

WHITE HOUSE PUBLIC LIBRARY **DISASTER RECOVERY PLAN**

105B College ST.
White House, TN 37188

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Purpose

This plan is a guide to help in setting up library services *after* a disaster has occurred. The plan will detail recommended guidelines to follow in the aftermath of disasters based on different disaster levels. The levels are based on the following criteria: city disaster with library intact; city disaster with library unusable; city disaster with both library and city hall unusable; mid-state disaster; and statewide disaster.

The guidelines below cannot be all inclusive. Staff should assess the situation to make the best decision on the proper action to take with the disaster recovery.

Any Level Disaster

Regardless of the level of the disaster, the first step that should be taken is making contact with all library staff. Staff should use phone, text, email, etc. to try to make contact. All staff have an emergency contact list which includes contacts of family members, neighbors, and friends of staff. If there is a staff member that cannot be contacted through any of the above contact options, staff should contact emergency personnel for additional help. Staff will need to use their better judgement to determine if it is safe to travel to a non-located staff member's last known whereabouts to search for the missing person.

When making contact, all staff members should state the following information: their health status, safety status, if they are remaining at their current location, or being evacuated, and a form of contact at the evacuated location. If a staff member is in need of medical aide, other staff will try to assist in informing emergency personnel of the injured staff member's location.

In addition, the library director will also try to contact all board members to ensure their safety/wellbeing and keep them up-to-date on which actions below are being taking during the disaster recovery process.

Before following any of the steps listed below, the library staff should find out if the city has already established an Incident Command Center. If so, staff should follow the city's Incident Command Center's directions and/or ask if they approve of staff following any steps below.

Level I Disaster: Library Intact

In the event that there is a disaster that affects a large number of White House area residents but has not affected the library, the library staff will coordinate with the city on which procedure(s) to follow.

- 1.1 **Staff Access** - Once contact and wellbeing of all staff members has been established, staff will then determine who is able to safely travel from their homes to the library. This factor will determine which of the next procedures will be implemented and at what depth.
- 1.2 **Incident Command Center** - The library staff will coordinate with the city administration should the library be needed as an Incident Command Center. As such, the library staff will provide space for press conferences and/or for emergency crew to create a command center.
- 1.3 **Resource Drop off** - The library may become a drop off and pick up location for needed community items e.g. water, food, toiletry, blankets, etc.

- 1.4 **Extended Hours** - The library may decide to offer temporary extended hours such as being opened on Fridays, Sundays, every evening, and earlier morning hours.
- 1.5 **Shelter Location** - The library director and staff will coordinate with the city administration on the possibility of the facility being a temporary shelter location. Depending on the severity of the situation, the library and city may establish a shelter space during normal business hours or turn the facility over to emergency personnel for an extended or 24/7 shelter.
- 1.6 **Regular Library Services** - The library will try to continue to provide its regular services to patrons. However, in the event that one of the above procedures is followed, the library may have to temporarily halt some services/resources such as Internet, programs, etc. The library staff will try to borrow items from surrounding libraries, regional libraries, or the state library that will assist in providing full library access to patrons when possible e.g. wireless card adaptors, Hot Spots, etc. Depending on the situation, the library may halt all ILLs and inform all other TN libraries not to make these requests.
- 1.7 **Neighboring Library Access** - The library director and staff will contact all the neighboring libraries in order to direct White House patrons to these facilities if the library is unable to provide full services to patrons.
- 1.8 **Information Updates** - The library staff will use social media, newsletters, recorded phone messages (phone tree), word of mouth, and any other possible advertising media to inform patrons of the library's role during the disaster recovery.

Level II Disaster: Minimal Library Damage

If a disaster has damaged the library facility, the following guidelines should be used.

- 2.1 **Safety** - Staff members will try to determine the time the disaster took place and ensure that nobody (patron or staff) was in or near the library facility at the time of the event. The first staff member to learn of library damages should call the appropriate emergency responder (fire, police, etc.). Staff should notify emergency personnel if they believe individuals may still be in the building. Staff members should try to account for all staff member locations. Once safety measures are underway, staff will work on notifying all other library staff members, city personnel, library board, and the community as a whole about the situation. Staff members who are able to do so should report on their ability to travel to the library. No staff will travel from their home to the city until they have been instructed by the library director, city or emergency personnel to do so.
- 2.2 **Facility Updates** - If a library staff member has Internet access, then social media and the library's newsletter will be used to help inform patrons of the library's status. Staff will also try to change the library voicemail message to reflect the current situation for those who can call in. Lastly, staff will change the due dates of items to ensure that unwarranted fines on items are not accrued. Patrons will be asked to keep their items until the library instructs them otherwise.
- 2.3 **Salvage** - If the library building is intact and staff have been cleared to enter the building, they should bring their grab and go list (see appendix A below) that was given to them as a guide. The items on the grab and go list will have top priority. After the items on the list have been removed, staff, city employees, and volunteers will work on salvaging as much from the building as possible (see Salvage Plan). The removed items should be moved to city hall, other city buildings, or a predetermined location for temporary

storage. Staff will need to follow procedures in the Salvage Plan for proper removal and recovery of items.

- 2.4 **Temporary Location** - The library staff will set up a temporary library location in a city building unaffected by the disaster, e.g. city hall, police department, fire hall, etc. If a city building is not available, then the library director and board will reach out to a local business/church for temporary housing. The library staff will use any material that could be salvaged from the building or given from other city departments to create a temporary library. If space is limited, staff may recommend that patrons not return any items already checked out until the library facility is reopened. Staff will inform other library's through the listserv that they will no longer be requesting or sending ILLs.
- 2.5 **Neighboring Library Support** - The library staff will request unsalvageable items from surrounding libraries that may be necessary to set up a temporary library facility. Some of these items will include: computers/laptops, Hot Spots, wireless card adaptors, etc. In addition, the library director and staff will ask all neighboring libraries for permission to direct White House patrons to these facilities. If approved, the staff will use social media and word of mouth at the temporary location to inform patrons. If possible, the library director will also ask supporting libraries to post updates on their social media pages about recovery process in White House.
- 2.6 **Recovery Effort** - The library director and staff will coordinate with the city, state, and surrounding communities on the recovery effort. Steps will be taken to restore the library facility with insurance, donations, and city funds. If necessary, a more suitable temporary location will be established. The library staff will work on coordinating with the state on replacing regional library items.
The library will accept volunteers to help with the recovery effort as long as the city approves their use. Volunteer time may be documented per the city requirements. The library and city has the right to refuse and restrict volunteer help depending on the situation.
- 2.7 **Asset List** - The library will use its assets list as a guide to create a list of what items have been lost and which have been salvaged. The asset list can be found on the Library's Gmail disaster folder, on the director's computer, cataloger's computer, or from the purchasing coordinator at city hall. Steps will be made through insurance, donations, current budget, and future budget to replace equipment, furniture, supplies, etc. Appendix B has a list of all the companies that the library uses to purchase its main items.
- 2.8 **Collection replacement** - The library director and staff will work on creating a list of lost circulation items. Appendix C lists specific library sections that each staff member will be responsible for reviewing the lost/deleted items. Each library staff will need to determine what needs to be replaced in their assigned section based on circulation statistics. Once completed, the director will coordinate with the city, community, and state as well as book vendors on replacing this material.

Level III Disaster: Library Destroyed

If a disaster causes the White House Library to be destroyed, the following guidelines will be taken.

- 3.1 **Safety** - The staff will try to ensure that nobody was in the building at the time of the disaster. Staff will contact emergency responders to notify them if they believe the building was clear at the time of the disaster. Staff members will also try to get in touch with all staff to learn their

wellbeing and location. Next, staff will work on notifying city employees, library board and putting out information to the community as a whole, on the building situation.

- 3.2 **Temporary Location** - The library staff will set up a temporary location at a city or community location. Staff will borrow necessary equipment from the city, surrounding libraries, or regional/state library. At this location, staff will work on creating the replacement item list as well as being a return center for items. Staff will use social media to put out updates about the facility, other libraries they can use for full library service and where to return checked out items. When items are returned, staff will mark it off their report to ensure that all checked out items are recovered. Should staff receive enough returned material and borrow extra equipment, then the library may decide to provide limited library services at the temporary location until a new facility is secured.
- 3.3 **Reports** - Staff will contact the Sumner County Library Tech or TLC to have them run a report of all items in the collection, all checked out items and circulation counts (see appendix C). Staff members will be assigned to create a list of items that need to be replaced. Staff will also coordinate with the state to work on replacing regional items. The assets list will be used as a guide on creating a list of non-collection items that need to be replaced e.g. laptops, furniture, etc.
- 3.4 **Facility** - The library director, library board, and city will work on securing funding to replace the library facility through insurance, TEMA, donations, grants, the general fund, etc. Library staff will work on getting donated and newly purchased items cataloged so that everything can be moved into the facility and library closure time will be kept to a minimum.

Level IV Disaster: Mid-State Devastation

In the event of a disaster that affects a large part of the middle TN area, the following guidelines should be added in addition to any previous disaster level guidelines.

- 4.1 **Staff Safety** - In addition to making contact and ensuring the wellbeing of library staff, an effort should be made to contact city employees, library board, and the library staff of neighboring libraries on the condition of their personnel, facility, and city.
- 4.2 **Coordinate with neighboring libraries** - Based on the information that is received from the surrounding area, the library staff will coordinate the best recovery response option to assist the area. If the library is intact and staff are able to travel to the facility, they will assist the surrounding libraries by sending material, allowing outside patrons to use the facility, giving updates through social media about neighboring libraries, becoming temporary shelters, etc. If TEMA/FEMA is involved, the library may even become an incident command center for them as well as request federal aid to restore the library facility.
If the library is damaged, then staff will follow the above steps to try and salvage material from the building, set up a temporary location and see if the surrounding libraries are able to provide aide by loaning material. If the disaster has affected the library and most of the surrounding libraries, then staff will try to contact the regional library so that the state can halt all ILLs and give White House Library updates to others in the state.
- 4.3 **Recovery Effort** - If the library was damaged or destroyed during the area wide disaster, in addition to securing funding through grants, donations, and city funding, the library director will coordinate with the city on any available aide through TEMA/FEMA. If the facility was only damaged, the recovery steps listed in a level II disaster will be taken.

Level V Disaster: Statewide Devastation

Should a disaster happen that is large enough to affect a majority of the State of Tennessee, the following guidelines should be followed.

- 5.1 **Staff Contact** - Efforts should be made to make contact with all library staff members. Staff members that are being evacuated should try to provide where they will be going, when they expect to arrive, and a possible contact at that location. All staff members should follow the guidelines of emergency personnel on evacuation. If a staff member decides not to evacuate, they should try to inform their colleagues of this decision.
- 5.2 **Recovery Effort** - Depending on the situation, staff will coordinate and follow any of the previously listed guidelines that may be applicable. These steps may become applicable after time passes and the situation improves. While staff are waiting to return to the area, those that are able may monitor the library Facebook page to post updates and allow patrons to ask questions about the situation. If a staff member is able, he/she will remote in to the circulation system to extend item due dates, run reports on checked out items, inventory lists, etc. to help speed up the recovery process. In addition, if possible, staff may reach out to FEMA for assistance with recovery, the state library and archives and any other organization that may be able to provide assistance.

Appendices

Appendix A

Grab and go list

Priority 1

1. Laptops: Janet's, Amber's, Courtenay's, staff
2. Any Hotspots on the hold's shelf
3. Checkout pads
4. Barcode scanners
5. Receipt printers
6. Phones (if setting up at another city location)
7. Laminator

Priority 2

1. Library Carts
2. Circulation desk computers
3. Any patron access computers
4. Any staff printers
5. Computer Lab Genealogy scanner
6. Catalog Computers
7. Shredders
8. Book drop box

Priority 3

1. AWEs
2. Xbox & PS3
3. Playaways
4. Cover one
5. DVD cleaner
6. STEAM Packs
7. Sewing Machines
8. Button Maker
9. Power cords
10. HDMI cords

Priority 4

1. Desk chairs
2. Cataloging supplies
3. Library supplies (cards, signature cards, ink, DVD cleaner, Cover one glue, etc.)
4. Book Press
5. P-cards and other money related items in safe
6. Craft items

Appendix B

Vendor List

Books and Audio books

Baker and Taylor lease	http://www.baker-taylor.com/ Mary Wynn, MaryLou.Wynn@baker-taylor.com 1-800-775-3800 ext 2223
Ingram	https://ipage.ingramcontent.com/ipage/li001.jsp John Mangrum, john.mangrum@ingramcontent.com 1-800-937-5300 ext. 35774
Junior Library Guild	https://www.juniorlibraryguild.com/ Wendy Spencer, wspencer@juniorlibraryguild.com 800-325-9558 ext. 7957
Penworthy	www.penworthy.com/ Kanisha Hines, kanisha.hines@penworthy.com 800-443-8439 x254
Recorded Books	https://www.recordedbooks.com/ Mike Poynter, mpoynter@recordedbooks.com 615-419-7640
Thorndike	https://www.gale.com/thorndike Judy Gagnon, judy.gagnon@cengage.com (p) 800.223.1244 ext. 27526 (f) 800.558.4676
Vincent & Vincent	Debbie Vincent, debbie@vincentandvincent.net 615-429-6693

Library Supplies

Amazon	https://www.amazon.com/
ALA store	https://www.alastore.ala.org/
Demco	www.demco.com/
Global Industrial	https://www.globalindustrial.com/ Kerry Mills, kmills@globalindustrial.com Direct # 678-969-6636 Toll Free # 1-888-978-7759
The Library Store	www.thelibrarystore.com/
Office Depot	https://www.officedepot.com/ Christopher Taylor, christopher.taylor@officedepot.com 1-855-337-6811 ext 12650
Sprint	Brenda Wilt, brendawilt@absolutewireless.net 615-207-0294
T-mobile	Matt Beagle, Matthew.Beagle@T-Mobile.com 615-525-0991
Techsoup	https://www.techsoup.org/ 1-800-659-3579
Verizon	Ahmad Zayed, ahmad.zayed@verizonwireless.com 615-332-2958

Appendix C

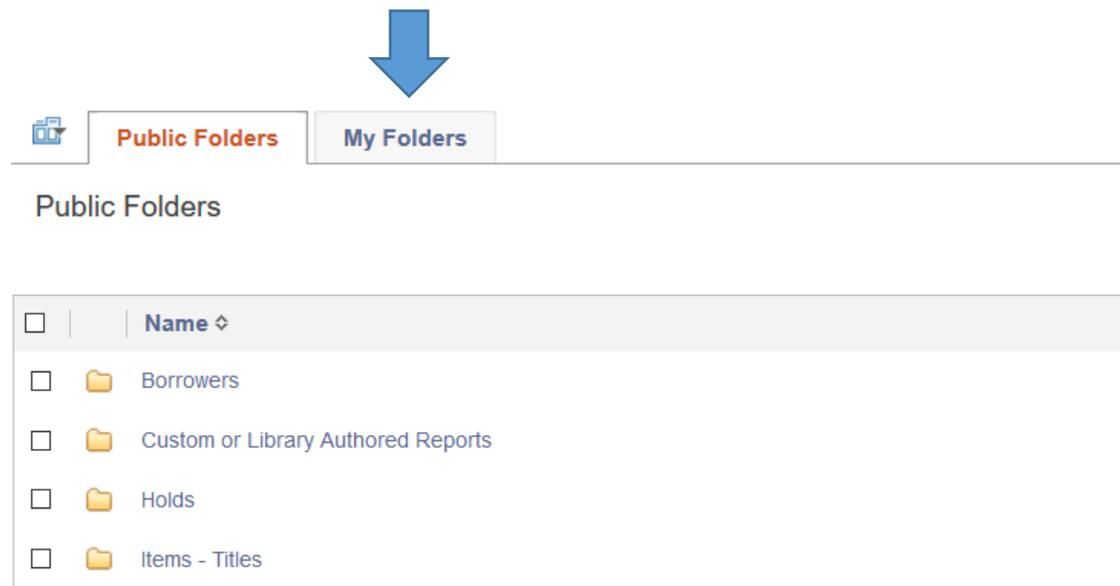
TLC Reports

This URL will take you to the library's circulation system reports.

https://www.library.support/ls2reports/cgi-bin/cognos.cgi?b_action=xts.run&m=portal/main.xts&startwel=yes

The username and password are on the completed password list which was given to the Assistant Director, Children's Librarian, Catalog Librarian and Library Assistant.

Once logged in, click on the My Folders tab at the top. This will take you to the library folders.



Under the My Folders tab you will find a folder labeled Disaster Plan Reports. These are the following reports in that folder and how they can be used.

- **Report view of items with statuses by holdingscodes:** This report will show you every item that is currently checked out. The report will show the title, author, call number, barcode, and when the item was added. This report will be helpful when trying to determine if any of your collection may come back to the library after a disaster.
- **Report view of titles by highest circulation counts in holdingscode:** This report will show which titles have circulated the most and will be helpful when trying to figure out what to purchase again.
- **Report view of items in selected holdingscode:** This report will tell you an item's title, the last date it circulated, its total checkout times, estimated replacement costs, and the year it was published. It will help in deciding which items to replace or not.
- **Report view of circulation statistics for items on shelf list order:** This report will show you how much each item has circulated within the last two years.

- **Report view of items with no activity since date:** This report will allow you to put in a specific date and show you what items have no or low circulation. It will exclude items that were newly added. You just have to put in that date range as well.
- **Report view of titles in collection:** This report may be useful if you need a starting list to see all of the titles you have in your collection.
- **Report view of collection counts and value for location:** This report shows the number of items in each holdings codes, what percent of the overall collection it makes up, and what percent of the collection value it includes. This report may be helpful when trying to decide how many titles and how much funds should be spent on specific areas.
- **Report View of Check Out Counts with 5 Year History for Items by Location, Holdings Code, and Call Number Range:** This report shows five years worth of checkout history plus the date a book was added and published. All of this information will be helpful when trying to decide what to replace.

If these reports must be used to replace collection items, the following staff are responsible for creating a list for each section. This list is subject to change if certain parts of the collection are undamaged.

Staff	Collection Assigned
Children’s Librarian	Easy collection
Assistant Director	Large Print, Technology, and Special Collections
Catalog Librarian	Adult Fiction
Library Assistant	YA and Juvenile Fiction
Circulation Clerk	Adult and Juvenile Non-Fiction
Library Director	Graphic Novels