National Network of Libraries of Medicine
http://nnlm.gov

Middle Atlantic Region:
Delaware, New Jersey, New York, Pennsylvania

Southeastern/Atlantic Region:
Alabama, District of Columbia, Florida, Georgia, Maryland, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, U.S. Virgin Islands, Virginia, West Virginia

Greater Midwest Region:
Illinois, Indiana, Iowa, Kentucky, Michigan, Minnesota, North Dakota, Ohio, South Dakota, Wisconsin

MidContinental Region:
Utah, Colorado, Wyoming, Kansas, Nebraska, Missouri

South Central Region:
Arkansas, Louisiana, New Mexico, Oklahoma, Texas

Pacific Northwest Region:
Alaska, Idaho, Montana, Oregon, Washington

Pacific Southwest Region:
Arizona, California, Hawaii, Nevada, U.S.-Associated Pacific Basin

New England Region:
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont

A 10-Step Approach to Service Continuity Planning

Promoting continuity of library services to health professionals in the event of emergencies and disasters

Updated May 2009
A Strong Network
Because of its strong nationwide network of health information providers, NN/LM is uniquely positioned to promote the continuity of information services to healthcare providers in times of emergency or disaster.

Existing Needs
After Hurricanes Katrina and Rita in 2005, health sciences librarians assisted healthcare workers in temporary shelters in New Orleans, locating and providing reference materials. In the event of a pandemic, libraries may be closed to promote social-distancing, to help prevent spread of the disease. However, healthcare workers will still have needs for information, and health sciences librarians can continue to provide information services from home or another off-site location if plans are in place ahead of time.

A Plan and a Toolkit
NN/LM has developed an Emergency Preparedness & Response Plan to assist you in planning for service continuity, and has created resources to help you in your planning. A key resource available online is the Emergency Preparedness & Response Toolkit.

Knowledgeable and Helpful NN/LM Staff
NN/LM staff are available to assist you whether you are developing a plan or whether you need help to deal with an emergency or disaster. You need to remember only one telephone number…

1 (800) DEV-ROKS (1 (800) 338-7657)

Calling this number will connect you with the office for your NN/LM Region. The emergency preparedness and response coordinator for your state is available to help you coordinate damage control, arrange for service provision from off-site, or arrange for referral of selected services to another library or to the Regional Medical Library.

Online toolkit: http://nnlm.gov/ep

WHAT ARE THE “10 STEPS?”

1 (800) 338-7657

The “10 Steps” class covers the following basic emergency preparedness procedures:

Step 1: Assess risks
Step 2: Protect yourself, your staff, and your patrons
Step 3: Determine your core services
Step 4: Create procedures for remote access to core services
Step 5: Determine your core electronic resources
Step 6: Develop a continuity of access plan for your essential electronic resources
Step 7: Identify and prioritize your core print collection
Step 8: Identify materials that are highly valued
Step 9: Proactively plan for the rescue and recovery of your highly valued materials
Step 10: Know how to obtain outside assistance