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| **UVa Claude Moore Health Sciences Library**  **Pocket Response Plan (PReP)™**  **Revised 04/16**  **INSTITUTIONAL CONTACTS**  **(area code 434)**  **National Network of Libraries of Medicine (NN/LM): 1-800-DEV-ROKS Preservationist:(Alderman Library)**  **Lyrasis:** 800-999-8558 (24/7 consultation assistance) **Belfor:** 804-342-7444  **Medical Center**  924-8324 **Office of Risk Management** 924-3055 **Emergency Command Center** 982-3634 **Health System Media Office** 924-5679 **Finance & Administration** 924-8425 **Dean of Medical School** 924-5118 **Student Affairs (Medical)** 924-5579 **Dean of the Nursing School** 924-0063 **Student Affairs (Nursing/Undergrad)** 924-0141 **Student Affairs (Nursing/Grad)** 924-0141 **Hospital Security** 924-5048 **Facilities Management** 924-2267 **Environmental Health & Safety** 982-4911 **Housekeeping** 982-4656 **Systems Control** 982-4685  **ILLiad (interlibrary loan):** 800-567-7401 **EBSCO (journals):** 800-633-4604 **Rittenhouse (books):** 800-345-6425 ext 114 **ClinicalKey:** 443-949-9442 **OVID:** 919-452-9417 **UpToDate:** 800-998-6374, | |  |  | | --- | --- | | **DISASTER TEAM**   |  | | --- | | **Agency Administrator:** In consultation with Incident Commander, determines operational strategies following a disaster or service disruption. – Arnold  **Communications Coordinator;** coordinates the execution of the COMMUNICATIONS PLAN. – Barker/Wilson  **Historic Materials Coordinator:** Coordinates all preparedness & response activities for unique or hard to replace materials. – Cavanaugh/Bowden  **Interlibrary Loan Coordinator** (for libraries that designate ILL borrow as a core service): coordinates and performs all ILL borrow activities from remote location. - Davis  **Immediate Response Coordinator:** responsible for ensuring that front line staff are able to consistently and effectively carry out response procedures. – Hiserman/Wilson  **Access to Online Content Coordinator:** works with publishers to resolve online access issues following a disaster or service disruption. – Lord/Son  **Facilities Liaison:** communicates with Facilities following a disaster. – Reitz/Carter    **IT Coordinator:** coordinates all IT related issues. – Moody/Denton  **Incident Commander:** Coordinates the execution of the CONTINUITY OF SERVICES plan. Coordinates all aspects of preparedness & response and creates a disaster ready culture. Coordinates tabletop exercises, after-action reviews, and situational reports. – Wilson/Ragon |   **Library Leadership Transition:** If the Library Director is unable to perform the duties of the position for any reason, responsibility is assigned to:  *Dan Wilson:* general library operations, collections, space  *Bart Ragon:* information technology, specialized services (IS, TEC, Hist Coll) | | **COMMUNICATIONS PLAN**   |  | | --- | | **Staff:** If there is a possibility of the University closing, all staff should call 924-SNOW or 243-SNOW. If the University cancels classes, non-designated staff should not report to work. Members of the Service Continuity Team should assume their responsibilities. If there is no advanced warning, the Incident Commander will contact members of the Library Disaster Team. The Incident Commander may also choose to activate the Phone Tree.  **Public:  Voicemail update**: The Incident Commander will change the voice mail message on 924-5444 by calling…  The message should provide status information and ways patrons can access the library’s online resources and get assistance, either Ask A Librarian or chat. Hiserman is backup.  **Library’s web page:** The HSL home page will be used to announce emergency info and re-direct patrons to assistance. The Incident Commander will update the library’s home page by creating a post on Moore Library News. Moody is backup.  **Social networking sites:** Communications Support -social media (Barker). Feed from home page automatically populates in HSL Twitter account. |   **Communication with the Media:** the Agency Administrator (Arnold) or designee is the only person authorized to speak with the media. Info must be cleared by the HS Media Office.  **Worst Case Scenario:**  If possible, post closing information on door.  Cabinet gathers at home of library director.  Activate phone tree. | | **CONTINUITY OF SERVICES PLAN**   |  | | --- | | (**Coordinated by the Incident Commander, Monday through Friday, 9am to 5pm)**  **Access to online content**:  1. Vendors: The Access to Online Content Coordinator (Lord) troubleshoots reported access problems to individual titles. Bartczak and Son backup.  2. Network: The Information Technology Coordinator (Ragon) troubleshoots network issues. Moody and Son are backups.  Lord:  Bartczak:  **Interlibrary loan:** The Interlibrary Loan Coordinator (Davis) processes borrowing requests from home if power is available at home and at the library. If necessary, calls UNC ILL for back-up, and notifies NN/LM at 1-800-338-7657 to have DOCLINE lending requests de-activated.  Davis:  **Library Email:** Communications Support-chat/email (Denton) schedules staff to check the library’s Reference email account. Son is backup.  Denton:  Son:  **Access to Library’s Print Collection:** In the event that the Internet is down, patient care personnel can access the Library’s print collection by contacting Health System Security. All core textbooks and reference materials are located in the lobby. The core textbooks are located on the far wall and the reference books are located in the alcove next to the Service Desk. | | | **SELECTIVE LIST OF RESPONSE PROCEDURES**  **TORNADO  Watch:** monitor weather reporting stations online and via the weather radio.  **Warning:** announce via intercom that a warning has posted. Instruct everyone to move away from windows.  **POWER OUTAGE** If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures immediately. Check elevators to see if anyone is stranded. Check all areas of the library for patrons who may need help; take flashlights to assist people to leave if the building is dark.  **MEDICAL EMERGENCY** Call 911. Announce on the intercom that medical assistance is needed in the [state location].  **EARTHQUAKE**  DROP, COVER, and HOLD ON. Do not evacuate the library until shaking has stopped and there are no dangers (downed power lines, broken gas lines, etc.).  **BOMB THREAT** Get as much information as possible, such as location of device, when it will go off, what it looks like, why it was placed, etc. Listen for environmental clues as to location of caller. Call 911 and follow instructions.  **SHOOTER** Take cover.  **HAZMAT INCIDENT** Use the intercom to notify patrons and staff of the need to shelter in place. If necessary to  close off air system, shelter in Staff Lounge and use plastic to cover intakes and doors. Post signs if there is time.  **REQUEST FOR CONFIDENTIAL INFORMATION**  Inquiry: Contact supervisor  Subpoena: Contact supervisor  Search Warrant: Provide access and contact supervisor  Request for Access to Library Computers: Contact IT Director |
| **UVa Claude Moore Health Sciences Library**  **RESCUE & RELOCATION**  **Revised 04/16**  **PRIORITY LIST FOR COLLECTION RECOVERY**  **(See floor plans at right)**  **High Priority: Historical Collections:** (see priority list in third column)  Core Textbooks Reference Collection  Core Journals  **Low Priority:**  Books, general collection  Journal collection | **Floor Plans/Locations of Collections**  **largemap.bmp**  Reference (alcove next to Service Desk)  Detmer Room  (Kerr White Collection)  Journals  (Lower level)  (First Floor)  Core Textbooks  Books  **Second floor and Cabell Room**    **Historical Collections (Basement Level)** | | **HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY** | | **RELOCATION STRATEGY**  Historical Collections: Store  Detmer Room: Store  Print Journals: Store  General Collection of Books: Store  Core Textbooks: Relocate  Reference Collection: Relocate  Library Computers: Relocate/Store  Library Records: Relocate  Office/Work Space:  Library Director  Assoc. Dir. Collections & Library Services  Assoc. Dir. Knowledge Integration Research & Tech.  Medical Education Librarian  Digital Initiative Librarian  Office Manager  Hospital & Community Services Librarian  IT Director  Metadata Services Assistant  Research & Data Services Manager  Service Desk Manager  **Stafford Act**  “It will help libraries in need relocate so they can keep serving the public in the wake of a flood or other emergency.  Libraries are vital information hubs, and in the aftermath of a disaster, libraries take on an even greater community role, providing free and easy access to technology and essential information.” – Senator Jack Reed | |