



# Disaster Preparedness: Learning from Your Peers



## **SPEAKERS:**

**Rob Favini**, Head of Library Advisory and Development at the MA Board of Library Commissioners

**Denise Lyons**, Deputy Director of Statewide Development at the SC State Library

**Mark Smith**, Director and Librarian at the TX State Library and Archives Commission

# Disaster Preparedness: Pandemic Edition

**Rob Favini**

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BOARD OF LIBRARY COMMISSIONERS

# MBLC's disaster response journey

- Disaster response pre COVID-19
- Little applies to pandemic response
- Quickly shifting gears



"All the News  
That's Fit to Print"

# The New York Times

**Late Edition**

New York: Today: Cloudy, humid, scattered showers, high 82. Tonight, a shower, low 73. Tomorrow, ample sun, warm, high 89. Yesterday, high 85, low 75. Weather map is on Page D9.

VOL. CLIV . . No. 53,323

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NEW YORK, WEDNESDAY, AUGUST 31, 2005

ONE DOLLAR

## ***NEW ORLEANS IS INUNDATED AS 2 LEVEES FAIL; MUCH OF GULF COAST IS CRIPPLED; TOLL RISES***



### **CITY IS OFF LIMITS**

**Pentagon Joins in the  
Effort — Bush Cuts  
Vacation Short**

**By JOSEPH B. TREASTER  
and N. R. KLEINFELD**

NEW ORLEANS, Aug. 30 — A day after New Orleans thought it had narrowly escaped the worst of Hurricane Katrina's wrath, water broke through two levees on Tuesday and virtually submerged and isolated the city, causing incalculable destruction and rendering it uninhabitable for weeks to come.

With bridges washed out, highways converted into canals, and power and communications lines inoperable, government officials ordered everyone still remaining out of the city. Officials began planning for the



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# MBLC's Emergency Assistance Plan

- Disaster preparedness training to librarians, archivists, and records custodians
- Clean-up kits and storage boxes for smaller emergencies
- Technical assistance from MBLC staff and emergency on-call professional assessment services
- On-call disaster recovery service for freezing and drying library and archival collections damaged in fires or floods
  - Polygon, Belfor, BMS CAT and NEDCC



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[About dPlan](#)  
[Contact NEDCC](#)



This online disaster-planning template was prepared by the [Northeast Document Conservation Center \(NEDCC\)](#) and the [Massachusetts Board of Library Commissioners \(MBLC\)](#). The development of the template was funded by the [Institute of Museum and Library Services \(IMLS\)](#) and the [National Center for Preservation Technology and Training \(NCPTT\)](#).

## WELCOME TO DPLAN

### Is your institution ready to deal with a disaster today?

Disasters can come in all shapes and sizes, from natural disasters (floods, hurricanes, and earthquakes) to emergencies resulting from an accident (burst water pipe), deferred maintenance (leaking roof), or negligence (fire or mold). An effective response will be determined by how well prepared you are to deal with a disaster.

Disaster planning is an essential component of preserving your institution's collections. With a written disaster plan, libraries, archives, museums, historical societies, and other collection-holding institutions can reduce the risk of disaster and minimize losses. **dPlan** is perfect for small and medium-sized institutions that do not have in-house preservation staff. **dPlan** is also valuable for large library systems or museum campuses that need to develop separate but related plans for multiple buildings, locations, or branches.

**dPlan can help you create a plan for disaster prevention and response.** Enter data into the online template to create a customized disaster plan for your institution. This plan will help you:

- prevent or mitigate disasters,
- prepare for the most likely emergencies,
- respond quickly to minimize damage if disaster strikes, and
- recover effectively from disaster while continuing to provide services to your community.

[Learn More](#)

Are you ready to proceed? Choose one of these options:

**DEMO**

To try dPlan

**NEW USER**

To register as a new user

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<http://www.dplan.org>



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## Mission

To build and foster a statewide emergency planning process that serves the cultural and emergency management communities and addresses disaster mitigation, prevention, preparedness, response, and recovery. The process will ensure an ongoing dialogue that promotes mutual understanding and coordination between these communities.

## Vision

That every cultural heritage organization in the Commonwealth of Massachusetts is prepared for and is able to respond to a disaster or emergency in conjunction with the emergency management community at the state, regional, and local levels to ensure the resilience of the organization and the preservation of and access to its collections.

### FOR IMMEDIATE COLLECTIONS ADVICE CONTACT:

National Heritage Responders:  
**202-661-8068.**

Northeast Document Conservation  
Center: Ask  
NEDCC: **978-470-1010 or  
info@nedcc.org**

For Libraries and Archives:  
Massachusetts Board of Library  
Commissioners: **617-725-1860  
x236.**

<https://mblc.state.ma.us/costepma>





# LSTA

Library Services Technology Act

## Protecting Priority Collections

**Grant Amount:**  
\$3,000 - \$6,000

**Time Range:**  
1 year

**Eligibility:**  
Any

**Staff Contact:**  
Evan Knight  
evan.knight1@state.ma.us  
1 800-952-7403 ext. 236

**Summary:**  
To support preservation needs of priority collections.



Massachusetts Board of Library Commissioners • 98 N. Washington Street, #401, Boston, MA 02114 • mass.gov/mbic • mbic.state.ma.us/programs-and-support/lsta-grants



### PROGRAM DESCRIPTION

This grant will support the implementation of previous Preservation Assessments, and support for library and archive collections of distinctive program, libraries must have completed a recent Assessment and/or MBLC Self-Assessment and special collection management priorities (template provided upon request.)

The first aspect of this grant relates to implementation from previous Preservation Assessments. Activities may include the purchase of equipment (e.g. dehumidifiers, etc.), increased staff hours or expert assistance, can develop collections management policies, committees, and improve local holdings records. The second aspect of this grant enhances preservation of collections that are known to be locally, regionally, or nationally significant. (A collection's 'significance' should be supported in the grant application.) This aspect most typically support consultants or increase the combination of collection-level investments: rehousing projects, and data migration for collections for this grant would be focused, limited to:

# LSTA

Library Services Technology Act

## Town-wide Preservation Assessment & Collection Identification

**Grant Amount:**  
\$30,000

**Time Range:**  
1 year

**Eligibility:**  
Public Libraries

**Staff Contact:**  
Evan Knight  
evan.knight1@state.ma.us  
1 800-952-7403 ext. 236

**Summary:**  
Assess local history materials throughout the community.



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### PROGRAM DESCRIPTION

This program focuses on a preservation assessment of the community. It is the first step in the process of identifying and eventually sharing historically significant materials in Massachusetts. The public library and other community organizations receive a preservation assessment conducted by a consultant who will:

- Focus attention on preservation needs and work that these might entail, including treatment as well as storage, handling
- Help the staff determine the treatment need of work and the steps necessary
- Evaluate the buildings and make suggestions taken to prolong the life of the materials and conditions and controls.
- Review policies and procedures for collections and make recommendations as to their revision
- Examine emergency preparedness and plans for collections.

# LSTA

Library Services Technology Act

## Conserving & Digitizing Historical Resources

**Grant Amount:**  
\$30,000

**Time Range:**  
1 year

**Eligibility:**  
Any

**Staff Contact:**  
Evan Knight  
evan.knight1@state.ma.us  
1 800-952-7403 ext. 236

**Summary:**  
Conserve and digitize archival materials.



Massachusetts Board of Library Commissioners • 98 N. Washington Street, #401, Boston, MA 02114 • 617-725-1880 • mass.gov/mbic • mbic.state.ma.us/programs-and-support/lsta-grants



### PROGRAM DESCRIPTION

This program will support the conservation of library and archival research materials with significant long-term research value. Proof of ownership will be required for any project that involves the direct treatment of materials. Funded projects will require a commitment on the part of the library to return conserved materials to a storage location that meets recommended standards for materials involved.

Libraries that choose to include a digitization component for their project must follow all appropriate and applicable standards and best practices. It is expected that libraries will maintain digital files and make them available to researchers for the foreseeable future both in-house and through the Digital Commonwealth.

To apply for this program, libraries must have completed a recent Preservation Assessment and/or MBLC Self-Assessment, and submitted a list of special collection management priorities (template provided upon request.)

### BACKGROUND

The 2011 report *Massachusetts Connecting Collections Statewide Preservation Survey* noted severe deficiencies in preservation of Massachusetts collections. Conservation work can address these gaps and prolong the lives of these collections. Digitizing these unique collections provides access locally and remotely and increases

Then EVERYTHING changed...



PRESS RELEASE

## Governor Baker Declares State of Emergency to Support Commonwealth's Response to Coronavirus

Administration issues updated guidance for the public & Executive Branch employees around large events and travel

**3/10/2020**

PRESS RELEASE

Governor Charlie Baker Orders All Non-Essential Businesses To Cease In Person Operation, Directs the Department of Public Health to Issue Stay at Home Advisory For Two Weeks

**3/23/2020**

PRESS RELEASE

Baker-Polito Administration Extends Non-Essential Business Closures and Executive Branch Employee Guidance

**3/31/2020**

PRESS RELEASE

Baker-Polito Administration Extends Non-Essential Business Closures to May 18th, Announces Reopening Advisory Board

Gatherings of 10 or more prohibited until May 18th, Stay at Home Advisory Remains in Effect

**4/28/2020**



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## Coronavirus (COVID-19) and Massachusetts Libraries: News

Resources about Coronavirus (COVID-19) for Massachusetts Libraries

[News](#)[MLS, MBLC, Association Updates](#)[Pandemic Planning](#)[Continuation of Operations](#)[COVID-19 Webinars & Forums](#)[What Your Library Can Do Remotely](#)[Remote Library Resources](#)[Online Library Training](#)[Hygiene, Cleaning, Supplies](#)[Information for Patrons](#)[Youth & School Services](#)[Financial Recovery](#)[Stay Engaged, Have Fun, Relieve Stress](#)[MLS Member Libraries Respond](#)

### Coronavirus Resources for Libraries

Do you have a resource to suggest  
for this guide?

Email [Michelle Eberle](#) or [Kelly Jo Woodside](#).

#### COVID-19 Overviews

- [Information on the Outbreak of Coronavirus Disease 2019 \(Mass DPH\)](#)

#### Featured

#### MLS Member Libraries Respond

This new [blog](#) will feature stories about how our member libraries are continuing to provide essential services to their patrons throughout the COVID-19 crisis, even as their physical spaces are closed.

- [Topsfield Town Library -- Share Your Story](#) April 27, 2020  
Topsfield Town Library is helping residents document their experience during this historical and challenging time.
- [Needham Free Public Library -- Activities at Home](#) April 3, 2020  
Needham Free Public Library is helping connect families with online resources for fun and learning at home....
- [Worcester Public Library -- #HeartWorcester Campaign](#) April 1, 2020  
Worcester Public Library has started a #HeartWorcester campaign to lift the city's spirits during this challenging time....
- [Welcome!](#) March 27, 2020

[View More Results](#)

Visit [What's New](#)

#### Video of the Day

OK, so it's not ex

landscapes created by the New York Public Library, as "an auditory love letter to New Yorkers":

<https://guides.masslibsystem.org/COVID19/Librarians>



**Thursday, April 30, 2020**  
**COVID-19 Command Center**  
**Massachusetts Emergency Management Agency**

***Situation Update***

**State Actions in Today's Report:**

- Daily Case Update (link in sidebar)
- Governor Baker Provides Daily Update
- Secretary Sudders: A Focus on Mental Health & Well-being
- DHCD Emergency Grants to Address COVID-19 Homeless Impacts
- Update on Mobile Testing Numbers
- Update on Holyoke and Chelsea Soldiers' Homes



*The Community Contact Tracing Collaborative, in partnership with Local Boards of Health has contacted about 5,000 people with positive COVID-19 tests in since it was launched on 4/3.*



**Situation in Numbers**

**Massachusetts** **current as of 4/30**

62,205 Total Cases ([click here for more information](#))

3,562 Deaths

275,647 patients tested to date by MA State Public Health Laboratory, hospitals and commercial laboratories.

**United States** **current as of 4/30**

*Case numbers are updated regularly at noon. Saturday/Sunday reports are preliminary and have not been confirmed with state/territorial health departments.*





**PUSH  
TO  
OPEN**



[www.masslibsystem.org](http://www.masslibsystem.org)



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MassLibSystem + 23 • 28m

## Open Session Topic 1: Collections

Examples: dealing with backed up returns, handling items coming in, changes to lending policy

Creating simple tutorials to show patrons how to use e-materials

♥ 2

Add comment

Should we not let patrons use the stacks, and always get the books for them?

♥ 5

Add comment

where to put materials while they are in quarantine.

♥ 1

Add comment

How to handle delivery of new materials?

♥ 0

Add comment

limiting numbers of people in building by social groups

Grocery baskets for people to use while browsing? Put all items in that have been touched whether checking out or not, then bring whole basket to circ desk & step back?

♥ 1

1 comment



Anonymous 1m  
how do we know what has been touched on shelves

Add comment

How do we check out materials to our patrons taking in social distancing when the library is very small.

♥ 0

Add comment

Do we have to do anything to materials that have been in the library since we closed?

♥ 1

Add comment

Quarantine of materials from

quarantine procedures and how it will effect circ

♥ 0

Add comment

Do we have to sanitize books, magazines,DVDs that have been sitting on the shelves?

♥ 1

Add comment

Should we circulate items at all?

♥ 2

Add comment

Is now the time to go fine free? Limit handling of cash, collecting fines creates a need for staff to engage with patrons - why charge for any of our services at all (ex: printing) - How to negotiate this with towns, cities? - loss of revenue vs health vs right of access

Dealing with items people are using or browsing in-house but not checking out--quarantine? Periodicals & newspapers in particular, but also books pulled off the shelves but not checked out

♥ 1

Add comment

we can quarantine then wipe down books with laminated covers, but what can we do with paperbacks and magazines?

♥ 2

Add comment

maintaining social distancing by making aisles one way

♥ 0

Add comment

should we use our bookdrop?

♥ 0

Should patrons browse collections? or should a closed stack system with phone or holds via catalog best model?

♥ 1

Add comment

What will be the more popular format? Ebooks or print? If it's eBooks, how do we keep up with cost in shrinking budgets? They're already so expensive.

♥ 3

1 comment



Anonymous 1m  
I want to see the stats for digital circs

Add comment

How to handle discharging? When to scan in?

♥ 1

Add comment

Safety

-Do we limit the number of people

Cleaning supplies might be hard to get

How to we keep our items and spaces safe if we can't get disinfectants?

♥ 1

Add comment

where should return items be placed before check-in - our counter won't work well as we plan on plexi-glass shield

♥ 1

Add comment

How to handle the check out interaction? Should we set up self scan with Circ guidance?

♥ 1

1 comment



Caitlin Quinn 1m  
Or rather self scanning but with a staff member at the computer?

Add comment

Do we need plexiglass shields

♥ 0

Add comment

should we increase loan period to 2 months?

♥ 1

Add comment

How to keep the outdoor book drop clean

♥ 3

Add comment

do we have time and money to add self checkout system

♥ 0

1 comment



Anonymous 1m  
If you are using Evergreen, it has a self-check component. All you need is a computer and a scanner (a printer is good if possible)

Add comment



Open Session Topic 2: Service Delivery

Examples: physical traffic patterns in the building, seating, in-person programming, open hours

Should we be physically open the same amount of hours? We recently expanded hours for programming.

0

Add comment

how do we handle the backlog of holds? can they released in some type of order to not overwhelm the delivery and holds shelves?

0

Add comment

how do you plan to handle your computers? with fewer available how do you plan to keep track of people on them too long

0

Add comment

How do we handle materials when they come back from delivery and for how long?

0

Add comment

if staff are required to wear

It all sounds doable, until one of us gets sick.

6

Add comment

Face masks for staff when dealing with hearing impaired patrons.

4

2 comments

Anonymous 1m

we should have masks all the time that can support this - do those exist?

Laura Bogart 1m

Maybe iPads set up at desks where patrons and staff can type what they're saying in case of difficulty hearing

Add comment

should programming be limited to virtual?

1

Add comment

how to regulate the flow in the stacks when one end is up against a wall (only one way to

Remote computer assistance ideas?

0

3 comments

Anonymous 1m

We have CASSIE which allows the librarian's computer to see a patrons screen and send them messages

Anonymous 1m

Unfortunately When you look at the screen it is just the image of exactly what they were looking at when you clicked on their computer icon. So you can't watch them do something and walk them through.

Anonymous 1m

I'm sure there is something downloadable that can do that though.

Add comment

-Where to put items we need to move to encourage social distancing?

-Do you cancel all programming?

-Have someone counting at door to allow people in?

1

Add comment

Check in

Will people be quarantining

Should we limit the number of people that are in library during one time?

0

Add comment

Bathrooms & social distancing

6

Add comment

Face masks make it difficult for people who need to read lips

1

Add comment

do we offer hours for high risk populations?

2

Add comment

Libraries should not become a vector for virus transmission, for so many reasons

Arrows on the floor to direct patrons?

0

Add comment

what is best method to mark social distancing at circulation (semi-perm. floor decals?)

1

Add comment

If we have to sanitize items that come in, How long do you suggest we do this for and what should we use?

0

Add comment

Tutoring? What will happen ?

0

Add comment

Concerned about seating as no storage to put long library tables and spending freeze.

with fewer staff reporting to work at bldg can we reduce hours and maintain certification

2

Add comment

how to minimize seating

0

Add comment

Elevator access? How to use social distancing on shared elevators?

2

Add comment

Helping people at a distance - we must speak louder which takes away individual's privacy (ex: talking very loudly about sensitive topics)

1

Add comment

How to provide technology support from at a distance (ex: computers, tablets) with personal and/or library devices

2

Add comment

Are libraries opening in phases?

4

2 comments

Anonymous 1m

That is our plan.

Anonymous 1m

How will you manage the people in the building, as in the time?

Add comment





MassLibSystem + 22 • 15m

## Open Session Topic 3: Staff Concerns

Examples: scheduling staff when ramping up re-opening, personal safety, dealing with less staff

Staff furloughs start on the 18th - just worried for them



1



Add comment

Safety with limited info on best practices. When someone takes off gloves they can contaminate themselves if they don't do it safely.

Half the staff is barely concerned about the need for safe protocols and the other half is very concerned



2



Add comment

mandatory staff testing?



6



1 comment



Anonymous 1m  
In addition: antibody testing

proximity to patrons who need computer assistance (unemployment, insurance, etc)



7



Add comment

Staff Morale

How to maintain when things are scary and confusing



6



Add comment

Assuming employees are comfortable with sharing personal info about themselves (IP Address, to videos in their homes, to cell phone numbers that might show when providing remote services) Not every employee wants to be on social media - those platforms and tools take PII and profit from them. Do employers have a right to force people into these tools?



1

are patrons expected to bring their own hand sanitizers or should staff supply?



1



Add comment

Providing training for use in technology in a virtual environment?



0



Add comment

Staff who refuse to work on the circ desk.



3



1 comment



Anonymous 1m  
Because of a union requirement or fear of interacting with people?



Add comment

Is the Town suppose to supply us with PPEs?



1



Add comment

Staff is concerned with assisting patrons at computers with social distancing



8



1 comment



Caitlin Quinn 1m  
How do people feel about using remote assistance apps for on screen help?



Add comment

Providing appropriate PPE for staff



1



1 comment



Anonymous 1m  
What exactly would this constitute? Masks? Face shields? Gloves? We need protocols!



Add comment

overburdening remaining staff if others cannot return or are on furlough



7



Add comment

how can we train new staff on evregreen with social distancing?



0



Add comment

Small libraries where only 1 staff member works at a time--how can that person do everything given the increased safety protocols that will need to be added?



5



1 comment



Anonymous 1m  
they won't!



Add comment

Do you suggest shields?



3



Add comment

potential staff layoffs or reductions



4

Will staff be expected to disinfect during the day?

Will staff be counted as people in the building or will it be just patrons?



3



Add comment

Who does the cleaning after use of surface that are commonly used? How often?



4



Add comment

PRIVACY! Working from home, for patrons - technology, platforms and supplies - work asked of employees



4



Add comment

Furloughed staff and positions - will we ever get those people back?



1

Restrict building access

Are many libraries going to restrict access to certain collections upon first opening? After institute curbside as our initial phase, we are thinking of limiting in-building services to hold pick up and access to new books and DVDs only.



2



Add comment

What to do about staff in high risk groups who really shouldn't be working (elderly, diabetic, famiy members with COPD, etc). Don't want to lay them off but they really shouldn't come in until it's safer



11



Add comment

Skill gap on staff with technology is huge. As we provide more "virtual services", how to bring those who lag along?



7





# Next steps

- Resumption to full-service guidance
  - Phased approach
  - Mass Governor's reopening advisory commission – May 18th
  - Flexibility to address local municipalities
- Prepare for possible Fall shutdowns
- Contingency of Service Plan
  - Staff safety
  - Remote work and programing



# Contact

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Ph: 617-725-1860 x237



# Supporting Librarians' Roles in Emergencies and Natural Disasters

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Denise R. Lyons

Deputy Director

South Carolina State Library

[dlyons@statelibrary.sc.gov](mailto:dlyons@statelibrary.sc.gov)

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south carolina  
**STATE LIBRARY**

# Project Aims & Design

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- Situation-specific case research
  - Began in South Carolina 2015:
    - Public librarians' use of multiple channels and technology for information distribution and services
    - Public libraries' collaboration with multi-level agencies to facilitate emergency response and recovery
  - In 2017:
    - Community members' use of disaster information sources and evaluation of the information's credibility
  - In 2018-2019
    - Role played by local public libraries in Houston, Texas
    - Community members' access to information during the catastrophic hurricane and flooding in the Houston metropolitan area
- Use of three situation-specific case research to:
  - Identify librarians' basic required competencies and the skill sets
  - Integrate competencies and skill sets identify to develop LIS curriculum and CE
- Used a framework for communication preparedness and implementation recommended by public health experts
  - Process - use of multiple channels and technology for information distribution and services
  - People - use of community-first approaches for the provision of services
  - Partners - libraries' collaboration with multi-level agencies to facilitate emergency response and recovery



### Columbia, South Carolina:

<https://bit.ly/2KiaZDb>

### Charleston, South Carolina:

[https://www.youtube.com/watch?v=JB1Kud\\_r8wg](https://www.youtube.com/watch?v=JB1Kud_r8wg)



### Houston, Texas:

<https://www.cnbc.com/video/2017/08/29/heres-what-texas-looked-like-before-and-after-hurricane-harvey-hit.html>



# Methodology

2015-2016	2017	2018-2019
<ul style="list-style-type: none"><li>• Public Libraries' Partnerships and Librarians' Operations<ul style="list-style-type: none"><li>○ 3 focus-group meetings with public library administrators and librarians</li></ul></li><li>• Public Libraries' Partnerships with Other Agencies<ul style="list-style-type: none"><li>○ An in-depth interview with a Federal Emergency Management Agency (FEMA) agent</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Community Members' Information Access</li><li>• Disaster information sources the community members used</li><li>• How people shared information with others (e.g., social media, etc.)<ul style="list-style-type: none"><li>○ Three sets of survey questionnaires were used.</li></ul></li></ul>	<ul style="list-style-type: none"><li>• Public libraries serving as community catalysts to facilitate the building of community capacity and resources for emergency response and recovery<ul style="list-style-type: none"><li>○ 5 focus-group meetings with Houston Public Library's administrators and librarians</li></ul></li></ul>

# What We Learned: Challenges

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- The general public's lack of skill in using technology to access information is a large problem.
  - “you don't even have to be illiterate to be overwhelmed by our letters--they're very hard to read. ... literacy was an issue.” ” [FEMA Agent]
- Public librarians were not fully prepared to provide sufficient essential disaster and health information for adult users online.
  - Not proactive in disseminating and promoting access to critical disaster information in English and other languages
  - “... I wish we had health sciences librarians to help with [health] information needs ... I worked with health sciences librarians [for these purposes] before in Texas... ..” [Library Administrator/Librarian Subject #3]
- Internet was used primarily during and after so lack of internet especially in rural areas is a problem.

# What We Learned: Opportunities

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Social media served as main channels to provide real-time information...but some are coordinated at a central level.

- “ ... On the Richland Facebook site, the library’s posts were shared 1,386 times, an average of 98 shares for each post. ...our [Facebook] posts reached a total of 109,882 people. They had 6,200 impressions per day ...” [Library Administrator-Librarian #7]
- “ ... Our communication is very centralized. It really comes from the communication division [of the City of Houston] and, they are the ones who did Facebook, Twitter, Instagram.” [Library Administrator/Librarian Subject #4 in Houston Public Library]

# What We Learned: Opportunities

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## Partnerships and Relationships Were Key

- “...they [the librarians] were very hospitable, and I got to know a lot of the people in the library. I mean, we really were their guests, and they treated us like guests. So I was really pleased with that, because I've been in 32 disasters in 20 states, and I've been in various types of recovery centers--some not so good. I think we helped a lot of people...[they] called the library-- they didn't call us.” [FEMA Agent]
- ... I'm sure we had some people that didn't even know we were there, and they went to the library and they brought in their books and came to talk to us. ... That happened more than once. ... ” [FEMA Agent]
- “...librarians have to do what you always do, which is to pull information together, make sure it's accurate. Get it out there.” [Administrator/Librarian Subject #2]

# What We Learned: Library Collaborations

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Public libraries' successful collaborations with private and public sectors before, during, and after the disasters.

- Richland Library, Columbia, South Carolina
  - FEMA established disaster centers in Richland Library Main and its branches.
- Georgetown County Library, Georgetown, South Carolina
  - The Library is partnering with the Georgetown County Emergency Operations Center (EOC) and serves in the EOC's public information officer section.
- Charleston County Public Library, Charleston, South Carolina -- John's Island Regional Library
  - The Library served as a satellite administrative office for the local fire department.
- Houston Public Library, Houston, Texas
  - The Library system is an integral part of the city's emergency response and recovery team.



# Results: Required Competencies and Skills

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## Study in 2015-2016, Study in 2017

- Promoting information and technology literacies
- Facilitating technology access (including social media)
- Community engagement and outreach
- Creation of library disaster preparedness policies and plans, including salvaging damaged collections
- Crisis communications, including public relations and public speaking
- Emergency planning and management
- Emergency and disaster management preparedness, and response
- Working with public health government agencies and local government officials
- Ethical delivery of effective health information services

## Study in 2018-2019

- Leadership development
- Organizational development
- Team building, including resources team-oriented performance
- Awareness of the environment and change management
- Taking a leadership role in the community engagement
- Training of library staff

# Provision of Critical Information Services

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Public libraries and librarians should:

- Connect with health sciences librarians in responding to the community members' information needs
- Select and disseminate trustworthy digital health resources for adult users
- Provide health information and technology literacy training to the general public
- Promote the use of selected credible resources in multiple languages and services by the public libraries' websites anytime, anywhere
- Deliver collaborative real-time health information services via online platforms

# Actions and Recommendations

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- Integrate these competencies and their skill sets into the curriculum of the School of Library and Information Science at University of South Carolina (SLIS/USC)
- Create a new online course for the M.L.I.S program
  - “Community Engagement and Empowerment through Information Environments”
- Develop CE programs and in-service opportunities for professional librarians
  - South Carolina State Library offers regular, but adaptable development and training for librarians of all levels

# Emergency Preparedness Committee

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- Comprised of administrators, librarians, and staff along with State Library staff
  - Some attended facilities summit in 2019, others have general interest
  - Other experts in the field will be asked to provide guidance in specific areas
  - Some members may rotate based on expertise or need
  - Include those with Disaster Information Specialist certification from NNLM
  - Will create toolkit for libraries
- Working on plans for an Emergency Preparedness and Facilities Summit for the 2020-21 year based on Georgia Public Library Services's summit from 2019
  - Key outcome for libraries is to create/update a disaster plan
  - Will also include discussion about pandemic and other disasters not just weather events
- Want to initiate FEMA Preparedness Ambassador program

# Continuing Education

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- Committee will develop continuing education opportunities for librarians and staff
  - South Carolina State Library offers a variety of different kind of training
    - Nimble enough to change training scope and content based on needs
  - Sharing of partner resources such as websites and webinars
  - Reviewing possible project with NEDCC on preservation and preparedness training
  - Work closely with NNLM and Medical Librarian community
  - Create more video and interactive types of professional development
  - Expand relationships with various state and local departments such as SC Emergency Management Division

# Websites to Reference

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- <http://guides.statelibrary.sc.gov/disaster-preparedness>
- [https://www.njstatelib.org/services\\_for\\_libraries/resources/disaster\\_planning](https://www.njstatelib.org/services_for_libraries/resources/disaster_planning)
- <https://disasterinfo.nlm.nih.gov/training>
- <http://houstonlibrary.org/learn-explore/hurricane-preparedness>
- <https://nnlm.gov/sea/guides/emergencyprepdisasterrecover>
- <http://www.dplan.org/>



# COVID-19 Resources



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[South Carolina State Library](#) / [Subject Guides](#) / [Coronavirus & Public Libraries Resources](#) / [News](#)

## Coronavirus & Public Libraries Resources: News

This guide contains resources which may be helpful to library staff related to the coronavirus. Information includes guidance specifically related to public libraries, and cleaning and disinfecting areas of the library.

**News**

[Information for Patrons](#)

[Reopening Guide for Public Libraries](#)

[Hygiene, Cleaning, Supplies](#)

[Access State Library Resources from Home](#)

[Stay Engaged, Have Fun, Relieve Stress](#)

### South Carolina Department of Health and Environmental Control (DHEC)

- [South Carolina Department of Health and Environmental Control \(DHEC\)](#)  
DHEC is closely monitoring a rapidly emerging outbreak of a novel coronavirus (COVID-19) first identified in the city of Wuhan, China.  
If you have questions about COVID-19, the DHEC Care Line is open from 8 a.m. – 6 p.m. on weekdays. Call 1-855-472-3432.
- [SC DHEC - Coronavirus](#)
- [SC DHEC - Mass Gathering Information related to Novel Coronavirus](#)

### U. S. Center for Disease Control and Prevention (CDC)

The CDC has set up a landing page with a variety of information on the Coronavirus, including a helpful section on What You Should Know, which outlines:

- [How It Spreads](#)

<https://guides.statelibrary.sc.gov/coronavirusresources>

# COVID-19 Resources and Training

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- Weekly informal chats with Library staff
- Survey of administrators on professional development topics
- Offer additional training and project management support for the expansion of a pilot program supported by CARES Act funding
- Sharing of partner agency resources and webinars
- Launching of more interactive CE (Flow Circus Juggling)
- Purchase of additional resources including PCI webinars, Niche Academy, specialized trainings, and classes
- Will review or assist with reopening plans if needed
- Can assist with grant application advice for technology expansion, workforce development projects, and other topics to meet the changing needs of the library's community

# Contact Me

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south carolina  
**STATE LIBRARY**

# TSLAC Disaster Response and Covid-19

Texas State Library and Archives  
Commission

Mark Smith, Director and State Librarian



# TSLAC Agency Operations

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- Continuity of Operations Plan
  - Required of all Texas State Agencies
  - Reviewed and revised annually
  - Physical and virtual resources
  - Defines essential services during disasters impacting physical spaces
- Business continuity plan
  - Defines essential operations at all other times
  - The operative document during coronavirus





# Library disaster preparation

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## Lessons learned from Hurricane Harvey

- Libraries are defined by FEMA as essential services
- Heritage Emergency National Task Force (HENTF) very helpful, especially Administrator Lori Foley
- Experience and help from other states, especially New Jersey – lessons learned from Sandy
- Networking with other heritage agencies: arts, humanities, archives, museums, higher education
- Flexibility and assistance of IMLS: allowed us to repurpose grant funds to respond to Harvey



# How Coronavirus is different

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Some of those lessons carry over, some don't

- Libraries as essential services – different when closed
- FEMA relief funds administered by state agency
- Not as much about recovering collections and providing relief as navigating staff and public health
- Lack of unified response between levels of government
- Uneven spread and political overtones
- Challenges of remote access
- Challenges of messaging
- Challenges of reopening



# TSLAC Response

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## Support and encouragement for local libraries

- Track library closures
- Provide clearinghouse for resources
  - <https://www.tsl.texas.gov/ldn/covid-19>
- Convened statewide and regional virtual meetings
- Monitored library needs and responses
  - Many creative responses
- Library communications plan
- Reopening resource guide
- TSLAC CARES Grants – digital inclusion and COVID response



# Gov. Abbott Order

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April 27 – Gov. Abbott includes libraries and museums as services permitted to reopen.

Specifically “state libraries and museums.”

TSLAC reopened to public May 4, most other Texas public libraries not opening yet.



# Contact information

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Stay safe, y'all!





Questions?