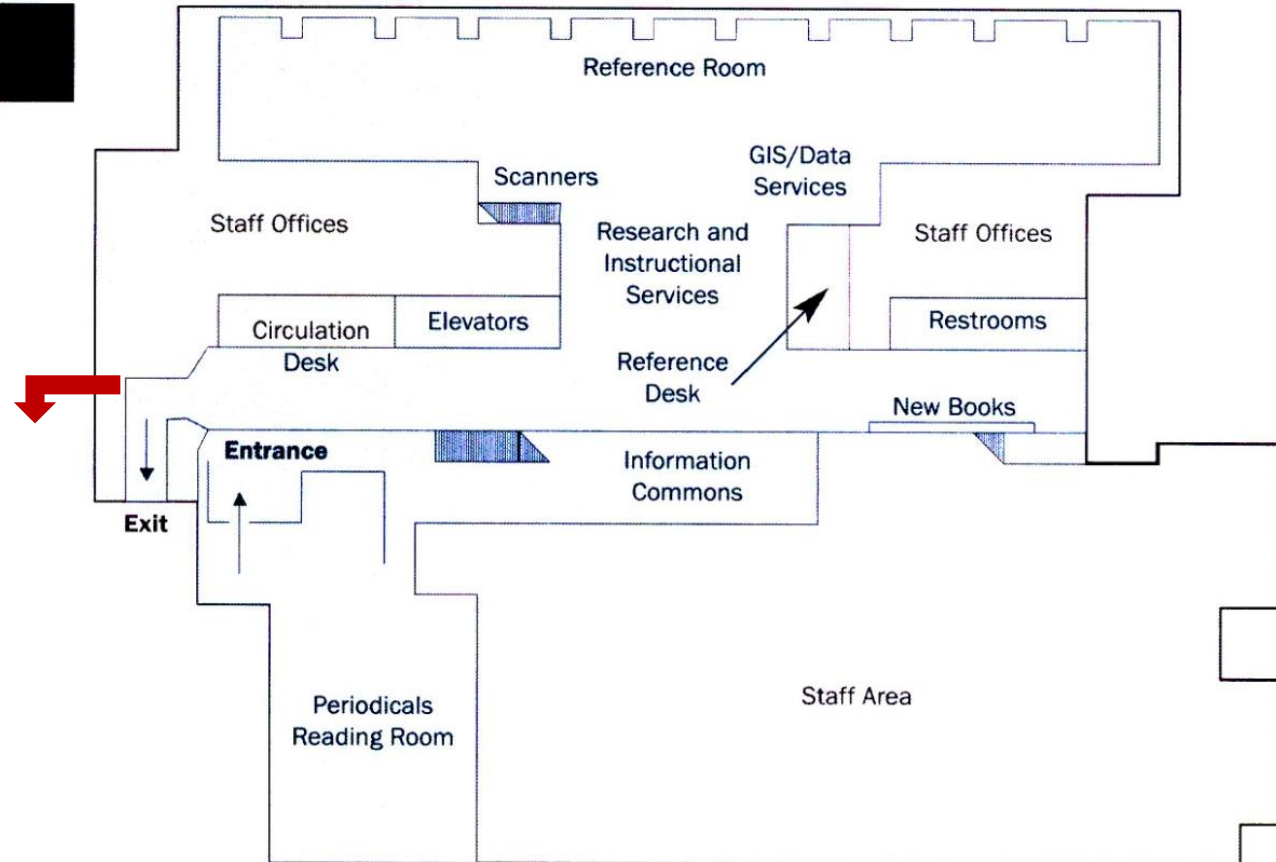


Many Ways to Prepare

FIRST FLOOR

In my building, the main exit is not obvious from elsewhere on the floor.

Also, some signs flat against the wall can't be seen from a distance. We're getting signs that hang out from the wall instead.



Better signage is a simple way to improve preparedness.



For a **wind** shelter-in-place emergency

- Get to the lowest possible level of the building.
- If can't get any lower, go to an interior room or hallway away from windows.
- Stay there until all-clear given.

For a shooter shelter- in-place emergency



- Get out and call 911 -OR-
- Hide out, keep out and spread out
- Take out the shooter
- (Help out)

Other Tools for Preparing

- View third-party video(s), followed by discussion with safety personnel
- Do a walk-through with safety personnel (outside evaluator)
- Table-top Exercise - roundtable discussion of a scripted scenario

Other Tools for Preparing

- Live Exercise - involves emergency responders acting out a scripted scenario (no live fire but all the gear of an actual emergency response is present)

**Pick the ones that work best
given your resources**

Resources Involved

Approach	# Library Staff to Develop	# Staff to Participate	# of Non-Library Participants	\$
Written plan	Few	All	Few	Free
Walk-through	Few	Few	Few	Free
Video	Few	All	Few	\$\$
Table-top	Many	Many	Few	Free
Live exercise	Many	Few but many	Many	\$\$\$\$

Resources Involved

Approach	Time to Plan	Other Resources Needed	Flexible for Different Scenarios	Flexible on the Fly
Written plan	Substantial	Little	Very	Very
Walk-through	Little	Safety expert(s)	May want to use different experts for multiple walk-throughs	Very
Video	Little	Safety expert; projection equipment	Individual videos, not; but maybe can acquire different videos	Not
Table-top	Moderate	Little	Very	Very
Live exercise	Substantial	Substantial	Very	Not

Benefit Comparison

Approach	Benefit to Library	Benefit to Responders
Written plan	Substantial	Intermediate
Walk-through	Substantial	Intermediate
Video	Substantial	Minimal
Table-top	Substantial	Intermediate
Live exercise	Minimal/Intermediate	Substantial

Evolution of an Exercise

History

- Resiliency disaster plan
- (Bird) Flu CoOp plan
- Written Emergency Plans for departments and branches

Evolution of an Exercise

Last Year

- EPC proposed table-top to Library Admin, Spring 2012 - approved
- (Rough start fall of 2012) Really started planning January 2013.
- When discussed table-top with Public Safety, they mentioned having \$ for live exercise (exercises required every year for all UNC campuses)

Build-up to Live Exercise

- All Staff Meeting presentation
- Requested review/update of dept'l emergency plans (annual but some written for the first time)
- Crime awareness/prevention workshop
- 2 showings of the *Shots Fired!* video with follow-up discussions w/ PS
- Table-top exercise (shooter scenario)

Results @ UNC

1. Expect chaos in a real situation
2. Educate & adjust expectations in advance
3. Prepare to be highly proactive about staying in touch with Univ Admin

Results @ UNC

- 10 easy, inexpensive imprvmts
- 3 more challenging – practical?
Affordable?
- 7/7/4/3/3 library-specific changes
- Safety walk-throughs
- Better emergency exit signage
 - In carrels and on main floor
- Held table-top for Admin staff

Don't forget the more common emergencies



Used by permission: Wilson Library staff

Upcoming Accidental Librarian Webinars

- **Session evaluation:** <http://tinyurl.com/grs-eval37>
- Upcoming Sessions!
 - August 13: Bureau of Labor Statistics Intro
 - September: Education Data
 - October: BLS continued!
 - November: BLS continued!
- Brought to you by the North Carolina Library Association's Government Resources Section. Join us!
<http://www.nclaonline.org/government-resources>