Live and Learn
Collections Emergency Lessons and Training

June 13th, 2018
C2CCare Webinar

Priscilla Anderson
Senior Preservation Librarian

HARVARD LIBRARY
Acknowledgments

Catherine Badot-Costello
Brenda Bernier
Jody Beenk
Liz Coffey
Debra Cuoco
Jane Hedberg
Ethel Hellman
Debora Mayer
Carie McGinnis
Erin Murphy
Todd Pattison
Alan Puglia
Nancy Schrock
Theresa Smith
Pam Spitzmueller
Lauren Telepak
Elizabeth Walters

Harvard Library Preservation Services
COSTEP-MA
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Harvard Library Preservation Services
COSTEP-MA
Getting to Know You
Polls 1, 2, 3, 4
Getting to Know You

Type in the chat box:

• Your role at your institution
Outline

● Learning
● Planning
● Response
● Salvage
● After-action review
Ode to learning

Develop instinct
Increase flexibility
Ask questions
Make mistakes
Stay positive
Ode to learning

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Ode to learning

- Develop instinct
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Ode to learning

- Develop instinct
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- Ask questions
- Make mistakes
- Stay positive
Modes of learning

Reading
Watching
Listening
Asking
Doing
Pretending
Modes of learning

Reading
Watching
Listening
Asking
Doing
Pretending
Modes of learning

Reading
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Pretending

Priscilla Anderson
Modes of learning

- Reading
- Watching
- Listening
- Asking
- Doing
- Pretending
Modes of learning

Reading
Watching
Listening
Asking
Doing
Pretending
Goals for Learning

- Slides
- How to library
- ILL
- First Response, what to do?
- Leaks in stacks, floods
- How can technology assist?
- Communication
- To gain experience

- H2O quality?
- Safety for students
- Only staff in library/night shift
- Chain of command
- How to anticipate an emergency?
- Reasons behind why we do it in a certain way
- Mental health & safety
- How to remain calm & organized?

- What is scary about AV?
- How to train others?
- How to prioritize?
- Diff plan for spec call?
- Phone call, LCET, etc.
- How can Ops help LCET?
- How to spread word about LCET?
Your Learning Perspective
Polls 5 and 6
Nodes for Learning

Annual planning
Down time
Tips
Mistakes
Nodes for Learning

Annual planning
Down time
Tips
Mistakes
Nodes for Learning

Annual planning
Down time
Tips
Mistakes
Nodes for Learning

Annual planning
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Tips
Mistakes
Nodes for Learning

Annual planning
Down time
Tips
Mistakes
Your Colleagues’ Learning Modes
Polls 7 and 8
Planning Training

Benchmarking Tabletops
# Planning: Benchmarks

## PLANNING GOALS

<table>
<thead>
<tr>
<th>Goal</th>
<th>Progress</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td><strong>Basic</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>We have a current Collections Emergency Plan (Template)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone is responsible for drafting/updating the plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Someone is accountable for approving or finalizing the plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>We have reviewed the collection priority criteria (use, rarity, vulnerability, etc.) (Template Appendix C)</td>
<td></td>
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<tr>
<td>We hold debrief meetings after an emergency (Template Appendix C)</td>
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<tr>
<td><strong>Good</strong></td>
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<tr>
<td>The library director is familiar with the insurance procedures, documentation, and definitions of coverage (Risk Management)</td>
<td></td>
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<tr>
<td>We have a business continuity plan for closing the library or reducing services</td>
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<tr>
<td>(Local Emergency Management Team - LEMT)</td>
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<tr>
<td>We have a security plan to control access to secure areas during an emergency</td>
<td></td>
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<tr>
<td>(Operation, Library Building Security)</td>
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<tr>
<td>We have a recovery plan describing processes to return the collections, building, and staff to normal operations after an emergency (LEMT, Environmental Health &amp; Safety—REEH)</td>
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<tr>
<td>We have established collection priorities by both value and vulnerability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Template Appendix C)</td>
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<tr>
<td><strong>Best</strong></td>
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<tr>
<td>Copies of these documents are stored physically offsite and in the cloud</td>
<td></td>
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<tr>
<td>- Emergency plan</td>
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<tr>
<td>- Contact list and communication plan</td>
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<tr>
<td>Our security plan is updated during construction that affects access</td>
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<td>The library director reviews and updates priorities on a periodic basis</td>
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# Planning: Benchmarks

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<td>We hold debrief meetings after an emergency (Template p. 13)</td>
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<td>We have a business continuity plan for closure (Local Emergency Management)</td>
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<td>We have a security plan (access control list and communication plan)</td>
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<th>not met</th>
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Planning: Benchmarking Event

Local cultural network
Discussion panel
Teamwork
Planning: Benchmarking Event

Local cultural network
Discussion panel
Teamwork
Planning: Benchmarking Event

Local cultural network
Discussion panel
Teamwork
Planning: Benchmarking Resources

COSTEP MA
Coordinated Statewide Emergency Preparedness

dPlan™

LIBRARY COLLECTIONS
EMERGENCY PLAN

Respond
Prepare
Mitigate
Salvage/Recover
Review

Alliance for Response

Pocket Response Plan PReP™
Planning: Tabletops

Templates
Customizable
Facilitator
Scenario and Question slides

Library Emergency Team Tabletop Exercise

HURRICANE HITS CAMPUS
Planning: Tabletops

Templates
Customizable
Facilitator
Scenario and Question slides
5:31 pm

Student worker assesses the area, finding that the hot water dispenser is dripping from the rear of the unit, and water is spreading steadily across the floor. Student worker calls staff contact.

Discussion: What instructions should staff contact give to student worker?

Discussion: What are the next steps for the staff contact?
Response Training
FEMA Incident Command System
C2CCare Webinars
Full Day Training
1-hour Training
Response: ICS100b

FEMA IS-100.b: Intro to Incident Command System

Audience: Decision-makers

First Responders roles and responsibilities
Connecting to Collections Care Webinars

How Cultural Institutions Can Work with Emergency Responders for Preparedness and Response 2011

Exercising Your Disaster Response Plan 2013

https://www.connectingtocollections.org
Response: Full day training

Health & Safety
Damage
Communication
Prevent Damage
Response: Full day training

Donated materials
Safety Threats
Collection Assessment
Phone in Report
Protect with Plastic
Response: Full day training

Donated materials
Safety Threats
Collection Assessment
Phone in Report
Protect with Plastic
Response: Full day training

Discussion Panel
Case Studies
Insurance
Stress Management
Response: Full day training

Discussion Panel
Case Studies
Insurance
Stress Management
Response: 1 hour training

Communication
Assessment
Demonstration
Cover with plastic
Salvage: Connecting to Collections Care Webinars

After Disasters: Salvage and Recovery in Small to Mid-Sized Museums and Libraries
May 1st, 2015 - 2:00-3:30pm EDT

https://www.connectingtocollections.org
Salvage Training
Books, Paper, Photographs
Audiovisual and Film
Salvage Training

Assessment

Priorities

Air-drying

Packing

Handling
Salvage: Audiovisual and Film

Identification
Salvage
Key Principles and Your Institution’s Emergency Polls 9&10
After-Action Review

Practice with Projects
After-Action: Agenda

- Brief event summary
- Lessons learned
- Mitigation plan
After After-Action

Documentation
Update plan
Budget for mitigation
Set goals
Benchmark (again)
Debrief Review
Poll 11
Poll 11: Debrief Review

What should be the focus in a debrief meeting?

- Who was responsible for the cause of the emergency?
- Who did what and when?
- What can we do better next time?
- What do we need to do to prevent a “next time”?
Your Learning Plan: Polls 12 & 13
Questions?
Thank You!

Priscilla Anderson
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HARVARD
LIBRARY
Parking Lot
After-Action: Engagement

Learning approach
Sugarcoating
After-Action: Engagement

Learning approach
Sugarcoating