

Roles/Definitions

Network Members: Maintain an up-to-date Emergency Preparedness Plan to include essential services and resources, strategies for continuity of service, and critical contacts. Use *What if Disaster Strikes: Planning and Preparation*: <http://nnlm.gov/training/resources/emplanning.pdf>

During a disaster, the Network member implements their Emergency Preparedness Plan, contacts back-up library and the RML Office.

Back-up Libraries: Are our first responders to an affected library for communication and service continuity. They maintain a current list of contacts and should proactively work out the level of support (preferably through a Memorandum of Understanding (MOU), see <http://nnlm.gov/ep/mou-showcase/>) that will be implemented with Network Members in the event of a disaster.

Regional Coordinators: Are appointed by the regional RML Office and are part of the team that helps ensure continuity of service to the affected Network member. They follow-up with NLM after a disaster.

Publishers and Vendors: May work together to temporarily provide resources in disaster-stricken areas.

<http://sis.nlm.nih.gov/dimrc.html>

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Roles/Definitions (continued)

National Library of Medicine (NLM): Maintains the NN/LM National Emergency Preparedness & Response Plan and functions as a back-up resource when local and regional resources have been exhausted.

RML Offices: Are responsible for coordinating a response when requested by a Network member, re-routing DOCLINE, notifying the Regional Coordinator of the incident after being contacted by a Network member, and providing needed recovery resources as feasible. They are also responsible for promoting the plan, providing training on continuity of service planning, facilitating back-up library relationships, and assisting with MOU development.

Library Networks: The RML will work with regional library networks to provide comprehensive disaster training.

Additional Resources

Contact the NN/LM at 1-800-DEV-ROKS (ROKS without a 'C') (800-338-7657) for more information on emergency preparedness or visit <http://nnlm.gov/>

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Disaster Struck – Now What? Emergency Response Plan for Network Members

To help mitigate the impact of disasters on libraries providing support to healthcare providers and their patients, the National Network of Libraries of Medicine (NN/LM) has developed and sustains the emergency response plan to help Network members maintain their information services in the event of a disaster.

The effectiveness of the plan depends on collaboration from a broad range of participants including individual Network members, eight Regional Medical Library (RML) offices and the National Library of Medicine (NLM). The plan's structure is designed to provide a framework that begins with preparedness and continues through emergency response and recovery.

The emergency response plan supports a communication strategy for participating members and the RML offices that may be utilized prior to and during an emergency. The plan provides a strategy to support essential services for Network members based on a preparedness plan and assigns responsibility for follow-up and reporting after each incident or emergency event.

The following scenarios illustrate typical disaster response actions by network members, back-up libraries, *regional coordinators*, *RML offices* and the *NLM*.

Scenario #1: No Assistance Required

- Post status message on the NN/LM Emergency Preparedness & Response Toolkit at: <http://nmlm.gov/ep/>
- After disaster, post lessons learned

Scenario #2: Assistance Required, Back-Up Library Contacted

- Activate Continuity of Service Plan with back-up library if it exists
- Network member or back-up library notifies RML Office of the incident
- Network member or back-up library requests RML Office assistance
 - Advise whether or not DOCLINE should be re-routed
 - Provide status of Continuity of Service Plan
 - Advise whether or not other services are needed
- *RML Office notifies Regional Coordinator of the incident*
- Notify RML Office when services have been restored
- *RML Office notifies Regional Coordinator; Regional Coordinator follows-up and reports to RML Office*
- After disaster, post lessons learned

Scenario #3: Assistance Required, Unable to Contact Back-up Library or No Back-up Library

- Notify RML Office at 1-800-338-7657 (1-800-DEV-ROKS) of the incident
- Request RML Office assistance
 - Advise that contact has not been made with a back-up library or that there is no back-up library
 - Advise whether or not DOCLINE should be re-routed
 - Advise whether or not other services are needed
- Continue to try to contact back-up library if applicable
- *RML Office notifies the Regional Coordinator of the incident*
- *If necessary, the RML Office and the Regional Coordinator arrange for any response requested*
- Notify RML Office when services have been restored
- *Regional Coordinator follows-up and reports to RML Office*
- After disaster, post lessons learned

Scenario #4: No Communication from Affected Network Member

- *In the event that there is no communication from either the affected Network member or its back-up library, the RML Office re-routes DOCLINE (if aware of the situation) and contacts the Regional Coordinator*
- *No other response is initiated, pending re-establishment of communication*
- After disaster, post lessons learned



Reporting and Follow-up

- Work with the Regional Coordinator, to ensure that lessons learned are posted using the incident report forms on the NN/LM Emergency Preparedness & Response Toolkit: <http://nmlm.gov/ep/forms/>