

; 03/07/13 3:27 PM  
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;;;Learningtimes Webinar

>> THIS IS A QUICK REMINDER.  
THE CHAT WINDOW YOU'RE USING TO  
SAY HELLO.  
KEEP TYPING IN THERE  
[INDISCERNIBLE] I ALSO WANTED TO  
LET YOU KNOW WHEN SHE REMOVES  
THAT WINDOW [INDISCERNIBLE]  
USE EITHER WINDOW TO SAY HELLO,  
ASK QUESTIONS.  
MORE SPECIFICALLY IF YOU'RE  
HAVING ANY TECHNICAL  
DIFFICULTIES LET US KNOW BY  
USING THAT WINDOW AS WELL.  
WE'RE GOING TO GO AHEAD AND GET  
STARTED.  
I'M GOING TO START THE RECORDING  
AND TURN THINGS OVER TO JENNY IN  
JUST A MOMENT.  
WHEN YOU'RE READY THE FLOOR IS  
YOURS.  
>> ALL RIGHT THANK YOU SO MUCH.  
WELCOME EVERYONE.  
THANK YOU FOR JOINING US AGAIN.  
WE ARE ON OUR SECOND WEBINAR FOR  
THE COURSE PROTECTING YOUR  
COLLECTIONS, WRITING A  
DISASTROUS RESPONSE PLAN.  
TODAY JULIE WILL BE GOING OVER  
PREP SITE A COMMUNICATION.  
AS YOU KNOW, THIS IS JUST ONE  
COURSE IN THE SERIES CARING FOR  
YESTERDAY'S TREASURES TODAY, A  
PROJECT MADE POSSIBLE BY LAURA  
BUSH 21ST CENTURY LIBRARY GRANT  
FROM THE INSTITUTE OF LIBRARY  
SERVICES.  
WE HAVE LEARNING TIMES ON BOARD  
TO HELP US OUT WITH THESE  
WEBINARS AND OUR WEBSITE.  
LOOKS LIKE WE HAVE ANOTHER GREAT  
CROWD TODAY.

LOOKS LIKE WE'RE SLOWLY CLIMBING  
UP TO 190 LOGGED INTO THIS  
MEETING ROOM RIGHT NOW.  
GO AHEAD AND KEEP THOSE HELLOS  
COMING.

I'M ACTUALLY GOING TO ASK YOU TO  
NOT ONLY SAY HELLO TODAY BUT I  
ALSO WANT YOU TO SHARE WITH THE  
GROUP NOW YOU'VE HAD A CHANCE TO  
LOOK AT THE PREP, WHAT DO YOU  
THINK ABOUT IT.

SHARE YOUR COMMENTS ABOUT PREP  
ABOUT THE TOOL AND WHAT IDEAS  
YOU MIGHT HAVE TO CUSTOMIZE IT  
FOR YOUR INSTITUTION.

IN ADDITION TO THOSE HELLOS,  
TELL US WHAT YOU THOUGHT.

WHILE YOU'RE DOING THAT I WILL  
QUICKLY REVIEW LOGISTICS FOR THE  
COURSE.

AFTER TODAY WE HAVE TWO MORE  
WEBINARS, NEXT TUESDAY AND  
THURSDAY AT 2:00 PM EASTERN,  
SAME PLACE.

LIKE OUR TWO COURSES IN THE  
PAST, YOU MAY EARN A CERTIFICATE  
OF COMPLETION.

YOU OF COURSE DO NOT HAVE TO  
WORK TOWARDS A CERTIFICATE BUT  
IF YOU ARE INTERESTED WE JUST  
NEED A FEW THINGS FROM YOU.

THE FIRST IS YOU MUST HAVE BEEN  
REGISTERED AND IF YOU'RE GETTING  
OUR E-MAILS YOU ARE SET.

YOU SHOULD TURN IN A PERMISSION  
FORM.

LOOKS LIKE YOU HAVE ALREADY DONE  
THAT SO THANK YOU.

WE ASK THAT YOU WATCH THESE  
WEBINARS LIVE OR BECAUSE WE  
UNDERSTAND THAT'S NOT ALWAYS  
POSSIBLE THAT YOU WATCH THE  
RECORDING.

SO AFTER EACH WEBINAR, WE'LL  
SEND AN E-MAIL TO OUR REGISTERED  
PARTICIPANTS.

YOU SHOULD HAVE GOTTEN AN

E-MAIL.

THE RECOMMEND REQUIREMENT FOR THIS COURSE IS COMPLETING ALL FOUR HOMEWORK ASSIGNMENTS WHICH WILL BE POSTED TO THE COURSE HOME PAGE.

WE ALREADY HAD 172 PEOPLE COMPLETE THE ASSIGNMENT.

I HOPE YOU HAD A CHANCE TO CHECK OUT THE COURSE WEB PAGE SINCE OUR LAST COURSE.

WE'LL POST THE HOMEWORK ASSIGNMENTS THERE BUT YOU WILL ALSO FILED A SINGLE HANDOUT FOR EACH OF OUR WEBINARS.

THIS HANDOUT HAS THE POWER POINT PRESENTATION AND ALSO RESOURCES THAT WE'LL BE REFERENCING.

WE WANT YOU TO PRINT THEM OUT IN ADVANCE AND HAVE THEM FOR THESE LIVE WEBINARS.

OF THE HANDOUTS IN THE PDF ARE AVAILABLE AS A DOWNLOADABLE AND FILL-IN FORMAT THAT YOU CAN CUSTOMIZE FOR YOUR INSTITUTION. A FEW MORE THINGS.

WE HAVE SOME GREAT NEWS FOR YOU, THIS COURSE IS ELIGIBLE FOR ARCHIVAL CREDITS AND YOU CAN FIND MORE INFORMATION ON THIS WEBSITE WE HAVE POSTED.

I BELIEVE THIS IS ELIGIBLE FOR TWO CREDITS.

MANY ARE ALREADY MEMBERS BUT I WANT TO INVITE ANYBODY WHO ISN'T ALREADY A MEMBER TO JOIN THE ON-LINE COMMUNITY.

IT IS FREE.

IT IS OF COURSE BY NO MEANS REQUIRED TO PARTICIPATE IN THIS COURSE.

AND THE OTHER ONES THAT ARE COMING UP.

BUT BECOMING A MEMBER DOES GRANT YOU ACCESS TO OUR DISCUSSION BOARD, A PLACE TO CONTINUE THESE CONVERSATIONS.

BECOMING A MEMBER AND REGISTERING FOR THE COURSES ARE TWO SEPARATE PROCESSES.

SO JUST KEEP THAT IN MIND.

WE KNOW IT'S KIND OF CONFUSING.

THEN LAST BUT NOT LEAST, IF YOU

HAVE QUESTIONS LET US KNOW.

WE'RE HERE TO HELP YOU.

ALL RIGHT.

JULIE, IT LOOKS LIKE WE'RE

GETTING A LOT OF RESPONSE.

I KNOW YOU WANTED TO ASK A

QUESTION.

WE WANTED TO KNOW FROM YOU SINCE

OUR LAST WEBINAR, HAVE YOU HAD A

CHANCE TO INTRODUCE PREP TO YOUR

COLLEGE.

I'LL GIVE YOU A SECOND TO FILL

THAT OUT.

>> IT'S REALLY EXCITING WATCHING

THESE COMMENTS COMING IN.

I WISH YOU COULD SEE THE BIG

SMILE ON MY FACE BY HOW POSITIVE

YOU ARE AND HOW HELPFUL YOU

THINK THIS TOOL IS GOING TO BE.

I LOVE THE LITTLE COMMENT AND I

MISSED WHO WROTE IT BUT IT SAYS

A PREP IN HAND -- ONLY GAVE YOU

ABOUT TWO DAYS.

REALLY ONLY ONE DAY PRACTICALLY

BUT A NUMBER OF YOU ARE SO

THAT'S GREAT.

AND I APPRECIATE THAT.

YOU CAN KEEP ENGAGING OTHER

PEOPLE WITH IT AND I KNOW YOU

GAVE US A LOT OF INFORMATION ON

THE HOMEWORK.

ANYTHING ELSE JENNY?

>> I'M GOING TO GO AHEAD AND

MOVE OVER YOUR PRESENTATION AND

I'M ACTUALLY GOING TO MOVE OVER

THIS SAY HELLO CHATBOX AND I'LL

MOVE OVER TO THE MODERATED CHAT.

YOU'LL NOTICE WHEN YOU POST

SOMETHING YOU'LL SEE YOUR

COMMENT TWICE.

ONCE WHEN YOU SUBMIT IT AND ONCE

WHEN YOU APPROVE IT.  
DON'T WORRY, NOBODY IS SEEING IT  
TWICE JUST YOU ARE.  
FEEL FREE TO POST QUESTIONS OR  
COMMENTS.  
AND WE'LL TRY TO GET TO YOU BY  
THE END OF THE PRESENTATION.  
JULIE, I'LL HAND THINGS OVER TO  
YOU.

>> THANKS JENNY.

IT'S GREAT TO HAVE MANY OF YOU  
PARTICIPATING TODAY.  
I APPRECIATE HOW MANY OF YOU DID  
THE HOMEWORK.  
CONTINUE THIS PROCESS OF SHARING  
THE SAMPLES AND THE TEMPLATE  
WITH YOUR COLLEAGUES.  
FOR THOSE OF YOU WHO VOICED  
CONCERN IN THE HOMEWORK ABOUT  
GETTING SOME OF THE INFORMATION  
FOR THE PREP I WANT TO REASSURE  
YOU THAT MUCH MORE TO HELP YOU  
IS GOING TO CONTINUE TO BE  
COVERED OVER THE COURSE OF THESE  
WEBINARS AND I'LL POINT YOU TO  
WHERE YOU CAN FIND SOME  
ADDITIONAL INFORMATION.  
SOMEONE ALSO MADE A COMMENT IN  
THE HOMEWORK THEY WISH THEY HAD  
A PREP FOR THEIR PERSONAL USE AS  
WELL AS THEIR WORK USE.  
I HAVE FILLED OUT A PREP FOR ALL  
THE KEY INFORMATION FOR MY  
FAMILY, INSURANCE INFORMATION,  
UTILITIES INFORMATION, WE HAVE  
ANIMALS, SO THEIR VET'S IS ON  
THERE AND ALL SORTS OF THINGS.  
EMERGENCY, EMERGENCY PHONE  
NUMBERS.  
I ALSO HAVE CONTACTS WITH SOME  
OF MY COLLEAGUES AROUND THE U.S.  
THAT HELP WITH DISASTERS AND I  
HAVE THEIR NUMBERS ON THERE.  
SO I ENCOURAGE YOU, IT'S SUCH AN  
AGREEABLE AND EASY TO USE  
TEMPLATES.  
CAN I KNOW IF AN INSURANCE

COMPANY HAS DONE A MODIFIED ONE FOR PEOPLE AND FOR MEDICAL INFORMATION.

I KNOW SOME TRIBAL CULTURAL CENTERS AND LIBRARIES HAVE PUT SOME TOGETHER.

MEDICAL LIBRARIES HAVE PUT SOME TOGETHER.

SO PLEASE LOOK FOR ANY WAY YOU CAN TO MAKE USE OF IT.

KEEP IN MIND THAT THERE IS A DEADLINE FORGETTING YOUR DISASTER PLAN DONE.

UNLIKE OTHER DEADLINES, WE FACE DAY TO DAY IN OUR LIVE, WE DON'T KNOW THE DATE.

IT COULD BE TWO WEEKS FROM NOW, TWO MONTHS FROM NOW.

IT IS A DEADLINE.

NONETHELESS WHEN SOMETHING HAPPENS YOU'RE GOING TO WANT THAT PLAN.

I REALLY SHOULDN'T BE STRESSING YOU OUT AT THE BEGINNING OF THIS.

SO ANYWAY, LET ME GO ON TO THE FIRST SLIDE THAT ENCOURAGES YOU TO TAKE A PHASED APPROACH.

DON'T GET OVERWHELMED.

A FEW REMINDERS HERE.

A NUMBER OF YOU ARE FROM VERY SMALL LIBRARIES AND MUSEUMS, HISTORICAL SOCIETIES, HISTORIC HOUSES.

I DON'T WANT YOU TO GET THEM DISCOURAGED.

THERE ARE SOME REAL TIPS ALONG THE WAY.

IF YOU NEED HELP FINDING SOMETHING OR CONNECTING TO THE RIGHT PEOPLE, JUST ASK.

THERE ARE LOTS OF US TO HELP YOU.

KEEP YOUR EYE ON THE GOAL OF A DISASTER PLAN THAT'S GOING TO MAXIMIZE THE EFFICIENT RESPONSE AND MINIMIZE LOSS OF MATERIALS.

REMEMBER IT NEEDS TO BE TAILORED TO YOUR FACILITY, YOUR BUILDING, THE STAFF, COLLECTIONS, FORMATS YOU HOLD AND THE AVAILABLE FUNDING RESOURCES YOU HAVE AVAILABLE.

SUCCESSFUL PLAN NOT ONLY TEACHES PEOPLE WHAT TO DO BUT ALSO HOW TO REMAIN CALM.

SO THAT'S ALWAYS SOMETHING TO KEEP IN MIND.

USING THIS PHASED APPROACH, TAKE IT IN MANAGEABLE PIECES.

USE THE PREP AND THE APPENDICES TO HELP YOU.

START OFF BY IDENTIFYING THE KEY PEOPLE.

PERHAPS AS YOU START TO LOOK AT THE COMMUNICATIONS SIDE.

AND TODAY AS WE LOOK AT THE HANDOUT, ARE THE AWE PIN DISK ON TEAM MEMBERS.

NAMES AND POSITIONS WILL BEGIN TO COME TO MIND THAT WOULD BE GOOD PEOPLE TO WORK WITH ON A GROUP.

DON'T REINVENT THE WHEEL.

THERE'S JUST PLENTY OF HELP IN WHO TO PULL TOGETHER AS A GROUP.

THE IMPORTANCE IS TO GET THE PLAN AND YOUR INCREMENTALLY.

CREATE A SORT OF PLANNING GROUP. THE TASK IS TO GATHER THE NEEDED INSTITUTIONAL INFORMATION SUCH AS PHONE NUMBERS, FLOOR PLANS, UTILITY INFORMATION, COLLECTION INFORMATION AND SO FORTH.

IT'S MUCH EASIER IF YOU CAN DIVIDE UP THE TASKS BETWEEN A GROUP OF MAYBE THREE TO FIVE PEOPLE OR MAYBE IT NEEDS TO BE A FEW MORE IF YOU'RE A LARGER INSTITUTION.

SO DRAW UPON STAFF WITH DIFFERENT EXPERTISE.

FOR INSTANCE, YOUR FACILITIES PERSON IS GOING TO KNOW WRITE

OFF WHERE THE FLOOR PLANS ARE.  
YOUR FINANCIAL PERSON SHOULD BE  
ABLE TO PROVIDE INSURANCE  
INFORMATION, COLLECTION PEOPLE  
WILL KNOW WHAT THE PRIORITY  
COLLECTIONS ARE.  
AND SO FORTH.  
SO DRAW A PLAN ON ALL OF THEM.  
THEN SET SOME REALISTIC GOALS  
AND A TIME LINE.  
BUT REALISTIC.  
BUT THE TIME LINE IS HELPFUL TO  
KEEP YOU ON TRACK.  
YOU CAN STATE THINGS LIKE OH BY  
APRIL 1ST, OKAY.  
BY THEN YOU CAN GET SOME  
STRUCTURE.  
SOMEONE SENT ME THEIR EXCEL TIME  
LINE.  
I WAS REALLY SURPRISED BY THE  
FORMALITY OF IT AND I QUERIED  
HER OUT OF INTEREST.  
SHE SAID SHE WANTED TO MAKE SURE  
THERE WAS INSTITUTIONAL BUY-IN  
TO DO THE WORK SHE WAS GOING TO  
BE SPEAR HEADING.  
SO BY HAVING THE SPREADSHEET  
AGREED TO AHEAD OF TIME, THAT  
GAVE HER LEVERAGE TO SPEND TIME  
ON THE PRODUCT AND TO INVOLVE  
OTHERS IN THE PROCESS.  
SO NOT REALLY SOMETHING I HAD  
THOUGHT ABOUT AHEAD OF TIME.  
TRACKING YOUR PROGRESS.  
MAYBE YOU'LL USE A CHECKLIST OR  
AN EXCEL SHEET.  
WHATEVER WORKS FOR YOU.  
PERSONALLY AS HUMANS I THINK AT  
LEAST THIS IS HOW I FEEL.  
THERE'S A GREAT SATISFACTION TO  
PUTTING A LITTLE CHECK MARK ON A  
LIST TO SHOW THAT I'VE  
ACCOMPLISHED SOMETHING.  
AND BY TRACKING THIS PROGRESS,  
IT WILL ALSO SHOW YOU JUST HOW  
MUCH YOU'VE ACTUALLY  
ACCOMPLISHED OVER TIME.



WE OFTEN FORGET TO CONGRATULATE  
OURSELVES AND OTHERS AND SINCE  
THIS IS GOING TO BE A GROUP  
PROCESS, THAT RECOGNITION  
BECOMES VERY IMPORTANT.  
THEN KEEP YOUR CONTENTS CLEAR  
AND RELIABLE.  
REMEMBER, THE RESPONSIVE PLAN IS  
NOT A LONG PLAN.  
KEEP IT UP TO DATE.  
REVIEW IT AT LEAST ANNUALLY.  
ESPECIALLY TO CONTACT PEOPLE IN  
THE PHONE NUMBERS.  
THERE'S NOTHING WORSE THAN GOING  
TO A PLAN, AND FINDING OUT OF  
DATE NUMBERS AND PEOPLE WHO  
DON'T EVEN STILL WORK AT THE  
INSTITUTION.  
SO THE PREP'S GOING TO HELP YOU  
WITH THAT KIND OF KEEPING THIS  
ALL TOGETHER.  
BUILD ON YOUR WEBINAR APPEND  
SEES AND POCKET PLAN WILL GIVE  
YOU ADDITIONAL GUIDE LINES HOW  
TO CUSTOMIZE.  
YOU'LL BE PRETTY MUCH GOOD TO  
GO.  
GO TO OTHER COLLEAGUES AND  
LIBRARIES AND MUSEUMS NEARBY.  
DO THEY HAVE A DISASTER PLAN.  
HOW HAS IT WORKED FOR THEM IF  
THEY'VE HAD TO USE IT.  
PICK THEIR BRAINS, SHARE  
DOCUMENTS, ASK THEM TO REVIEW  
YOUR PLAN AND PROVIDE IN PUT.  
THIS IS A NETWORKING EXOAPTD  
THAT WILL PAY OFF FAR BEYOND  
JUST THE DISASTER PLAN  
DOCUMENTS.  
THESE FOLKS ARE THE ONES YOU MAY  
TURN TO FOR HELP WHEN DISASTER  
STRIKES.  
SO START DEVELOPING THE  
RELATIONSHIPS.  
AND THEN FAMILIARIZE YOUR TEAM  
WITH AVAILABLE RESOURCES.  
THERE ARE MANY OUT THERE.

INVESTIGATE SOME OF THEM THAT  
ARE ON THE WEBINAR RESORT LIST.  
IT'S NOT A LONG LIST.  
IT'S ANNOTATED TO GIVE YOU SOME  
DIRECTIONS.  
PLEASE TAKE A LOOK AT THAT.  
GO TO SOME OF THOSE SOURCES.  
I ALWAYS SAY BE SURE TO PRINT  
OUT INFORMATION YOU FIND AND  
HOLE PUNCH LIBERALLY.  
USE WHAT OTHERS HAVE WRITTEN  
WHEN POSSIBLE.  
YOU DO NOT GET EXTRA CREDIT FOR  
ORIGINAL WRITING WHEN IT COMES  
TO DISASTER PLAN.  
SAVE YOURSELF WHENEVER YOU CAN.  
THERE'S SO MUCH GOOD INFORMATION  
OUT THERE.  
AND THEN JUST KEEP YOUR EYE ON  
THE GOAL TO COMPLETE THE PLAN  
AND TRAIN STAFF TO CARRY IT OUT.  
I WANT TO SHOW YOU A COUPLE LOW  
COST RESOURCES THAT ARE  
ESPECIALLY GOOD.  
THESE ARE ALL ON YOUR RESOURCE  
LIST AND THEY ARE AVAILABLE  
THROUGH HERITAGE PRESERVATION  
WEBSITE.  
IF YOU'RE SMALL, POSSIBLY  
VOLUNTEER OR A COUPLE PERSON  
STAFF, YOU MAY DECIDE TO GET  
COPIES OF THE FIELD GUIDE SHOWN  
ON THE LEFT.  
FIELD GUIDE EMERGENCY RESPONSE.  
AND THEN PURCHASE SOME OF THE  
DISASTER WHEELS WHICH IS SHOWN  
IN THE MIDDLE.  
THE EMERGENCY RESPONSE AND  
SALVAGE DISASTER WHEEL.  
AND THEN PUT THOSE TOGETHER WITH  
A POCKET RESPONSE PLAN AND YOUR  
FLOOR PLANS.  
AND THAT MAY BE ENOUGH FOR YOU.  
YOU DON'T NEED A LOT OF OTHER  
DOCUMENTS.  
DON'T MAKE THIS MORE COMPLICATED  
THAN IT NEEDS TO BE.

I'M GIVING A BROAD CROSS-SECTION  
OF DOCUMENTS IN THIS SERIES  
BECAUSE WE HAVE ALL DIFFERENT  
SIZES OF OPEN SUBSTITUTIONS.  
BUT SIMPLY PAIR IT DOWN FOR WHAT  
WORKS FOR YOU.  
SOMEBODY I THINK EVEN SAID PUT  
IT IN YOUR GLOVE COMPARTMENT.  
NOT A BAD IDEA.  
IT HAS A CD WITH IT ON A VARIETY  
OF COLLECTION TYPES.  
IT PROVIDES VERY CLEAR A  
PRACTICAL INFORMATION.  
IT HELPS YOU INITIATE YOUR  
RESPONSE OF SALVAGE STEPS.  
THERE ARE AREAS YOU CAN FILL IN  
LOCAL INFORMATION TO CUSTOMIZE  
IT.  
IT'S VERY EASY TO USE AND  
PRACTICAL.  
THEN I VALIDATE INDICATE FOR  
EVERYONE TO HAVE ONE IF NOT  
MULTIPLE COPIES OF THE EMERGENCY  
RESPONSE AND SALVAGE WHEEL.  
GET FAMILIAR WITH IT AND HAVE  
THEM OUT AND VISIBLE.  
THERE'S A MAGNET ON IT WHICH  
MAKES IT VERY EASY TO SLAP THEM  
UP IN FILE CABINETS.  
KEEP THEM KIND OF IN THE FRONT  
OF PEOPLE'S MINDS.  
ONE SIDE IS IMMEDIATE RESPONSE  
INFORMATION, AND IT INCLUDES  
INSTRUCTIONS ON WHAT TO DO EVEN  
SAY IF YOU HAVE ADVANCED  
WARNING.  
SAY THERE'S AN INCOMING STORM.  
IT GIVES YOU SOME GUIDANCE ON  
THINGS TO THINK ABOUT.  
ON THE OTHER SIDE IS TRIAGE AND  
SALVAGE OF A VARIETY OF  
COLLECTION TYPES.  
YOU'LL ALSO SEE THERE ON THE FAR  
RIGHT IS THE APP.  
THIS CAN MAKE IT EVEN MORE  
READILY AVAILABLE.  
BUT THE CONTENT IS ON THE ERS,

EMERGENCY RESPONSE AND SALVAGE.  
IT'S A FREE APP FOR APPLE,  
ANDROID AND BACKBERRY.  
THE LINK FOR THE APP IS ON THE  
PRESERVATION AND ENTRY.  
THESE ARE GOOD TOOLS TO USE AND  
TAKE ADVANTAGE OF THEM.  
LET ME JUST START A LITTLE BIT  
ON THE PREP AND THEN WE'LL SEE  
WHAT QUESTIONS YOU HAVE.  
THE BASIC COMPONENTS OF YOUR  
OVERALL DISASTER PLAN AND HOW DO  
THEY INTERRELATE.  
THAT'S WHAT THIS SLIDE LAYS OUT,  
AND I'LL REFER TO IT.  
SO TRY TO KIND OF KEEP THESE  
CONCEPTS, KIND OF THREE MAIN  
PARTS.  
THE POCKET PLAN KIND OF SITS ON  
THE TOP.  
IT'S OUR GO-TO TOOL.  
IT'S OUR QUICK REFERENCE FOR  
COMMUNICATIONS AND ACTIONS.  
IT WILL REALLY GET US GOING IN  
THE IMMEDIATE AFTERMATH OF THE  
EMERGENCY.  
THEN WE HAVE THIS BROADER  
CATEGORY OF EMERGENCY  
PREPAREDNESS AND RESPONSE  
DOCUMENTS.  
THE IF YOU ARE FIVE BULLETS ARE  
THERE.  
WHAT'S ABOVE THE DOTTED LINE.  
IMMEDIATE EMERGENCY RESPONSE AND  
SYSTEMS GIVES IMMEDIATE CALL  
INFORMATION AND LOCATION OF  
WHERE SOME OF YOUR EMERGENCY  
SYSTEMS ARE.  
RESPONSIBILITIES DURING A  
DISASTER RESPONSE AND RECOVERY,  
AND WHO IS ON THE DISASTER TEAM.  
THAT'S KIND OF ANOTHER  
COMPONENT.  
DAMAGE ASSESSMENT CAN BE A FORM  
TO USE TO CONDUCT AN ASSESSMENT  
AFTER A DISASTER.  
PRIORITIES OR CHECKION

PRIORITIES AND OTHER PRIORITIES  
ESTABLISHING THOSE, GETTING  
THOSE WRITTEN DOWN.  
AND THEN FINALLY SALVAGE  
PROCEDURES FOR KIND OF WHAT YOU  
INCLUDE IS SALVAGE INFORMATION  
FOR THE TYPES OF COLLECTIONS  
THAT YOU SPECIFICALLY OWN.  
NOW BE REASSURED THESE FIRST  
FIVE BULLETS, WE'RE GOING TO  
SPEND QUITE A BIT OF TIME.  
I'LL GIVE YOU DOCUMENTS TO  
GATHER THIS INFORMATION.  
SOME OF IT IS SIMPLY PRINTED OUT  
AND ADDED TO YOUR PLAN WHICH IS  
THE CASE WITH THE SALVAGE  
PROCEDURES.  
SO YOU KNOW, BE REASSURED.  
THIS IS WHAT WE'RE GOING TO  
SPEND OUR TIME ON IN THE NEXT  
COUPLE SESSIONS.  
NOW WHAT IS THE BELOW THAT LOIN.  
IT'S KIND OF WHAT YOU'RE  
RESPONSIBLE FOR ADDING.  
JUST GOING TO MENTION THESE  
THINGS.  
THESE ARE CUSTOMIZED TO YOUR  
LOCATION.  
THE FIRST IS KIND OF EMERGENCY  
AND EVACUATION PROCEDURES.  
I CONSIDER THESE THE PEOPLE  
PLANS.  
SO I REFER TO THEM.  
THEY'RE THE THINGS LIKE WHAT  
HAPPENS IF THE FIRE ALARM GOES  
OFF.  
HOW DO YOU EVACUATE THE  
BUILDING.  
WHAT IF THERE'S A MEDICAL  
EMERGENCY.  
WHAT IF A BOMB IS PHONED IN.  
THAT'S THE KIND OF THING.  
I'M ASSUMING THAT THE MAJORITY  
OF YOU HAVE THIS KIND OF  
INFORMATION.  
NOW, IF YOU DON'T, I WOULD SAY  
E-MAIL US ABOUT IT.

AND LET US KNOW AND WE CAN SEND YOU SOME SEAM PLATES OF THIS GENERAL KIND OF INFORMATION. YOU DON'T HAVE TO START WRITING THESE YOURSELF.

SOMETIMES YOU USE THOSE THINGS ON THE LITTLE FLIP CHART TOOLS WE TALKED ABOUT, THIS KIND OF IMMEDIATE RESPONSE KIND OF INFORMATION.

ANOTHER THING YOU ADD ARE FLOOR PLANS.

NOW YOU MAY ALREADY HAVE SOME OF THESE POSTED AROUND YOUR BUILDING FOR EVACUATION ROUTES I HOPE.

AT SESSION ONE YOU SAW IDEAS FOR DROPPING FLOOR PLANS RIGHT INTO THE POCKET PLAN.

CERTAINLY SOME OF YOU ARE TOO LARGE TO BEGIN TO DO THAT.

FLOOR PLANS ARE INCLUDED AS A SEPARATE PART.

FACILITIES AND LOCATION ASSESSMENT.

THAT IS SOMETHING YOU SHOULD ATTACH ABOUT MOST LIKELY RISKS AND HAZARDS.

THREE QUARTERS OF YOU SAID YOU HAD ATTENDED THE RISK ASSESSMENT WEB NOW.

WHAT I NEED YOU TO DO IS COMPLETE THAT AND IT WILL HELP YOU FIGURE OUT YOUR MOST LIKELY RISKS AND MAKE SURE THESE ARE ADDRESSED IN YOUR DISASTER PLAN. THEN YOUR INSURANCE POLICY.

IF YOU DON'T HAVE AN INSURANCE POLICY YOU MAKE A STATEMENT TO THAT FACT.

WE WILL DISCUSS INSURANCE MORE TODAY AND YOU SHOULD HAVE PLAN TO ATTACH AT LEAST A SUMMARY SHEET TO A VOUCHER COVERAGE TO YOUR DISASTER PLAN.

IF YOU HAVE NO INSURANCE FOR COLLECTIONS RECOVERY, MAKE SURE

THAT THAT IS KNOWN AS WELL.  
AND KEEP YOUR FINGERS CROSSED  
THAT NOTHING HAPPENS TO YOUR  
INSTITUTION.

OKAY.

LET'S, JENNY, I DON'T SEE ANY  
QUESTIONS SPECIFICALLY YET.

DO YOU HAVE ANY?

>> NO, NOT YET.

>> I HOPE I'M NOT JUST LULLING  
YOU ALL TO SLEEP WITH ALL OF  
THIS TALKING.

SO WELL IN THAT CASE, I THINK  
I'LL JUST GO ON.

I'M SURE YOU'RE GOING TO COME UP  
WITH SOME.

AND I HAVE SEEN SOME NOTES GOING  
IN THERE ABOUT SOME OF THE  
CITATIONS I MENTIONED.

SO THAT'S HELPFUL TOO, THANKS.

LET'S GO ON.

WHAT I WOULD LIKE TO DO NOW IS  
PULL OUT YOUR PREP TEMPLATE THE  
ONE FROM TUESDAY'S SESSION.

WE'RE GOING TO BE USING IT  
TODAY.

IT WILL PROBABLY BE EASIER FOR  
YOU TO LOOK AT THE PAPER COPY.  
AND THEN KEEP IT HANDY BECAUSE  
WE'RE GOING TO LOOK AT IT AGAIN  
NEXT WEEK.

NOW THAT WE HAVE IT UP ON THE  
COURSE WEBSITE YOU MAY WANT TO  
DOWNLOAD AFTER THE SESSION THE  
FULL 8 AND-A-HALF BY 14 VERSION.  
THAT'S A WORD DOCUMENT IN THE  
DISASTER PLAN DOWNLOAD AREA DOWN  
AT THE BOTTOM OF THE PAGE.

I WANT TO REASSURE YOU WE SHRUNK  
IT WITH 8.5 BY 11 SO YOU COULD  
HAVE IT HANDY FOR THIS SESSION.

I REALIZE IT'S A LITTLE SMALL.  
EACH OF THESE BULLETS ARE THE  
HEADERS ACROSS THE TOP.

REMEMBER NOW THIS IS EASILY  
MODIFIED.

THE WORD VERSION WHICH YOU CAN

DOWN LOAD, IT HOLDS ITS COLUMN  
SHAPE.

YOU CAN ADD IT AND DELETE  
INFORMATION THAT DOESN'T APPLY  
TO YOUR INSTITUTION AND ADD  
COMPONENTS LIKE THE FLOOR PLAN  
OR IMAGES AND THINGS LIKE THAT,  
THAT WE SAW SOME EXAMPLES OF.  
SO THE, LET PEOPLE UP.

HERE'S THE SMALL VERSION.

NOW YOU CAN IF YOU DON'T HAVE  
THIS, YOU CAN REMEMBER GO TO  
FULL SCREEN UP ABOVE THE SLIDES.  
REMINDER, IF YOU CLICK ON FULL  
SCREEN, YOU'RE GOING TO LOSE THE  
CHAT AND THE CLOSE THE  
CAPTIONING.

SO IT'S A TOGGLE BUTTON.

YOU CAN GO, IF YOU TOGGLE BACK,  
IT WILL TAKE YOU BACK TO THE  
REGULAR WEBINAR PAGE.

BUT YOU MAY FIND IT EASIER TO BE  
ON THE BIGGER SCREEN.

I JUST CAN'T STRESS ENOUGH HOW  
IMPORTANT COMMUNICATION IS FOR A  
SUCCESSFUL RESPONSE.

QUITE FRANKLY, WITHOUT THE  
ABILITY TO COMMUNICATE WITH KEY  
PEOPLE, YOU ARE BASICALLY DEAD  
IN THE WATER.

EXCUSE THE PUN BUT YOU ARE  
STUCK.

I THINK WE INHERENTLY KNOW THIS.  
HOWEVER, IT'S AMAZING HOW MANY  
PLANS FAIL OR STUMBLE AT THE  
COMMUNICATIONS POINT RIGHT AT  
THE BEGINNING OF AN EMERGENCY.  
PEOPLE'S INFORMATION IS MISSING,  
THEY NO LONGER WORK THERE OR  
THEY CHANGE ROLES.

THE LIST GOES ON AND ON.

THE BEAUTY OF THE PREP IT WILL  
PULL ALL THE NAMES AND NUMBERS  
TOGETHER IN ONE PLACE AND WILL  
MAKE IT EASIER FOR YOU TO SEE IF  
ANY KEY PERSON IS MISSING.

THAT GREATLY FACILITATES KEEPING



THE CONTACT INFORMATION IN ONE PLACE AND FOR REGULAR UPDATING. LET ME SEE, I'M GOING TO TRY HERE WITH THE ARROW. I WANT TO POINT OUT TO YOU RIGHT AT THE TOP RIGHT UNDER THE NAME IS DATE REVISED. AND THIS IS CRITICAL. ALWAYS BE CHANGING THAT DATE SO PEOPLE COULD TELL RIGHT OFF WHAT VERSION THEY ARE WORKING WITH. MAKING THIS COMMUNICATIONS PART A PRIORITY, GUIDE YOUR THINKING AGAIN FOR PEOPLE IN GROUPS TO BE CONTACTED AND FILLING THIS OUT FOR THE IMMEDIATE RESPONSIBILITY OR A SPECIFIC AREAS, REGARDLESS WHO IS IN THE BUILDING AND WHO RECEIVES THE FIRST ALERT. THIS INFORMATION, THEY CAN GO RIGHT TO DURING CLOSED HOURS. IF PEOPLE ARE AT HOME. IT SEEMS TO ME DISASTERS HAPPEN OVER THREE DAY WEEKENDS OR HOLIDAYS OR NIGHTS. THEY ARE RARELY CONVENIENT. SO ALWAYS TRY TO FIGURE OUT WHAT YOU HAVE ON HERE. WE'LL HELP YOU NO MATTER WHERE YOU ARE. SO WE'RE GOING TO KEEP GOING THROUGH HERE. REALIZE THE TEXT IS SMALL AND I'M GOING TO KEEP SHOWING YOU COMPONENTS OF THIS AS WE GO THROUGH. BEFORE I SWITCH TO THE NEXT SCREEN IT'S NOT ON MY SCREEN BUT ON YOUR PRINTOUT THERE IS TEXT AT THE TOP AND AT THE BOTTOM. THE HEADER AND FORTH ON THE PREP. THESE ARE DIRECTIONS. IT TELLS YOU WHEN YOU'RE FINISHING EDITING IT, YOU CUT OFF AROUND THE LINE WHICH CUTS OFF THE HEEDER INFORMATION AND

YOU FOLD IT ACCORDION STYLE ON THE VERTICAL LINES AND THEN YOU FOLD THAT LITTLE PACK IN HALF SO IT GETS DOWN TO A CREDIT CARD SIZE.

AND THEN YOU CAN PUT IT IN A LITTLE ENVELOPE.

YOU CAN PURCHASE ENVELOPES FROM COSA, THE COUNCIL OF STATE ARCHIVES AND IT WILL TIE INTO THAT FOREVER IN YOUR WALLET.

YOU CAN GET OTHER ENVELOPES BUT THAT'S JUST AN IDEA FOR YOU.

IN YOU ONLY NEED A FEW THEE ONE WAY TO GO ABOUT IT.

LET'S GO ON TO THE NEXT SLIDE HERE BECAUSE WHAT WE'RE GOING TO DO NOW IS START LOOKING AT THE COMPONENT PARTS.

THIS IS THAT SIDE A COMMUNICATIONS.

SO ON THE LEFT, WHAT YOU SEE IS THE GENERIC TEMPLATE THAT YOU HAVE.

AND ON THE RIGHT IS THE PREP OF THAT SECTION FOR THE COUNTY ARCHIVES AND MANAGEMENT FACILITIES.

THAT'S ONE OF THE ONES WE LOOKED AT QUICKLY AT THE LAST SESSION SO YOU HAVE IT AS A SAMPLE IN YOUR HANDOUT POCK ETCETERA IN THE FIRST SECTION.

SO THAT NAME, THAT DATE OF PROVISION RIGHT UP AT THE TOP, VERY IMPORTANT.

SET UP THAT SCHEDULE OF UPDATING.

DO IT AT LEAST ANNUALLY OR WHEN ANY OF THE KEY PEOPLE'S NAMES CHANGE.

AND SO WE HAVE THAT RIGHT THERE. AND ESPECIALLY IF IF I OF THESE NAMES CHANGE IN THE FIRST COUPLE COLUMNS, THAT WOULD BE VERY IMPORTANT TO GET OUT AN UPDATE.

I WANT TO POINT OUT TO YOU THAT

KIND OF OUR SEAM PLATE NAME HERE IS DIRECTOR.

WHEN YOU LOOK OVER HERE YOU SEE WHAT THEY CALL THAT PERSON WAS A MUSEUM ADMINISTRATOR.

THIS IS HOW TO DO IT.

MAKE THESE CHANGES.

THE TEMPLATE IS ONLY MELT AS GUIDANCE, SIMPLY CHANGE THE NAME TO WHAT IS APPROPRIATE FOR YOU.

NOW ANOTHER PART IS THAT IF YOU HAVE PEOPLE THAT HAVE MULTIPLE ROLES THAT'S INVOLVED IN SECURITIES AS WELL AS FACILITIES.

YOU DON'T LIST THESE TWO ENTRIES, YOU SIMPLY COMBINE SECURITY, FACILITIES, BUILDING MANAGER, ALWAYS SLASHES AND THEN YOU PUT THE NAME ONCE.

DON'T REPEAT A PERSON'S NAME DOWN OVER MULTIPLE HEADINGS.

PUT THEM, GATHER THEM TOGETHER.

YOU'LL NOTICE ALSO THAT IT CALLS FOR A NUMBER OF DIFFERENT MODES OF INFORMATION.

YOU SEE THAT'S EXACTLY WHAT THEY'VE DONE OVER ON THE PLACER EXAMPLE.

PHONE, WORKING MAIL, CELL PHONE NUMBER, HOME E-MAIL, HOME PHONE.

HAVE AS MANY ALL MOTHER -- ALTERNATE MODES.

IF YOU CAN ACCESS THE INTERNET G MAIL, AOL WILL BE OPERATIONAL.

THAT MAY BE A WAY YOU'RE COMMUNICATING.

YOU MAY BE TEXTING ON PERSONAL CELL PHONES.

CELL PHONES ARE OVERLOADED WITH CALLS.

IF YOU FIND THERE'S A DELAY IN THE TEXT MESSAGE, YOU MAY WANT TO ACTUALLY TYPE IN THE TIME OF WHEN YOU'RE SENDING THE TEXT MESSAGE.

BUT JUST KEEP IN MIND, I'M

GIVING YOU THIS KIND OF DETAIL  
TO TRY TO IMPRESS ON YOU HOW  
IMPORTANT IT IS TO HAVE MULTIPLE  
MODES OF COMMUNICATION.

YOU NEVER KNOW WHAT MAY NOT BE  
AVAILABLE TO YOU TO COMMUNICATE  
ESPECIALLY IF YOU'RE IN MORE  
REMOTE AREAS WITH LESS  
COMMUNICATION ALTERNATIVES.

SO FOR EXAMPLE YOU MAY HAVE A  
BOARD MEMBER OR A VOLUNTEER WHO  
IS A HAM RADIO OPERATOR WHO CAN  
ASSIST YOU IN A EMERGENCY.

ADD THEM TO YOUR CONTACTS.

THAT IS A GREAT BACK AWAY.

SO THINK VERY STRATEGICALLY AND  
BROADLY WHEN CONSIDERING  
COMMUNICATION OPTIONS.

NOTICE ALSO PLASSER USED COLOR.

WE USED THIS TO STAND OUT.

YOU CAN HIGHLIGHT COLOR LIKE  
YELLOW, ELECTRONICALLY WITH  
YELLOW OR SIMILAR.

MY ONLY WARNING AGAIN IS TO  
DOUBLE CHECK AND PRINT IT OUT IN  
BLACK AND WHITE JUST TO MAKE  
SURE NOTHING GETS LOST WITH THE  
COLOR.

I HAD ONE PERSON WHO TOLD A PREP  
AT A WORKSHOP AND THEN USED IT  
ABOUT SIX MONTHS LATER FOR  
PRETTY SERIOUS EMERGENCY.

AND SHE SAID THAT WHEN SHE FIRST  
PULLED OUT THE PREP TO IMPLEMENT  
HER PLAN, ALL THE NAMES AND  
NUMBERS JUST STARTED SWIMMING IN  
FRONT OF HER EYES AND SHE JUST  
COULDN'T FOCUS IN IMMEDIATELY.

MEMBER THAT WE OPERATE AT ABOUT  
20% OF OUR CAPACITY IN THE  
IMMEDIATE AFTERMATH OF  
EMERGENCY.

WELL THAT'S WHERE SHE WAS AT  
THAT POINT.

SO WHAT SHE DID IS SHE REVISED  
HER PLAN AND AFTER THAT  
EXPERIENCE AND HIGHLIGHTED IN

YELLOW AND ALSO PUT SOME THINGS  
IN CAPS THE MOST IMPORTANT  
INFORMATION AND PHONE NUMBER.  
SO THESE WOULD JUMP OUT AT HER  
MORE.

SO THAT'S A GREAT SUGGESTION.  
JENNY, IT LOOKS LIKE MAYBE THERE  
ARE SOME QUESTIONS.

>> YES -- IT'S A SMALL  
ORGANIZATION.

IT WAS NAYSAY, IT WAS NOT  
PRACTICAL TO DIFFERENT SPECIFIC  
RESPONSIBILITIES TO STAFF WHEN  
IT'S SUCH A SMALL STAFF.  
PERHAPS IF THEY GAVE SPONENT  
THAT PERSON MIGHT NOT BE THERE.  
DO YOU HAVE ANY IDEA, ANY ADVICE  
TO TACKLE THIS.

DO YOU BELIEVE IT'S IMPORTANT TO  
ASSIGN RESPONSIBILITIES?

>> FOR A VERY SMALL STAFF YOU  
MAY HAVE TO CROSS TRAIN.  
LOOK AT A RESPONSIBILITIES LIST  
WE'LL BE GOING THROUGH TODAY AND  
SEE WHAT THE POTENTIAL PEOPLE  
ARE.

AND TALK ABOUT IT AND THEN YOU  
COULD ACTUALLY ASSIGN WHEN  
PEOPLE GET THERE WHO IS GOING TO  
TAKE OVER WHAT.

THAT'S FINE BECAUSE KEY PEOPLE  
CAN BE MISSING, ABSOLUTELY.  
THAT IS TYPE.

MAKE SURE YOU GET TO A POINT  
WHERE YOU TRAIN PEOPLE ENOUGH  
THAT THEY ARE COMFORTABLE WITH  
THAT.

>> WE HAD A FEW QUESTIONS ABOUT  
COMMUNICATION WHEN CELL PHONE  
TOWERS ARE OUT.

WHAT ABOUT SHORT WAVE AN AREA  
WHERE CELL TOWERS ARE ALREADY  
SCANNED.

>> LOOK FOR ANY OPTIONS THAT YOU  
MIGHT POTENTIALLY HAVE AVAILABLE  
AND SOMETIMES YOUR EMERGENCY  
MANAGEMENT, YOUR COUNTY AND CITY

EMERGENCY MANAGEMENT CAN TELL  
YOU WHAT SOME OF POSSIBILITIES  
MIGHT BE IN THE AREA.

I SEE SOMEONE ELSE MENTIONED  
SATELLITE PHONES.

THAT'S ANOTHER OPTION.

LIST ANY OF THOSE THINGS.

ANY OF THOSE THINGS, YES.

>> I THINK THAT'S IT JULIE.

>> OKAY, GREAT.

LET'S KEEP GOING THEN.

OKAY.

LET ME GET RID OF THAT.

HERE IS SOME MORE ON THE NEXT  
TWO COLUMN BUILDING  
RESPONSIBILITY AND FIRST  
RESPONDERS.

TO START OFF, THIS IS A VERY  
LIBERAL DEFINITION OF FIRST  
RESPONDERS.

NORMALLY WE THINK OF MEDICAL  
FIRE POLICE, ETCETERA.

THIS GATHERS SOME OF THE  
NON-INSTITUTION INFORMATION  
TOGETHER.

THE LEFT IS THE GENERIC TEMPLATE  
AGAIN AND THE RIGHT IS THE  
SECTION FROM ACTUALLY THE FRESNO  
COUNTY LIBRARY.

IF YOUR STAND-ALONE IS NOT PART  
OF A LARGER SYSTEM YOUR UTILITY  
IS VITALLY IMPORTANT TO YOU.

YOU MAY BE THE ONE TO INITIATE  
INDIVIDUAL CALLS.

TRY TO GET 24 HOUR OR EMERGENCY  
NUMBERS AND FIND OUT WHAT YOU  
CAN COUNT ON THEN IN AN  
EMERGENCY.

IF YOU HAVE WELLS OR PUMPS  
ANYTHING LIKE THAT THAT'S  
CRITICAL AT THAT.

IF YOU HAVE A LANDLORD, MAYBE  
YOU NEED TO GO THROUGH THEM FOR  
EVERYTHING IN THIS COLUMN.

SO WHAT'S THEIR 24 NUMBER.

WHAT CAN YOU ACTUALLY COUNT ON  
THEM FOR AND HOW QUICKLY.

FILLING OUT THIS PART OF THE  
PREP CAN ALSO BE USED AS A  
METHOD TO BEGIN BUILDING THESE  
RELATIONSHIPS WITH LANDLORDS AND  
SHARED TENANTS.

IT WILL AWE OF COURSE YOUR WELL  
BEING.

DON'T MISS THE OPPORTUNITY TO  
SET THAT UP.

WE'LL TALK MORE ABOUT THAT IN  
SESSION FOUR.

IN THE RESPONDER COLUMN JUST  
CALL 911 TO REPORT THINGS.

THAT'S FINE.

FIND IT OUT.

CAMPUSES SOMETIMES YOU CALL LIKE  
A CAMPUS POLICE.

THEY DON'T WANT YOU TO CALL  
IMMEDIATELY TO 911.

SO PUT THAT INFORMATION IN.  
ALSO CITY COUNTY AND STATE  
EMERGENCY MANAGEMENT LISTED  
HERE.

THAT'S REALLY IMPORTANT IF  
YOU'RE IN A REGIONAL EMERGENCY  
DISASTER SITUATION REPORTING TO  
YOUR CITY EMERGENCY MANAGEMENT  
SO THEY CAN RECORD WHAT KIND OF  
DAMAGE YOU'VE HAD, WHAT YOUR  
IMMEDIATE NEEDS ARE.

AND THEY CAN ALSO HELP TO REPORT  
UP THE CHAIN WHAT YOU MAY NEED.

THAT'S WHY THIS HIERARCHY OF  
NUMBERS IS HERE.

ON THEIR WEBSITE CITY AND COUNTY  
WILL BE PROVIDING REGULAR  
COMMUNICATION UPDATES.

HEALTH DEPARTMENT IS ON HERE.

IT'S OUR CONTAMINATED WATER  
INVOLVED, CHEMICALS.

ANYTHING LIKE THAT WITH THE  
HEALTH DEPARTMENT YOU MIGHT NOT  
HAVE TO BE CHECKING.

GOOD NUMBER TO HAVE.

LOCALE/THEY FIND A LOT OF COMFORT.

THEY BRING IN HOT MEALS.

THEY'RE AMAZING.

PSYCHOLOGICAL SUPPORT.

SO HAVING THEIR EMERGENCY  
NUMBER.

THEN DOWN AT THE BOTTOM IS FROM  
FEMA INFORMATION AND NUMBERS.

THE ENVIRONMENT AND HISTORIC  
PRESERVATION OFFICE.

THERE'S ONE IN EVERY FEMA  
REGION.

IT'S IMPORTANT ESPECIALLY IF YOU  
WERE IN A FEMA DECLARED  
DISASTER.

IF YOU'RE IN AN HISTORIC  
BUILDING IMPACTED BY AN  
EMERGENCY WATER OR WHATEVER,  
THEY'RE VERY GOOD.

THEY'RE VERY GOOD TO BE IN TOUCH  
WITH.

THE FRESNO SHOZ HOW THEY  
INCLUDED THEIR NUMBERS.

THEY INCLUDE SOME NUMBERS HAVE  
AREA CODES, SOME HAVE JUST THE  
NUMBER AND SOME HAVE JUST  
EXTENSIONS.

I JUST WANT YOU TO BE AWARE THAT  
EXTENSIONS IMPLY THAT YOU'RE  
MAKING THE CALL FROM WITHIN THE  
PHONE SYSTEM IN THE BUILDING.

I'M VERY SENSITIVE.

I HAVE THREE AREA CODES IN MY  
COUNTY AND I PUT AREA CODES ON  
ALL THE PHONE NUMBERS.

THIS VARIES.

YOU CAN DECIDE WHATEVER YOU  
WANT.

REMEMBER THIS IS REALLY VALUABLE  
REAL ESTATE FOR YOU TO FIGURE  
OUT WHAT YOU NEED AND  
WANT WANTED TO DO.

LET'S GO ON TO THE NEXT ONE.

WE HAVE THE FINAL TWO COLUMNS.  
ARCHIVES AND COLLECTION FACILITY  
ON THE RIGHT.

EMERGENCY SERVICES YOU NEED TO  
DECIDE WHAT TO INCLUDE HERE  
DEPENDING ON YOUR COLLECTION  
TYPE AND RESPONSIBILITIES.



THE FIRST LISTING I HIGHLY RECOMMEND IT'S THE AMERICAN INSTITUTE FOR COPS VALUATION. IT CAN HELP YOU FIND A CONSERVATOR IN YOUR REGION, THEIR WEBSITE'S LISTED THEIR PHONE NUMBER.

AND ALSO THEY HAVE EMERGENCY ASSISTANCE THROUGH THE AIC COLLECTIONS EMERGENCY RESPONSE TEAM.

THE 24 HOUR NUMBER IS LISTED THERE.

THEY HAVE ALL TYPES OF MATERIALS IN AN EMERGENCY.

IT MENTIONS THE HERE IF YOU HAVE SPECIFIC CONSERVATORS YOU LIST.

IF YOU HAVE ANEN YUPPED BASKET COLLECTION OR BOOKS WITH SPECIAL BINDINGS, ARTWORK, ETCETERA.

YOU MAY WANT TO LIST A CONSERVATOR THERE TO CALL AND QUICKLY HELP YOU.

DOWN THIS EMERGENCY COLUMN DON'T WORRY, WE'RE GOING TO WORK MORE ON THIS ON SESSION FOUR.

I'M JUST GOING TO KIND OF HOLD ON THAT.

I'M SURE YOU NEVER THOUGHT ABOUT HAVING REFRIGERATED TRUCKS AND FREEZER STORAGE ON YOUR LIST. DON'T WORRY ABOUT IT.

THAT'S MORE IN SESSION FOR.

THE REGIONAL CONTACTS, THE TOP LIST HERE AND THEN THERE'S ALSO THE STAFF PHONE LIST IN THIS COLUMN.

REGIONAL CONTACTS.

THIS IS IMPORTANT FOR YOU TO AGAIN I TRIED TO GIVE YOU SOME IDEAS OF WHO TO INCLUDE.

I'M GOING TO COME BACK TO THIS IN A MINUTE BECAUSE I WANTED TO GIVE YOU SOME ADDITIONAL INFORMATION AND TALK NEXT ABOUT THE STAFF PHONE TREE.

I KNOW THERE WAS A QUESTION AT THE LAST SESSION ABOUT PHONE TREES.

CLEARLY IF YOU HAVE A BIG STAFF YOU'RE NOT GOING TO FILL THE INFORMATION IN RIGHT HERE ON THE PREP.

BUT WHAT YOU MIGHT PUT THERE IS THE PERSON OR DEPARTMENT RESPONSIBLE FOR MAINTAINING THAT PHONE LIST WHERE IT'S KEPT HOW TO ACCESS IT.

ETCETERA.

IF YOU USE A PHONE TREE STRUCTURE WHICH IS OFTEN THE CASE WITH YOUR LARGER INSTITUTIONS, MAKE SURE EVERYONE UNDERSTANDS CLEARLY HOW TO IMPLEMENT IT.

THIS IS TRICKY.

A TRUE PHONEN'T TREE BASICALLY SPREADS THE RESPONSIBILITY ACROSS EVERYBODY FOR SPREADING THE WORD.

FOR EXAMPLE THIS IS JUST A HYPOTHETICAL EXAMPLE.

THERE'S A DIRECTOR THE DIRECTOR CALLS THREE ASSISTANT DIRECTORS. THOSE THREE ASSISTANT DIRECTORS EACH CALL TWO DEPARTMENT HEADS AND SO ON.

IT WORKS ITS WAY DOWN TO EVERYBODY.

THE CHALLENGE IS TO REMEMBER IF YOU DON'T REACH THE PERSON THAT YOU ARE RESPONSIBLE FOR CALLING, THEN YOU NEED TO CALL ALL OF THE PEOPLE THAT THAT PERSON WAS RESPONSIBLE FOR CONTACTING.

OTHERWISE THE TREE BREAKS DOWN. WITHOUT THE CALL GETTING OUT TO EVERYONE.

NOW FOR MANY OVER YOU, THE REALLY HELPFUL THING THERE ARE COMPUTERIZED WAYS TO DO THIS.

I ENCOURAGE YOU TO FIND OUT IF YOU HAVE ACCESS TO ANY OF THESE

ALERT SYSTEMS.

BECAUSE IT IS JUST KIND OF  
HANDLED SEAMLESSLY.

A MESSAGE IS INPUT INTO THE  
SYSTEM AND SHOT OUT TO EVERYBODY  
WHO IS PART OF THIS LITTLE  
DATABASE.

SOMETIMES INSTITUTIONS HAVE  
THEM, SOMETIMES CITIES HAVE  
THEM.

YOU MAY BE ABLE TO BECOME A  
SUBSET, A LITTLE SUBSET OF A  
CITY SYSTEM THAT GETS TRIGGERED  
ONLY IF YOU WANT TO SEND OUT  
ALERTS.

SO FOR EXAMPLE BECAUSE MY PHONE  
NUMBER E-MAIL IS IN THE DATABASE  
AT THE UNIVERSITY OF CALIFORNIA  
SAN DIEGO.

I GET ALL THE EMERGENCY LISTS  
THAT COME IN AS A PHONE MESSAGE,  
RECORDED PHONE MESSAGE, A TEXT  
MESSAGE AND AN E-MAIL MESSAGE  
AND THEY CALL IN VIRTUALLY  
SIMULTANEOUSLY TO ME.

I CAN TELL.

WHEN MY CELL PHONE AND HOUSE  
PHONE RING AT EXACTLY THE SAME  
TIME IT'S ALMOST ALWAYS ONE OF  
THESE EMERGENCY ALERTS.

THESE ARE COMMUNITY ALERT SEIZE  
TUMS.

ANOTHER TERM ACTUALLY  
PROPRIETARY NAME IS REVERSE 911.  
I JUST MENTION BECAUSE THAT'S  
HOW IMPORTANT COMMUNICATION IS.  
WE'RE GOING TO GO BACK UP NOW TO  
THE TOP OF THE COLUMN WHICH IS  
THE REGIONAL CONTEXT BECAUSE I  
WANT TO SHOW YOU SOME GREAT  
RESOURCES ON THIS NEXT, ON THIS  
NEXT SLIDE.

THESE TWO SOURCES URLS ARE  
LISTED.

THE REGIONAL ALLIANCE FOR  
PRESERVATION.

THIS IS ON YOUR RESOURCE HANDOUT

A LITTLE MORE INFORMATION ABOUT  
THE URL LISTED HERE.

RAP PROVIDES INFORMATION AND  
RESOURCES ON PRESERVATION AND  
CONSERVATION TO CULTURAL  
INSTITUTIONS AND THE PUBLIC  
THROUGHOUT THE U.S.

THERE ARE 13 INSTITUTIONAL AND  
ASSISTANCE GROUPS THAT ARE  
MEMBERS OF RAP.

I NOTED A COUPLE OF THEM ON YOUR  
RESOURCES LIST INCLUDING THE  
CONS VALUATION CENTER FOR  
HISTORIC ARTIFACTS IN  
PHILADELPHIA.

NORTHEAST CONSERVATION CENTER IN  
THE BOSTON AREA, LIBRARY OF  
CONGRESS IS A MEMBER.

ALSO THE WESTERN GROUPS AND  
TERRITORIES PRESERVATION  
ASSISTANCE SERVICE, THE SERVICE  
I COORDINATE AS A MEMBER.

THIS IS BROADLY ACROSS THE U.S.  
MANY OF THE MEMBERS OF RAP HAVE  
DISASTER PREPAREDNESS AND  
RESPONSE INFORMATION ON THEIR  
WEB SITES AS WELL AS PROVIDING  
EMERGENCY PHONE ASSISTANCE.

SO PLEASE LOOK AT THE RAP  
WEBSITE, LOCATE THE REGIONAL  
CENTER CLOSEST TO YOU,  
INVESTIGATE THEIR SPECIFIC  
WEBSITE AND FIND OUT HOW TO HELP  
YOU IN AN EMERGENCY AND GET THAT  
INFORMATION ON TO YOUR PREP IN  
THAT REGIONAL RESOURCES COLUMN.

QUITE FRANKLY THIS WOULD BE A  
GREAT LITTLE PROJECT FOR ONE  
MEMBER OF YOUR TEAM TO MAKE  
RESPONSIBILITY FOR.

THIS IS THAT PART OF KIND OF  
PARSING THINGS DOWN.

THIS IS ONE THING ONE PERSON  
COULD WORK ON.

THE OTHER RESOURCE ON THE RIGHT  
HERITAGE PRESER VASION  
COOPERATIVE DISASTER NETWORKS.

THIS LIST ACTUALLY RUNS TO FOUR PAGES ON THE URL THAT'S SHOWN THERE.

IT IS, IT LISTS COOPERATIVE NETWORKS, AND MEMBERS OF THESE COOPERATIVE NETWORKS COLLABORATE ON MANY ISSUES.

BUT THE MAIN ONE FOR THIS LIST IS DALS TER PLANNING AND RESPONSE.

THESE NETWORKS CAN BE COMBINATIONS OF LIBRARIES, MUSEUMS, ART KIEFERS, HISTORIC SITES.

ALL TYPES OF CULTURE INSTITUTIONS AND THEY HELP YOU REMEMBER DEAL WITH EMERGENCY PREPAREDNESS AND RECOVERY WHICH IS GREAT AND THEY SPREAD OUT THE RESPONSIBILITY AMONG A NUMBER OF INSTITUTIONSV3vTRAINING.

SOME OF THEM PURCHASE SHARED SUPPLIES AND CAN PROVIDE MORAL SUPPORT IN NEEDED.

IF YOU'RE SMALL WITH FEW STAFF BOY GET TO KNOW THESE FOLKS. YOU CAN ALSO FIND INFORMATION ON THE HERITAGE PRESERVATION SITE IF YOU'RE INTERESTED IN STARTING A NETWORK.

JENNY, ANY QUESTIONS?

>> YES, WE HAVE A HAND FULL. OUR QUESTION IS FROM JENNIFER. SHE'S CURIOUS OF A SMALL STAFF INSTITUTIONAL CONTACT LIST ALSO DOUBLE AS A PHONE TREE.

>> POSSIBLY.

YOU'RE GOING TO HAVE TO, INSTITUTIONAL PRODUCTS YOU MIGHT HAVE SOME THAT FALL OUTSIDE. YOU COULD.

WHATEVER WORKS FOR YOU.

IF YOU CAN GET THEM RECORDED ON THERE, ABSOLUTELY.

JUST MAKE IT CLEAR THAT THAT'S THE GROUP TO CALL.

SOMETIMES IT HELPS TO SEPARATE

IT OUT A LITTLE BIT BUT IF THAT WORKS FOR YOU, FINE.

>> WE ALSO HAD ANOTHER QUESTION IN A CONVERSATION ABOUT HOW OFTEN SHOULD PREP BE UPDATED EVERY MOTHER, EVERY THREE MONTH WITH THE EMERGENCY IS UPDATED WHEN YOU KNOW INFORMATION HAS CHANGED.

BUT IN ADDITION TO THAT HOW OFTEN SHOULD YOU CHECK IT?

>> WELL, AT LEAST EVERY YEAR. IT'S ONE OF THOSE THINGS THEY SAY CHECK YOUR BATTERY AND SMOKE DETECTOR WHEN THE TIME CHANGES. MAYBE THAT'S A WAY TO KIND OF HIT IT EVERY SIX MONTHS.

ABSOLUTELY YOU'RE RIGHT. IF YOU KNOW SOMETHING'S CHANGED. AND IF THEY'RE CRITICAL.

IF THEY ARE CRITICAL NUMBERS, YOU MAY NEED TO ISSUE ONE MORE FREQUENTLY.

YOU JUST HAVE TO DECIDE WITH THE NUMBERS OF PEOPLE, WHAT WORKS FOR YOU.

>> ANOTHER QUESTION FOR JANENE WHO IS CURIOUS, ARE THERE TRAINING COURSES FOR FIRST RESPONDERS THAT COULD KIND OF ALERT THEM TO THE ISSUE BY CULTURE INSTITUTIONS OR IF IT'S SOMETHING YOU KNOW THAT WE NEED TO TRAIN THEM.

>> THAT'S GREAT.

WELL, THERE IS A KIND OF AN OVER ARCHING ALLIANCE THAT SETS UP AN ALLIANCE RESPONSE THROUGH HERITAGE PRESERVATION.

YOU CAN LOOK ON THE WEBSITE. IT'S PRETTY CLEAR.

THESE ARE TRAININGS AND MEETINGS AND FORUMS THAT HAVE BEEN HELD AROUND THE COUNTRY BY DIFFERENT CITIES AND IN SOME CASES BY STATES TO BRING TOGETHER CULTURAL INSTITUTION

REPRESENTATIVES WITH EMERGENCY  
MANAGEMENT PROFESSIONALS.

TO GET A DIALOGUE GOING, THERE  
IS A PUBLICATION CALLED CO-STEP  
WHICH IS COORDINATED STATE WIDE  
EMERGENCY PREPAREDNESS.

IT'S BEEN IMPLEMENTED IN  
MASSACHUSETTS AND IT'S BEEN  
LOOKED AT IN A NUMBER OF OTHER  
AREAS.

IT IS A BOOK.

IT IS A MANUAL ON HELPING YOU  
SET UP THIS KIND OF COORDINATION  
AND MAYBE JENNY CAN PUT A LINK  
IN THE CHAT.

THERE IS A HOPE THAT TRAINING  
WILL BE MORE INTEGRATED INTO  
EMERGENCY MANAGEMENT AT THEIR  
NATIONAL TRAINING LEVEL.

CERTAINLY PEOPLE ARE SPEAKING AT  
CONFERENCES ABOUT INTEGRATING  
WITH CULTURAL COMMUNITY.

THERE ARE A LOT OF US WORKING ON  
THIS BUT THERE'S NO SET TRAINING  
PER SE, OKAY.

WE'LL TALK MORE ABOUT BUILDING  
RELATIONSHIP AT SESSION FOUR.

OKAY.

>> THAT'S IT.

>> OKAY, GREAT.

LET ME GO ON TO THE NEXT ONE  
HERE.

SO IMMEDIATE RESPONSE.

WHAT I WANT TO DO NOW IS SHOW  
YOU A COUPLE OF ATTEND --  
APPENDICES FROM THE PACKET THAT  
WILL HELP YOU WITH THE  
COMMUNICATION SIDE OF YOUR PREP.  
THE FIRST ONE IS APPENDIX A, IT  
SAYS IMMEDIATE EMERGENCY  
RESPONSE.

THIS IS A ONE PAGE CALL SHEET  
FOR THE FIRST SERIES OF CALLS TO  
BE MADE.

THIS INFORMATION SHOULD BE  
POSTED BY TELEPHONES, ALL  
SATISFY SHOULD KNOW ABOUT AND IT

SHOULD BE CLEARLY AVAILABLE FOR ANYONE WHO MIGHT INITIATE AN EMERGENCY CALL.

THIS HANDOUT GIVES YOU A SAMPLE TEMPLATE IF YOU DON'T ALREADY HAVE ONE.

DON'T JUST ONE NAME, RATHER REFER TO GROUPS OR A DEPARTMENT OR ANOTHER UNIT.

IF YOU CAN INCLUDED 24 HOURS NUMBER THAT'S GREAT IF YOU'RE OPEN AT NIGHT AND SOMEONE WANTS TO CALL USING THIS LIST AT NIGHT.

YOU DON'T WANT WHERE THERE'S ONE NUMBER AND NO ONE ANSWERS IT GOES TO AN ANSWER MACHINE AND WHAT DO YOU DO KIND OF THING. THE THIRD COLUMN OF -- PREP WHICH IS THE BILLING UTILITIES, THIS APPENDIX TWO ON THE RIGHT IS A WAY TO PULL TOGETHER INFORMATION OF THE LOCATIONS OF YOUR EMERGENCY SYSTEM.

IT KIND OF EXPANDS ON THE BUILDING UTILITIES COLUMN WHERE IT JUST HAS PHONE NUMBER CONTACTS.

AND THIS NOW ACTUALLY RECORDS THE LOCATION OF THOSE KEY UTILITY SHUT OFF.

FIRE SUPPRESSION, DETECTION, WHERE YOU STORE COMMUNICATIONITY VICES AND SUPPLIES.

NOW, THERE ARE A COUPLE WAYS TO USE THIS APPENDIX 2.

ONE IS THAT YOU CAN TAKE THE, YOU CAN TAKE THE LETTER A.

I HAVE TO GET MY CRIB SHEET HERE SO I CAN SEE WHAT IT SAYS BECAUSE IT'S SO TINY.

MAIN UTILITIES AND THEN ONE SAYS MAIN WATER SHUT OFF.

SO WHAT YOU CAN DO IS YOU CAN PUT THE CODE A1 ON TO YOUR FLOOR PLAN.

SO A1 WOULD BE INDICATED THERE



AND THAT WOULD BE, THESE TWO THINGS WOULD GO TOGETHER, THE MAIN WATER SHUT OFF.

YOU KNOW, IT WORKS.

I'LL SHOW YOU A PRETTIER WAY TO DO IT THAT'S MORE VISUALLY SATISFYING.

AND THAT IS WITH USING THE FLOOR PLAN AND USING ICONS AND THAT WHAT HAS BEEN DONE HERE BY THE FRESNO COUNTY PUBLIC LIBRARY. THIS IS FOR ONE OF THEIR BRANCHES.

NOW YOU DO NOT HAVE THIS IN YOUR POWER POINT OR YOUR HANDOUTS, I'M SORRY.

I ADDED IT LATE TO MAKE THIS CLEAR FOR YOU.

BUT YOU CAN CERTAINLY GET THE GIST PRETTY FAST.

SO HERE A1, THE MAIN UTILITY, WHAT IT ACTUALLY SAYS THERE FOR THE MAIN WATER SHUT OFF IT SAYS OUTSIDE EAST WALL NEAR THE STAFF DOOR.

THEY DESCRIBED IT IN THE TEXT AND THEN YOU GO NORTH SOUTHEAST WEST.

YOU GO EAST WALL AND SURE ENOUGH THIS IS THE STAFF DOOR RIGHT THERE.

AND THERE IT SAYS MAIN WATER SHUT OFF.

SO THEY'VE USED AN ICON AND THEY'VE ALSO PRINTED SOME INFORMATION THERE.

ANOTHER ONE.

HERE'S H VAC CONTROL HEATING VENTILATING AIR CONDITIONING CONTROL.

IT SAYS THERE IN THE WEST WALL IN YA WHICH IS YOUNG ADULTS. RIGHT OVER HERE H VAC CONTROLS THERE IT IS SHOWING YOU WHERE IT IS.

THIS IS AN IMPORTANT ONE TO KNOW ABOUT.

THERE'S A FIRE RIGHT OUTSIDE AND  
THERE'S SMOKE, POTENTIAL FOR  
SMOKE COMING IN.

YOU WANT TO GET THAT TURNED  
OBVIOUS AS FAST AS YOU CAN SO  
YOU DON'T SUCK THE SMOKE INTO  
YOUR BUILDING.

I'VE ALSO SEEN INSTITUTIONS THAT  
USE COLORED DOTS SO I GAVE YOU  
AN EXAMPLE ONE HERE.

PUT A RED DOT BY THE FIRE  
EXTINGUISHERS AND YOU GO TO THE  
MAP AND SEE THE RED DOTS.  
HERE AND HERE ARE YOUR FIRE  
EXTINGUISHERS.

I SEEN PLACES USE MULTICOLORED  
DOTS ALONG THE COLUMN HERE BY  
THE LETTERS.

TO THEN PUT THE COLORED DOTS ON  
TO THE MAP.

MY WARNING IS IF YOU DON'T PRINT  
IN COLOR IS IT GOING TO CAUSE  
YOU ANY, IS IT GOING TO CAUSE  
YOU ANY TROUBLE.

BUT THESE ARE GREAT FORGETTING  
PEOPLE RIGHT TO THESE CRITICAL  
EMERGENCY SYSTEMS THAT YOU NEED  
FOR FAST RESPONSE AND PART OF  
YOUR DISASTER PLAN.

ONE OF THE THINGS YOU MAY EVEN  
BE GUIDING SOMEONE WHEN THEY  
ARRIVE.

THEY MAY NOT KNOW WHERE THE TURN  
OFF IS FOR YOUR FIRE SPRING  
COLORS BUT YOU CAN PULL OFF THIS  
MAP AND SHOW THEM WHERE IT IS  
WHEN YOU ARRIVE YOU CAN GUIDE  
THEM RIGHT TO IT AND SAVE ANY  
VALUABLE TIME.

I'LL GO ON HERE TO THE NEXT ONE.  
APPENDIX 3 IS ANOTHER  
SUPPLEMENT.

IT IS A SUPPLEMENT ON THE  
RESPONSIBILITIES.

WHO IS ON THE DISASTER TEAM AND  
THEIR RESPONSIBILITIES.

YOU FILL IN NAMES AND ASSIGN

THEM AHEAD OF TIMES.  
I GUESS YOU CAN USE THE SHEET ON  
THE LEFT KIND OF AS A WORKSHEET  
TO COME UP WITH WHAT, THINK  
THROUGH WHAT THE JOBS ARE THAT  
NEED TO BE DONE.  
YOU NEED TO THINK OF OTHER JOBS.  
YOU CAN ADD THEM TO THIS LIST.  
MAKE THEM WORK FOR YOU.  
BUT THINKING AHEAD OF TIME THE  
MOST LIKELY PERSON OR THE GROUP  
OF PEOPLE TO TAKE ON THESE  
ROLES.  
THEN YOU GET A BETTER PICTURE OF  
HOW YOUR RESPONSE WORKS.  
THEN YOU CAN TRAIN THEM TO YOU.  
I'LL WARN YOU, THE SMALLER YOUR  
STAFF THE MORE INDIVIDUAL STAFF  
MEMBER HAVE TO WEAR.  
IF YOU SEE THE SAME NAME OVER  
AND OVER AND OVER AGAIN ON THIS  
WORKSHEET, IT'S GOING TO BECOME,  
IT SHOULD BECOME CLEAR TO YOU  
THAT'S JUST NOT REALISTIC.  
YOU CAN'T HAVE A LEAD PERSON  
TAKING MULTIPLE RESPONSIBILITIES  
THAT ARE GOING ON AT THE SAME  
TIME.  
SO FIGURE OUT WHERE OTHERS ARE  
THAT CAN HELP.  
SO MAYBE YOU WANT TO CALL IN  
SOMEONE FROM ANOTHER PART OF THE  
ORGANIZATION OR LOOK TO A  
NEIGHBORING LIBRARY KIND OF  
AGREE TO HELP EACH OTHER IF  
SOMETHING HAPPENS.  
YOU LOOK TO ANOTHER MUSEUM,  
REGIONAL DISASTER NETWORK.  
TALK ABOUT AND THINK ABOUT THIS  
AHEAD OF TIME.  
THE SMALLER YOU ARE THE MORE  
IMPORTANT THIS IS GOING TO BE  
AND THE TRAIN TO SOME OF THESE  
ROLES AHEAD OF TIME.  
STAFF NEED TO KNOW WHAT'S  
EXPECTED OF THEM AND WHAT THE  
INSTITUTION IS PREPARED TO

RESPOND TO AN EMERGENCY THROUGH SOME SORT OF STRUCTURE AND THIS HELPS THAT.

THEN YOU HAVE THE TEMPLATE ON THE RIGHT TO ACTUALLY HAVE THE ROLES OF THE DIFFERENT CORED NAIRTSZ.

THESE ALSO LINK TO THE FIELD GUIDE TO AN EMERGENCY RESPONSE. YOU CAN FIND MORE INFORMATION IN THERE ABOUT THE COORDINATION ROLES.

AND RECORDING THIS.

YOU MAY PUT ALL OF THIS INFORMATION FROM THIS TEMPLATE FOR APPENDIX 3 RIGHT ON TO YOUR POCKET PLAN.

AND YOU MAY NOT NEED A SEPARATE PIECE OF PAPER, YOU KNOW.

THAT'S JUST FINE.

LET ME JUST TAKE A MINUTE HERE AND SEE IF THERE ARE SOME QUESTIONS.

IN CASE I'M GETTING TOO SERIOUS FOR YOU I THOUGHT IT MIGHT BE GOOD FOR A LITTLE BIT OF HUMOR. JENNY, ANYTHING?

>> YES, WE HAVE A FEW QUESTIONS. WE HAVE -- WHO IS ASKING -- A SPECIFIED TIME AND LOCATION JUST IN CASE THE BECOMES TOO DIFFICULT TO COMMUNICATE.

WHAT ARE YOUR THOUGHTS ON THAT.

>> YOU ARE LIKE ONE SESSION JUST AHEAD OF ME BECAUSE IT IS, IF YOU NOTICE, MISSING ON THE POCKET RESPONSE PLAN.

AND I WILL SHOW YOU A PLACE TO INSERT IT FOR PART TWO.

THANK YOU SO MUCH.

NOT PART TWO, SESSION THREE.

I WILL SHOW YOU WHERE TO OWN SERT IT.

WHERE TO INSERT IT.

THANK YOU FOR CALLING THAT OUT BECAUSE THAT'S SOMETHING THAT'S MISSING.

>> WE HAVE ANOTHER QUESTION  
CURIOUS IF YOU'RE DEPENDENT ON  
VOLUNTEERS -- THIS MIGHT COME UP  
LATER.

WHAT DO YOU DO IN ADVANCE WITH  
REGARDS TO LIABILITY AND  
INSURANCE TO COVER THEM WHILE  
THEY'RE HELPING BECAUSE THEY  
NEED TO SIGN FORM OR WAIVERS.

>> WE'RE GOING TO TALK A LITTLE  
BIT ABOUT INSURANCE VERY VERY  
BRIEFLY.

BUT THE TRICK ON THIS IS THAT  
YOU SHOULD HAVE THEM, IF YOU  
ALREADY USE VOLUNTEERS, YOU  
SHOULD HAVE THEM GO THROUGH  
EXACTLY THE SAME PROCESS THAT  
YOU USE FOR VOLUNTEERS THAT MAY  
BE REGULARLY WORK FOR YOU.  
IN A RUSH, PEOPLE CAN GET IN  
THERE AND TRY TO START DOING  
THINGS YOU DON'T ONE SOMEBODY TO  
GET HURT.

IT'S ALSO SOMETHING TO TALK TO  
YOUR INSURANCE COVERAGE ABOUT  
AND ABOUT LIABILITY BECAUSE I  
KNOW THIS IS ALWAYS A CONCERN.  
SO TALKING TO YOUR INSURANCE AND  
THEN FOLLOWING ANY CURRENT  
PROCEDURES YOU HAVE AND IF YOU  
DON'T, TRY TO FIND OUT WHAT SOME  
OF THE FORMS ARE AND POWERS THAT  
OTHER PLACES USE.

>> WE HAVE ONE FINAL QUESTION.  
TANYA'S CURIOUS, ALL OF THESE  
APPENDICES, ARE THEY OPTIONAL,  
DO YOU USE WHAT WORKS BEST.

>> ABSOLUTELY.

THIS IS ALL OPTIONAL.

THERE ARE SOME THAT WILL BE  
COMING UP LATER.

THESE WERE, THESE FIRST SEVERAL  
ARE PRETTY TIGHT TO THE  
COMMUNICATION SIDE OF THE PREP  
AND SO YOU MAY NOT NEED THAT  
MUCH.

THE ONE THAT IS MOST CRITICAL IS

THE FACILITIES LOCATION.  
USING THAT SHEET TO LOCATE WHAT  
YOU HAVE AND THEN YOU JUST MUST  
HAVE FLOOR PLANS AS PART OF YOUR  
DISASTER PLAN AND SHOW SOMEHOW  
ON THAT PLAN WHERE THOSE  
EMERGENCY SYSTEMS ARE.

THAT'S THE ONE TO ME THAT JUST  
ISN'T NEGOTIABLE.

AND WE'LL KEEP GOING THROUGH,  
WE'LL GO THROUGH THE OTHERS AND  
TRY TO POINT THAT OUT, THANK  
YOU.

SO THIS SLIDE DOES NOT SHOW AN  
ACCEPTABLE APPROACH.

I KNOW YOU'RE GOING TO GET GOING  
HERE NOW.

SO WHAT WE'RE GOING TO DO NOW IS  
I WANT TO LOOK AT TWO APPENDICES  
TO RELATE TO IN GENERAL AND THEN  
WE'LL CLOSE OUT FOR TODAY.

THE TOPIC OF INSURANCE VERY  
BRIEFLY BUT THE MUCH MORE  
INTERESTING AND SLIGHTLY  
TERRIFYING TOPIC OF CRISES  
COMMUNICATION.

SO LET'S LOOK FIRST AT  
INSURANCE.

YOU HAVE A VERY GOOD HANDOUT AT  
LEAST I THINK IT'S GOOD ON  
SUMMARIZING THE THINGS TO THINK  
ABOUT ON INSURANCE.

THIS TOPIC DID COME UP AT THE  
RISK EVALUATION WEBINAR SO I  
WANT TO INCLUDE A LITTLE BIT  
ABOUT IT.

INSURANCE DRIVES WHAT FUNDS WILL  
BE AVAILABLE FOR YOU IN A  
RESPONSE AND RECOVERY.

SO IT'S IMPORTANT TO KNOW WHAT  
YOU HAVE.

SO THIS APPENDIX GUIDELINES WILL  
HELP YOU GATHER THE INFORMATION.  
IT HAS GOOD DEFINITIONS AND WILL  
HELP YOU BEGIN TO EDUCATION  
YOURSELF.

I KEEP SAYING YOU AND YOUR.

THE YOU I USE IT MAY NOT BE YOU PERSONALLY BUT THE BROADER YOU AT YOUR INSTITUTION.

YOU MAY SAY I'M NOT THE PERSON. BUT THERE IS A PERSON AND YOU NEED TO MAKE SURE THIS KIND OF INFORMATION IS BEING GATHERED. I JUST WANT TO MENTION THAT AND I SAY THAT BECAUSE PEOPLE WILL SAY I'M NOT AUTHORIZED TO DO THAT.

BUT YOUR DIRECTOR YOUR CHIEF ADMINISTRATOR YOUR FINANCIAL PERSON, THEY BETTER KNOW WHAT THE INSURANCE COVERAGE IS. YOU CAN TALK TO RISK MANAGEMENT AND AN INSURANCE BROKER. THEY CAN.

SO USE THIS SHEET ON THE RIGHT TO ACTUALLY RECORD AND DOCUMENT WHAT YOU FOUND.

AND THIS GETS YOU RIGHT INTO THE SUMMARY OF YOUR COVERAGE IN YOUR DISASTER PLAN.

REMEMBER I SAID ONE OF THOSE THINGS TO ADD TO YOUR DISASTER PLAN.

THE MORE YOU KNOW ABOUT INSURANCE AND THE MORE STEPS YOU TAKE AHEAD OF TIME TO EDUCATE YOURSELF.

BE IT COMMERCIAL INSURANCE OR SELF INSURANCE OR POOL INSURANCE THE BETTER OFF YOU'RE GOING TO BE WHEN YOU NEED IT.

THE MAIN RISKS YOU IDENTIFIED IN YOUR RISK EVALUATION COVERED BY YOUR INSURANCE I HOPE SO.

IF YOU CAN, TRY TO ESTABLISH THE VALUE OF YOUR COLLECTION PRIOR TO A DISASTER.

THIS IS MORE EASILY DONE AT MUSEUMS THAN IT IS AT LIBRARY. HOWEVER I HAVE INCLUDED A BOOK IN THE RESORT GUIDE.

A VERY GOOD ONE.

RISK AND INSURANCE MANAGEMENT

MANUAL FOR LIBRARIES PUBLISHED  
BY AMERICAN LIBRARY ASSOCIATION.  
IT ALSO HAS GREAT INFORMATION  
FOR OTHER KINDS OF CULTURE  
INSTITUTIONS.

SO YOU CAN GET GUIDANCE OUT OF  
THAT.

ALSO ON THE RESOURCE LIST IS THE  
LIBRARY OF CONGRESS WEBSITE.  
AND THEY HAVE ON THE URL AREA  
LISTED A RISK MANAGEMENT AND  
INSURANCE SECTION.

SO BOTH OF THOSE ARE VERY USEFUL  
TO TAKE A LOOK AT.

LET'S GO ON TO THE MEDIA.  
CRISES COMMUNICATION'S OUR LAST  
TOPIC FOR TODAY.

NOW WE COULD HAVE DONE A SAYERS  
OF -- A SERIES OF WEBINARS.  
THERE IS A LOT TO THAT AND THERE  
IS A LOT TO CRISES  
COMMUNICATION.

WE COULD DO A WHOLE SERIES ON  
IT.

BUT MY PURPOSE HERE IS MAINLY TO  
HIT THE HIGHLIGHTS AND ENCOURAGE  
YOU TO THINK SERIOUSLY ABOUT  
THIS FOR YOUR INSTITUTION.

IF YOU'RE LARGEDv b 1 1 ENOUGH AND HAVE  
PR PUBLIC RELATIONS PEOPLE OR A  
PUBLIC INFORMATION OFFICER.

THEY ARE THE KEY PEOPLE IN  
HANDLING THIS INFORMATION.  
BUT YOU NEED TO MAKE SURE THAT  
ALL THE STAFF KNOW WHO IS  
AUTHORIZED TO SPEAK TO THE  
MEDIA.

FOR EVERYONE ELSE ON THIS STAFF,  
IF APPROACHED BY THE MEDIA  
DURING AN E HAVEN'T, IT'S  
USUALLY CONSIDERED OKAY TO TELL  
THEM WHAT YOUR JOB IS.

BUT YOU SHOULD REFER ANYTHING  
ELSE THAT RELATES TO THE  
EMERGENCY TO THE APPROPRIATE  
PERSON FOR COMMENT.

PEA VERY CAREFUL.



THIS IS IMPORTANT IN TRAINING.  
EVERYBODY KNOWS THIS.  
APPENDIX 5, WHAT TO SAY TO THE  
MEDIA HAS GUIDANCE AND INTERVIEW  
TIPS.

THIS IS AN EXCERPT FROM THE  
FIELD GUIDE TO EMERGENCY  
RESPONSE.

THERE IS ANOTHER RESOURCE ON  
YOUR RESOURCES LIST IS THE  
LIBRARY CRISES COMMUNICATION  
PLANNER.

ANOTHER ALA PUBLICATION AND THIS  
IS ANOTHER ONE THAT GENERALLY  
CAN BE USED BY MORE TYPES OF  
CULTURAL INSTITUTIONS BECAUSE  
IT'S A LOT OF BASIC INFORMATION.  
YOU CAN'T IGNORE THE MEDIA.  
THEY'RE GOING TO GET THE STORY  
FOR SOMEONE.

UNLESS YOU WANT THEM SEEKING THE  
STORY FROM JUST ANYBODY THERE AT  
THE SCENE YOU NEED TO TAKE  
CONTROL AND ACCOMMODATE THEM AND  
PROVIDE THEM WITH INFORMATION.  
EVEN IF SOME POINTS ARE VAGUE.  
WE DON'T KNOW YET, WE'RE LOOKING  
INTO IT.

THE THING THEY'RE GOING TO WANT  
TO KNOW RIGHT AWAY AND IF YOU  
ARE THE ONLY INCIDENT.

IF YOU READ THE BANNER HEADLINE  
COMING ACROSS ON THE TV ON THE  
MORNING NEWS AND IT SAYS YOU  
KNOW, MAJOR FLOODING AT MAIN  
LIBRARY DOWNTOWN KIND OF THING,  
YOU'RE GOING TO GET BESIEGED BY  
PEOPLE.

YOU'RE GOING TO GET THE MEDIA,  
TELEVISION CREWS ALL OF THIS  
CRYING TO GET INFORMATION.  
WHAT THEY WANT TO KNOW RIGHT OFF  
IS HOW MUCH IS DAMAGED AND  
WHAT'S THE VALUE.

THEN WHEN WILL YOU REOPEN.  
MY WARNING, BE CAREFUL, BE VERY  
VERY CAREFUL, YOU ARE SO LIKELY

TO BE WRONG AT THE BEGINNING OF AN EVENT.

DON'T COMMIT.

DON'T SAY OH WE'LL GET THIS CLEANED UP AND WE'LL BE OPEN BY TOMORROW.

OR IT DOESN'T LOOK TOO BAD AND YOU KNOW THE COST LOSS IS GOING TO BE MINIMAL.

DON'T GO THERE.

YOU MAY NOT HAVE GOT I TO THE BASEMENT YET AND SEE IT'S FLOODED WITH WATER.

DON'T SAY ANYTHING.

PREPARING SOME NEWS RELEASES THAT YOU CAN FILL IN THE BLANKS WITH DETAILS ABOUT A PARTICULAR INCIDENT CAN BE VERY HELPFUL.

THEY CAN HELP YOU PREVENT OVERLOOKING SOMETHING REALLY OBVIOUS AND THEY CAN ALSO PROVIDE A LITTLE GENERAL INFORMATION ABOUT YOUR INSTITUTION AND YOUR COLLECTION SO YOU'RE NOT HAVING TO DRAFT THAT AT THE TIME.

KEEPING THESE BOTH INTERNAL AND EXTERNAL COMMUNICATIONS UPBEAT WITH ONE CLEAR STORY IS VERY IMPORTANT.

FOR INTERNAL COMMUNICATIONS REMEMBER THE STAFF OF WANT INFORMATION AND ACCURATE INFORMATION WILL LOWER THEIR STRESS LEVEL.

YOU NEED TO CONTROL THE RUMOR MILL.

SO SHARE AND GATHER AS MUCH INFORMATION AS YOU CAN AND INCLUDE THE POLICE AND FIRE AND OTHER RESPONSE PEOPLE IN AS WELL IN PROVIDING THIS INFORMATION.

ON THE SLIDE YOU SEE SOME KEY TIPS.

ONES TO KEEP IN MIND.

DON'T SPECULATE OR ON THE CAUSE OR WHO IS AT FAULT.

NO FINGER POINTING AT THIS  
POINT.  
BE VERY CAREFUL.  
SAY I DON'T KNOW INSTEAD OF NO  
COMMENT.  
NO COMMENT HAS THIS NEGATIVE  
CONNOTATION LIKE TRYING TO HIDE  
SOMETHING.  
SO SAYING YOU KNOW I DON'T KNOW  
AND THEN BETTER IS I DON'T KNOW  
BUT I WILL TRY TO HAVE MORE  
INFORMATION AT THE NEXT NEWS  
BRIEFING.  
SO I WILL CALL YOU WITH MORE  
INFORMATION OR I WILL E-MAIL YOU  
WITH MORE INFORMATION.  
WHATEVER YOU DO, MAKE SURE YOU  
DO THAT.  
BUT DON'T SAY NO COMMENT.  
DON'T SPEAK OFF THE RECORD.  
ONE PERSON'S OFF THE RECORD  
COMMENT CAN BE TURNED INTO A  
QUESTION AND ASKED OF SOMEONE  
ELSE WHO IS ON THE RECORD.  
HERE'S AN EXAMPLE.  
OFF THE RECORD SOMEBODY SAYS  
WELL YOU KNOW OUR DISASTER PLAN  
IS TEN YEARS OUT OF DATE.  
I'VE BEEN TELLING THEM WE SHOULD  
UPDATE THAT PLAN FOR A LONG  
TIME.  
BUT THAT'S OFF THE RECORD.  
OH, NO PROBLEM.  
THAT PERSON MEDIA WHO HAS JUST  
GOTTEN THAT OFF THE RECORD  
COMMENT IN A NEWS CONFERENCE OR  
ONE-ON-ONE WITH THE DIRECTOR WHO  
IS STANDING UP IN FRONT TALKING  
AWAY ASKS IS IT CORRECT THAT  
YOUR DISASTER PLAN IS TEN YEARS  
OUT OF DATE.  
THAT HAS JUST BEEN TURNED AROUND  
INTO A QUESTION.  
AND THAT IS LEGITIMATE.  
SO BE VERY VERY CAREFUL.  
HAVE A CONSISTENT MESSAGE KEEP  
IT UPBEAT.

WE NEED A MEDIA DISASTER ON TOP OF EVERYTHING ELSE.

YOU WANT TO EMERGE AS COMPETENT ORGANIZED INSTITUTION THAT'S DEALING EFFECTIVELY WITH A BAD SITUATION.

HOPEFULLY YOU'RE GOING TO COME OUT BETTER AND STRONGER AT THE END OF IT.

THAT'S YOUR MANTRA.

WE HAVE IMPLEMENTED OUR DISASTER RESPONSE PLAN AND OUR MEMBER ARE IN PLACE AND ASSESSING THE SITUATION.

THAT HAS A POSITIVE CONSISTENT MESSAGE, REALLY GOOD STATEMENT. OKAY.

THAT'S WHAT I HAVE FOR TODAY.

JENNY, LOOKS LIKE QUESTIONS?

>> YES, WE HAVE A QUESTION FROM CINDY ABOUT INSURANCE.

IF YOU CAN'T PLACE A VALUE ON YOUR COLLECTION AND YOU CAN'T APPRAISE THE ITEMS, HOW CAN YOU OBTAIN INSURANCE?

>> WELL, THAT'S A GOOD QUESTION. I DON'T KNOW WHAT KIND OF COLLECTION YOU HAVE IN THIS CASE BUT WHAT YOU CAN DO IS TO START FIGURING, AND I'LL BEEN TAKE THIS FROM A LIBRARY.

YOU CAN FIGURE OUT, WE HAVE 10,000 BOOKS, LET'S SAY.

WE DECIDE THE VALUE OF THOSE BOOKS IS \$20 A PIECE.

I'M GOING LOW HERE ON THE VALUES.

I'M SO BAD AT MATH.

20 TIMES 10,000, IS THAT \$200,000.

SO YOU MIGHT DECIDE WE'RE GOING TO GET \$200,000 IN INSURANCE.

KEEP IN MIND IF ONLY 10% OF THAT SELECTION IS DAMAGED, YOU DON'T GET 200,000, YOU GET 10% OF 200,000.

SO JUST KIND OF THINKING IN WAYS

OF HOW YOU MIGHT ASSIGN SOME VALUES.

THERE ARE DIFFERENT WAYS TO DO IT WITH ARCHIVES.

THERE ARE ALL SORTS OF DIFFERENT WAYS TO MEASURE THEM.

I SUGGEST YOU LOOK AT THE BOOKS, THE RESOURCES, THE LIBRARY OF CONGRESS WEBSITE.

LOOK AT THE INSURANCE INFORMATION.

AND ALSO I THINK THE SHEET GUIDE THAT'S HANDED OUT WILL HELP SOME AS WELL.

IT'S TRICKY BECAUSE IF YOU HAVE INDIVIDUAL ITEMS AND OBJECTS YOU'RE DEALING MORE WITH ONE-ON-ONE APPRAISAL VALUE AND THAT CAN BE COSTLY.

AND IF SOMETHING IS DAMAGED OR COMPLETELY DESTROYED, YOU HAVE NO WAY OF GOING BACK AND DETERMINING WHAT THAT VALUE WAS.

>> JULIE, DOES I DON'T REMEMBER ANSWER CHANGE AT ALL KNOWING IF IT'S A PHARMACEUTICAL COLLECTION.

CINDY SAYS THERE ARE BOXES [INDISCERNIBLE] USED IN THE 1700'S AND 1800'S TOOLS FROM THAT TIME PERIOD AND LEDGERS.

>> WOW.

OUT OF MY AREA.

IF ANY OF YOU HAVE ANY REALLY GOOD COMMENTS TO ADD INTO CHAT. I MEAN I WOULD SAY IT'S TALKING TO THE INSURANCE.

I'M ASSUMING YOU HAVE, WELL I DON'T KNOW IF YOU HAVE INSURANCE BUT TALKING TO AN INSURANCE COMPANY.

LOOKING AT THE INSURANCE COMPANIES THAT WORK MORE WITH MUSEUMS AND CULTURAL COLLECTIONS.

SOME OF THOSE ARE LISTED ON THE RESOURCES I MENTIONED.

AND THEY REQUEST HELP YOU FIGURE IT OUT BECAUSE THEY'RE MORE USED TO DEALING WITH THESE KINDS OF COLLECTION THAT ARE NOT EASILY VALUED.

THAT WOULD BE MY SUGGESTION.

>> THERE WAS A SUGGESTION OF CHECKING WITH THE NATIONAL LIBRARY OF MEDICINE.

I WOULD IMAGINE WORKING WITH OTHER MUSEUMS WITH SIMILAR COLLECTIONS THEY MIGHT BE ABLE TO HELP YOU OUT THERE.

>> THAT'S A GOOD SUGGESTION.

I DID PUT ON YOUR RESOURCES LIST JUST BECAUSE THE MEDICINE'S COMING UP.

THERE'S AN AMAZING WEBSITE, NATIONAL NETWORK OF LIBRARIES OF MEDICINE EMERGENCY PREPAREDNESS WEBSITE.

AND THAT WOULD BE, THEY HAVE AND IT'S A PLACE TO LIST A QUESTION LIKE THIS.

I WANT TO MENTION THIS, A QUESTION WAS PUT ON TO THE ON-LINE FOREU OF DISCUSSION GROUP FORUM, A TOPIC WAS STARTED BY NICOLE AFTER OUR SESSION ON TUESDAY AND SHE ASKED ABOUT DEALING WITH EMERGENCY PROLSZ AND WHAT YOU SHOULD DO AND SHE'S GOT SOME GREAT ANSWERS ON THERE. I THINK SOME OF THESE INSURANCE QUESTIONS SHOULD BE PUT UP ON THAT FORUM BECAUSE YOU GOT ACCESS THEN TO CONSERVATORS AND A NUMBER OF OTHER FOLK THAT CAN CONTRIBUTE.

>> BACK TO MEDIA.

WE HAVE A QUESTION WHO REMEMBERS THE INSTITUTION HAD A POLICY WHERE THE DIRECTOR WAS THE ONLY ONE AUTHORIZED TO DIRECT THE MEDIA.

WHAT IF THAT DIRECTOR IS YOU BEEN AVAILABLE OR DAIKS A LONG

TIME.

DO YOU THINK THAT POLICY HURTS HIS INSTITUTION.

>> I THINK YOU ALL TO BRING IT UP.

THERE SHOULD BE BACK UPS.

WHEN IT'S ONLY REALLY SERIOUSLY ONE PERSON, THERE SHOULD BE BACK UPS TO THAT AND THAT PERSON PLUS THE BACK UPS SHOULD BE TRAINED.

YOU KNOW, YOU COULD BE OUT OF TOWN AND YOU COULD STEEL BE ABLE I GUESS TO DIFFERENT INFORMATION TO THE MEDIA BUT YOU MIGHT NOT BE ABLE TO HAVE COMMUNICATION. I MEAN AGAIN THINK THE WORST CASE.

THINK THE WORST CASE SCENARIO IN A LOT OF THINGS.

PLAY THE WHAT IF GAME.

YOU KNOW.

WHAT IF THE PERSON IS OUT OF TOWN.

WHAT IF THEY CAN'T CONNECT.

YOU JUST ISSUE NO INFORMATION. THAT'S NOT TO ME A RESPONSIBLE APPROACH.

GOING SILENT WHEN WHAT PEOPLE NEED AND WANT INFORMATION IS A REAL PROBLEM.

IT ALSO WILL INVITE PEOPLE STEPPING FORWARD AND GIVING INFORMATION ON THAT COULD THEN BE WRONG.

I'D SAY COME UP WITH A POLICY, COME UP WITH A SOME OF THE LITTLE TEMPLATE INFORMATION SO YOU COULD AT LEAST RELEASE BASIC INFORMATION WITHOUT THAT PERSON ACTUALLY BEING AVAILABLE.

THINK IT THROUGH.

I WATCHED THE CRISES COMMUNICATION.

I KIND OF GET OFF ON CRISES COMMUNICATION BECAUSE NOW I WATCH WHEN THINGS HAPPEN TO PEOPLE, WHEN ABOUT A THING

HAPPEN TO INSTITUTIONS, I WATCH HOW TO HANDLE IT IN THE NEWS AND MEDIA.

WHEN YOU TAKE THAT APPROACH YOU CAN START WATCHING THING GO SOUTH REALLY FAST AND THEN YOU WATCH OTHERS AND YOU GIVE THEM A THUMPS UP AND YOU GO WOW THEY ARE ON TOP OF THIS.

THEY ARE DOING A VERY GOOD JOB AND YOU LEARN FROM THESE. SO KEEP AN EYE.

WATCH WHAT'S GOING ON IN THE NEWS AROUND YOU AND EVEN APPROACH YOUR INSTITUTION. WHAT IF THAT HAD HAPPENED TO US. WHAT KIND OF INFORMATION WOULD WE BE GETTING OUT. HOW WOULD WE BE RESPONDING. ANYTHING ELSE JENNY?

>> I'M GOING TO POST THE HOMEWORK ASSIGNMENT. WE HAVE ABOUT TEN MORE MINUTE LEFT.

I DON'T HAVE ANY MORE QUESTIONS RIGHT NOW.

I'M GOING TO POST THIS AND FEEL FREE TO TYPE IN QUESTIONS YOU HAVE.

HERE IS A LINK TO OUR HOMEWORK ASSIGNMENT.

I'M GOING TO PULL OVER THAT LOG IN AND I PROMISE THIS TIME WE'LL GET YOU COUNTED.

IF YOU'RE IN A GROUP AND YOU'RE WATCHING WITH PEOPLE OR MULTIPLE PEOPLE AND YOU DIDN'T ENTER YOUR FIRST NAME OR LAST NAME HAS YOUR GROUP LEADER DO THAT RIGHT NOW.

WE HAVE A FEW COMMENTS COMING THROUGH.

ALL RIGHT.

>> WHILE YOU'RE LOOKING LET ME JUST MENTION WHEN WE CONTINUE ON ACTUAL, WE'RE GOING TO GO ON WITH THE POCKET RESPONSE PLAN AND LOOK AT THE ACTION SIDE THE



OTHER SIDE, SIDE B OF IT AND  
WE'RE GOING TO TALK ABOUT  
DISASTER ASSESSMENTS,  
ESTABLISHING COLLECTION  
PRIORITIES, USING THE INCIDENT  
COMMAND SYSTEM AND WORKING WITH  
EMERGENCY RESPONDERS.  
SO THOSE ARE SOME OF THE THING  
THAT WILL BE COMING UP ON  
TUESDAY.

>> IT DOESN'T LOOK LIKE WE HAVE  
ANY OTHER QUESTIONS.

JULIE MENTIONED THE NEXT CLASS  
IS TUESDAY MARCH 12TH AT 2:00  
PM, SAME PLACE.

YOU HAVE THE LINK TO THE  
HOMEWORK.

I PUT UP A LINK TO THE COURSE  
HOME PAGE JUST SO IT'S HANDY.  
LET'S SEE.

I THINK THAT'S IT JULIE.

>> THANKS EVERYBODY.

HAVE A GOOD WEEKEND.

>> THANK YOU EVERYONE.

SEE YOU NEXT TIME.