

Spring 2012

Disaster Preparedness & Recovery

Vol. 10, No. 1



## Explosions and Aftermath in Morristown

*By Christine Jochem, Head of North Jersey History Center, Morristown & Morris Township Public Library*

May 3, 2010 dawned damp and rainy. Inside the Morristown & Morris Township Library, staff arrived for the beginning of another work week. As often happens on rainy mornings in Morristown, lights and computer monitors flickered. Shortly before opening for the day, the phones went dead, computers shut down, and staff saw smoke rising from a manhole cover in the street. When then-Assistant Director Maria Norton arrived, she decided not to open to the public "until things calmed down." And because our communication system was



*Reference room aftermath*

not working, staff members were asked to gather in the Circulation Room on the main floor. As staff made their way

up from the lower level and down from the second floor, the fire alarm went off and staff exited the building instead. Fortunately, all staff members made it out safely. Less than a minute later, the library was rocked by several underground explosions.

The force of the explosions shattered windows and blew exterior

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## Disaster Planning Is Vital for Technology Too

*By Mary Mallery, Associate Dean for Technical Services, Montclair State University*

We librarians depend more and more on technology to provide our services. We have internet and social media sites, electronic resources, digital collections, staff and public PCs, laptops, and peripherals. Yet most library disaster plans focus on response and recovery for collection and facility disasters like fires and floods. Once you think

about it, you realize that our many high-tech tools need plans of their own. If you've ever experienced an electronic meltdown, you quickly realized that the requisite responses to technology threats (such as power outages and surges, computer viruses, denial of service attacks, data corruption, or vendor abandonment) demand more than just the common-sense approach of regularly backing up your data. Library disaster plans

*(Continued on page 4)*



## Message from the PRESIDENT

### A Different Kind of Disaster

The politicizing of library boards is something we all dread, but many of us have to live with it. Everything is political these days, and there's no way the library is exempt from it—especially now that we have so much money set aside as reserves, right?

Sarcasm aside, it is a different kind of disaster for libraries when governing boards are polarized by political parties. And in many communities it's about to take a turn for the worse, as many school boards are opting for fall elections. I predict that candidates for school boards will not be able to avoid political party endorsements, direct or indirect.

I recently experienced a different kind of earthquake and tsunami and I've been treading water for the past 60 days. In December, the Township Committee made good on their previously announced intention to increase the number of appointed trustees on the board to seven, and to not reappoint the vice president to another term since, in 2011, he had opposed the transfer of half a million dollars in reserve funds to the township.

In January, the new Superintendent of Schools designated a new alternate to the board and the Mayor forced the resignation of the board's President, a library advocate who had served for over 24 years—and who had also opposed the money transfer the year before. In disgust, a two-term trustee resigned.

Oy vey! I now have a nine-member board of trustees, seven of whom are new. Uncertainty abounds. What agendas will these unknown people bring to the table? As one wise person observed, "They do not know what they do not know."

Their first major action was to hire a new board attorney with no experience in library law, and to require him to attend every meeting. Then the staff training budget was cut. I honestly did not know if I was a target or not, and had no political insider to talk to and did not know whom to trust. The opposing political party in town began to champion the library and the blogs on each side were vituperative.

How does one survive a political tsunami like this, where you don't know the extent of the damage until the water recedes? Well, I'm still here, and to tell the truth, it is in large part because we are not in this business of librarianship alone. My colleagues in NJLA have offered kind words of support and have stepped in to help me keep up with NJLA responsibilities so I could focus on the home front.

And that is my message. A disaster can manifest in many ways, but the friendship, the encouragement, and the help we get from each other can get us through anything and everything. I missed NJLA's Medieval Times event in the middle of all this, but that is also an example of building friendships and collegiality that characterizes NJLA. The upcoming conference in Atlantic City will give us another opportunity to learn from and help each other in many ways.

We are not islands that occasionally get washed over and vanish. We are New Jersey librarians who stand together with the sandbags and bucket brigades in the tough times, based on a foundation of friendship and camaraderie.

Thank you NJLA members, for your help to me during my "disaster." My head is still above water, thanks to you.

**Susan O'Neal**

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## Letter from the EXECUTIVE DIRECTOR



### Thinking About Disasters

The topic of disaster preparedness was certainly on the minds of the members of the Publications Committee and Newsletter Editorial Board as we discussed what would be a good topic for the next issue of the *NJLA NEWSLetter*. The surprise storms of the fall had certainly taken a toll on many libraries and on many of our colleagues whose homes were suddenly flooded or damaged by falling tree branches. In fact, we began our meeting by regaling each other with storm stories. Some people were still waiting for their electricity to be turned on after several days of living in the dark. Although this column is not the place, someday I would be happy to tell you about my sump pumps.

Unfortunately, several libraries in New Jersey have had to face months of renovation after major disasters struck. The explosion at the Morristown/Morris Twp. Library and the fire at the Cliffside Park Library come quickly to mind. One minute you are providing library services for your community and the next you are in recovery mode. When we enter into a new construction or renovation project, we have months to organize a service contingency plan. Sudden disasters offer no such luxury. They require an immediate response. You need to know what to do without delay.

This issue of the newsletter will provide you with information about disaster planning and advice from your colleagues who have faced terrible situations and lived through them. We all need to focus on the possibility of what *could* happen and do more than just *hope* it doesn't. I like to think this is the reason I keep paying AAA for roadside assistance every year—I am hoping that my car won't break down but focusing

on the possibility that it could. Likewise, a disaster plan provides contingencies in case the worst happens.

If your library hasn't developed a disaster recovery plan, why don't you make it a staff priority for this year? (And don't count on the fact that it's 2012 and the Mayan calendar says we might not be here next year.)

I think there is also a larger lesson to be learned from the storms of 2011. The way that many libraries responded demonstrated our role as integral parts of the communities we serve. With the

unprecedented length of time that so many homes were without power, we saw many examples of libraries throughout New Jersey becoming vital communication centers for local residents.

People were desperate to communicate with family and friends. Today's electronic world comes to a stop for thousands when the power goes out. Libraries provided people with the opportunity to do simple things like

charge their cell phones and computers, send emails to worried family and friends, and begin to file insurance claim forms. Our libraries were tested in their role as community centers and, from all indications, they passed with flying colors. Hundreds of people came to us for assistance and found a warm welcome.

Now is the time to make those connections with your police and emergency management officials to develop a strategy for your community so that your library and its staff will be ready when the next disaster strikes. I have faith in the library community. Disasters can happen anytime, anywhere, and it would be an added tragedy if we weren't ready for them.

**Pat Tumulty**



## Note from the EDITOR

### Don't Be Part of the Problem

I probably think about disasters more than the average person, because I'm a member of Medford's Community Emergency Response Team. CERT is a worldwide organization, and any area can have a team. I like to refer to CERT members as "second responders" because we're trained to help first responders when they need extra manpower. To get certified, individuals take a course that includes first aid and CPR, fire safety and suppression, basic search-and-rescue techniques, disaster operations, and introductory HazMat training. We're not full-fledged EMTs, just citizens who have agreed to be called into action whenever necessary.

One of the points that our instructors drilled into us time and again was "scene safety." The idea is, before you try to help anyone, make sure the scene is safe for you to enter. That sounds like the opposite of what emergency personnel do, right? After all, they go into burning buildings and rough waters to save others. However, their training ensures that they first evaluate the scene to make sure they can get out of what they're getting into. Even the pros abide by this rule to keep them from "becoming part of the problem." Think about it: If you jump into the ocean to help someone, but the water is too rough and you can't do it, suddenly there are two people who need saving instead of one.

Another lesson is that your life matters more than property. Your logical mind knows this, but your brain in disaster mode can easily forget. It goes hand-in-hand with scene safety: When that car wreck is about to burst into flames, stop trying to save life or property. Don't become part of the problem.

In the heat of the moment, you might be tempted to try to rescue others or to save important items. If you're not trained, don't do it! Just step back and do whatever the professionals tell you to do. I hope you'll make these life-saving points to employees when you share your disaster plans.

**Kathy Dempsey**



(Continued from page 1)

### ... Disaster Planning Is Vital for Technology Too

must include an assessment of the vulnerabilities that are the result of our reliance on the increasingly complex array of hardware, software, and data. Today's plans must provide appropriate response and recovery strategies for the new possibilities of disasters inherent in these systems.

The following technology failure at my library convinced us of the need for a technology disaster plan, and I hope it never happens to you.



Until this past year, Montclair State University (MSU) hosted the Montclair Electronic Texts Archive (META) on a dedicated server, located in a state-of-the-art server room in University Hall. META includes a digital collection of Greek and Latin classics texts as well as the Spectator Project, a software suite for comparing and interpreting the original texts of the *Spectator* journal of Joseph Addison and Richard Steele (1711-1714). The Systems Librarian always backed up the entire contents of the META server religiously to a portable hard drive and tarred (a UNIX command) it onto a flash drive, which he stored off-site in his office.

One snowy weekend in January, the server room had an air conditioning failure, and it was not discovered until many of the servers had shut down from the heat. The META server not only shut down, but it would not start again. The IT staff suspected that the power supply had succumbed to the heat, but when they finally replaced the power supply, it turned out that the motherboard was fried. Unfortunately, the Systems Librarian had retired 2 weeks prior to the server failure and had left no documentation on how to restore the data from the backups. When we contacted him, we discovered that the software in the Spectator Project required a particular system configuration, especially for the open source concordance software. So we could not simply reload the system from the backup device; restoration would require a programmer to configure and connect the system on a Linux platform. MSU did not have the staff or the infrastructure for this, therefore we could not restore the META server.

This example shows the many points of failure that can trip you up if you don't have a current technology disaster plan

to guide timely response and recovery from even a simple disaster, such as an overnight air conditioning outage. To avoid this problem again, my staff went searching for model plans for libraries but found that there were not many available. The most helpful resource we found was the Special Libraries Association's Disaster Planning Portal, which has links to articles, monographs, and websites ([www.sla.org/content/resources/inforesour/sept11help/disip](http://www.sla.org/content/resources/inforesour/sept11help/disip)).

From the SLA portal, we explored the Northeast Document Conservation Center (NEDCC) and found dPlan, "a free online tool that will help you simplify the process of writing a disaster plan" ([www.dplan.org](http://www.dplan.org)). The dPlan Data Collection Forms include specific Information Technology entries such as Computer Software Inventory, Computer Hardware Inventory, Data Backup, Data Restoration, Software and Hardware Reconfiguration, Relocation of Computer Operations, Alternate Access to Telecommunications and Online Services, and Emergency Procedures for Manual Operations.

MSU staff started with dPlan Lite, which "displays and prints only the parts of dPlan that focus on response and recovery. We recommend dPlan Lite for smaller institutions just beginning the disaster planning process, or for institutions that need to produce a response plan within a short time-frame" ([www.dplan.org/beforeyoubegin.asp](http://www.dplan.org/beforeyoubegin.asp)). After careful analysis, our solution for the META content was to return the collections to Rutgers University Libraries, where they have a more extensive technology infrastructure for digital collections. Now, after almost a year, the Spectator Project has been restored at [www2.scc.rutgers.edu/spectator](http://www2.scc.rutgers.edu/spectator).

In conclusion, my library learned that you don't need a different plan for every technology your library uses, but you do need a comprehensive plan that covers these bases: 1) Provides an inventory of technology (hardware, software, and data) with a risk assessment for each; 2) Describes simple incremental prevention and restoration procedures for each risk; 3) Identifies training and communication procedures for the plan; and 4) Schedules reviews and updates for the plan on a regular basis.

### ... the motherboard was fried ...

You never know when or how disaster might strike, but with a solid technology disaster plan that is integrated into your budget and strategic planning policies, your staff will know what alternatives are in place when you need them. Good plans also help you to stay confident that library services will be disrupted as little as possible as a result of the disaster.

**Mary Mallery** is Associate Dean for Technical Services at the Harry A. Sprague Library of Montclair State University. She has served as Chair of the Technology Committee for NJLA's College and University Section and she founded the Technology Committee for the Central Jersey Regional Library Cooperative. She will present on Technology Disaster Planning as a member of a panel session on Library Disaster Planning and Response at NJLA's 2012 Conference in Atlantic City. Her email address is [mallerym@mail.montclair.edu](mailto:mallerym@mail.montclair.edu). ▲



# Hurricane Irene Floods Parsippany's Children's Department

By Melissa Okerblom, Children's Librarian,  
Parsippany Public Library

I have worn jeans to work only twice in the past 6 years as a children's librarian at the Parsippany-Troy Hills Library. The second time was on Monday, Aug. 28, 2011. The lower level of the library had flooded during Hurricane Irene, so everyone on staff would be working together to fix the damages.

The main library has two levels. The lower level houses the children's department and storytime room, two large meeting rooms, two tutorial rooms, a computer lab, the staff break room, and the technical services department. The main level holds the entire adult collection, the administrative offices, the board room, the circulation department, and two group study rooms.

That day last August, the maintenance staff worked diligently to pump water out of the lower level, and the other employees spent that day discharging materials and organizing the chaos by moving furniture and sorting cartloads of books. Fortunately, most of the books were not harmed. We children's librarians were not sure how long the lower level would be closed, but no one expected it to take longer than a few weeks.

Surprise! The damage done to the lower level was enough to warrant a new drainage system. Now, in February, the water remediation is still ongoing. Over the past 5 months, we have coped with the ups and downs of relocating two departments and temporarily downsizing the children's collection. The children's department is currently in the section that formerly housed the romance and large print books. The technical ser-

vices department now occupies the board room, sharing computers and shelf space with the children's librarians.

This relocation challenge has taught me a number of lessons that I'd like to share with others, in case they ever face the same fate.

**Lesson 1:** No man is an island and no department is either.

It's good to become familiar with your entire library collection. Dr. Marie Radford, my professor at Rutgers, always told the students in her reference course not to make the mistake of thinking that a children's librarian would not have to work in the reference department or vice versa. The lines between adult and children's reference services have blurred as children's librarians search for the latest stock report and reference librarians search for books on ancient Egypt on a fifth-grade reading level. I welcomed the opportunity to learn more about our entire collection. Over the past 5 months, I have helped more adult patrons find DVDs than I have over the 5-year period prior to Hurricane Irene. And it's quite eye-opening to be so close to the activity in the



*Repairs had to be done in a trench outside the library's lower level after Hurricane Irene in August 2011.*

circulation department.

**Lesson 2:** Be prepared to ask for help from the community. Because Parsippany's director, Jayne Beline, had established relationships with community organizations, she was able to ask for assistance. In this case, the firehouse down the street willingly donated their space, and Pinky, a retired firefighter, dutifully opened the firehouse doors Monday through Wednesday mornings for preschool storytimes. They even gave the kids firefighter hats! The Police Athletic League allowed us to host technology classes, a Diwali program, and a Chinese New Year celebration in its building.

(Continued on page 6)

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### **... Hurricane Irene Floods Parsippany ...**

It is critical for libraries to have community partners including schools, fire departments, police departments, and town halls. We would not have been able to run our planned fall and winter programming without their support.



*This is our temporary Children's Section upstairs.*

**Lesson 3:** Know your patrons' recurring requests. Teachers from Parsippany and other towns consistently rely on our children's collection for curriculum support. Every year, the fourth graders are given an assignment on famous women. Our temporary juvenile biography section now consists of five shelves, just a fraction of the more than 60 shelves downstairs. Most of the books listed as "available" according to the catalog are downstairs in the construction zone. So some of the fourth graders have had to rely on the interlibrary loan system. It has been an adjustment for everyone as we strive to fill patron requests with a collection that is reduced by about 75%.

**Lesson 4:** Have an unofficial list of materials that are essential to each of your collections. This will help you choose the most important titles if you ever need to move anything in a hurry. If you have worked at a library long enough, you'll know the collection inside and out. Fortunately, we have two branch libraries, Lake Hiawatha and Mount Tabor, where we can direct patrons or place requests for items to be sent to us.

**Lesson 5:** Be nice to everyone because you never know who will become your new desk partner. For the first 2 months, we children's librarians bounced from the computers in the reference department to available computers in the circulation office. Staff members who took a vacation readily gave us free use of their computers. Some people brought their laptops from home. The cooperation between departments has been phenomenal.

The worst part of the ordeal was not having access to files on the children's department network. Most of my files on storytime, programs, statistics, and grants were saved to this network. It felt like starting from scratch. Fortunately, our skilled emerging technologies librarian was able to make this network accessible from all staff computers in November. "Backup your work" is a frequent refrain from technical services departments and having copies of my work,

whether hard copies or a flash drive, would have been a real time saver. But we managed and I am very pleased with the winter storytimes we've had upstairs.

**Lesson 6:** Venture outside your work area and into your community. Our original story room downstairs is beautiful, but it is behind a closed door and only someone who visits the children's area would notice it. Now patrons are treated to a glimpse of the important work that children's librarians undertake each day, especially encouraging early literacy. The children are really alert and focused on the stories, even though the programs are no longer in a separate room. Hosting programs at outside locations gives the public a chance to see what happens at storytime. How can we expect the world to value storytime and librarians when they rarely see us beyond the four walls of our buildings?

In January, we got our first access to the lower level since October, and it was a shock to see all the dust from the construction. We dusted the storytime room and weeded an odd assortment of stuff we had accumulated including toys, wallpaper squares, shells, and old food left in the fridge. However, great progress had been made and all the walls had been repainted.



*This machine carried concrete out of the lower level.*

Overall, the experience of the water remediation project has been positive. I've learned that the children's department can survive in any environment and that the library community extends far beyond our physical building. I am excited about eventually moving back downstairs to our larger collection and spacious surroundings. But I will miss some of the connections I made in my temporary location.

**Melissa Okerblom** is a Children's Librarian at the Parsippany Public Library. She holds an M.L.I.S. from Rutgers University. Her email address is [Melissa.okerblom@parsippanylibrary.org](mailto:Melissa.okerblom@parsippanylibrary.org).

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# Free Resources to Help You Create a Disaster Plan

By Carolyn McGee Mohn, M.L.I.S. Candidate,  
Rutgers University, May 2012

[Editor's Note: NJLA doesn't usually publish college papers in its newsletter, but this one was so on-topic and so useful that the Editorial Board really wanted to share it. Carolyn McGee Mohn originally wrote it for Marie Radford's "Managing Libraries and Information Centers" class at Rutgers. This is a shortened version of the actual paper along with its full annotated bibliography. You can access the full paper by going to <http://eden.rutgers.edu/~cmmcgee> and clicking on "NJLA Sp Newsletter Disaster Planning." Thanks to Rutgers for hosting it online.]

One typically doesn't recognize the importance of a Disaster Response Plan until it's too late. There never seem to be enough resources available to develop a comprehensive plan.

Recent natural disasters and ongoing threats have put disaster preparedness top-of-mind among librarians today. Demonstrations of Mother Nature's power are causing many to re-evaluate the time and costs, and make disaster preparedness a top priority.

Investing the time now and making use of the available online resources outlined here may help avoid exponentially larger investments later to replace valuable items, or suffering the loss of invaluable collection items. Follow these recommendations, and you'll sleep easier knowing you're prepared for unexpected disasters.

## Recommendations

### 1. Commit to developing a disaster response plan now.

Start now to avoid the "trial by fire" experiences of Hirst (2008) and Calzonetti & Fleischer (2011).

**2. Review the available online information.** Simplify your life by reading and following the advice of Fleischer & Heppner (2009), Wong & Green (2008), Yeh, McMullen & Kane (2010), and others.

**3. Recruit your Disaster Planning Team.** Find the best people and have them commit to helping you develop your plan proposal. You'll present this to management to convince them to move forward, and probably go through some negotiations to reach a final plan. Recommendations by Fleischer & Heppner (2009, p. 128) and Wong & Green (2008, p. 73), outline the qualities and expertise to seek in those you want on your team. Start "wooing" and signing them up now.

**4. Adapt plan templates that are available online to fit your needs.** The National Network of Libraries of Medicine (NNLM, 2011) posts a template for a "Pocket Response Plan" (PRoP) that puts an entire plan on two sides of one sheet, then folds down to pocket size.

The Northeast Document Conservation Center (NEDCC, 2011) offers the "dPlan," which walks you through setting up an account and entering your institution's information. You create a personalized plan using their template, then push a button to print out your personalized plan.

**5. Don't forget, surprises lurk.** Very important things are easily missed, but can also dramatically add to the confusion during an emergency and drastically increase recovery time. These online tools will help you plan for situations such as work crews taking up residence, possibly for months, and accommodating their presence while restoring services as swiftly as possible. Fleischer & Heppner (2009, p. 131-2), and Wong & Green (2008, p.74, 75, 76), have already thought this through for you.

The sooner you start, the sooner you'll put your worries to rest—or avoid painful losses. It just may be a lot easier than you think.



## Annotated Bibliography

» Fleischer, S. V., Heppner, M. J. (2009). Disaster planning for libraries and archives: what you need to know and how to do it. *Library and Archival Security*, 22 (2), 125-140. Retrieved 10/15/11 from: [www.tandfonline.com/doi/abs/10.1080/01960070902904167](http://www.tandfonline.com/doi/abs/10.1080/01960070902904167)

This is the most detailed guide to developing a disaster preparedness plan of all the articles here. It's a helpful guide that addresses where to start, who to involve, what to include, and conducting training.

» Yeh, F., McMullen, K., & Kane, L. T. (2010). Disaster planning in a health sciences library: a grant-funded approach. *Journal of the Medical Library Association*, 98(3), 259-261. Retrieved 9/28/11 from: [www.ncbi.nlm.nih.gov/pmc/articles/PMC2901008](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2901008)

How to develop, present, negotiate, train for, and test a library disaster plan. Very structured stages include: 1) gathering data, 2) assessing probability and risks of different disasters, 3) performing building surveys, 4) proposing recommendations, 5) negotiating revisions, 6) training, 7) testing, 8) assessing results and revisions, and 9) regular updates.

» Wong, Y.L., & Green, R. (2008). Disaster planning in libraries. *Journal of Access Services*, 4 (3/4), 71-82.

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### ... Free Resources to Help You Create a Disaster Plan

Retrieved 8/24/11 from: [www.tandfonline.com/doi/abs/10.1300/J204v04n03\\_05](http://www.tandfonline.com/doi/abs/10.1300/J204v04n03_05)

Provides a comprehensive development and implementation process through five stages of a circular process: planning, preparation/prevention, response, recovery, and future preparedness. Preparedness stage leads to next planning stage.

» Calzonetti, J., & Fleischer, V. (2011). Don't count on luck, be prepared: Ten lessons learned from the "great flood" at the University of Akron's Science and Technology Library. *College Research Library News*, 72(2), 82–85. Retrieved 9/25/11 from: <http://crlnews.highwire.org/content/72/2/82.full>

Lessons learned during the "great flood" at University of Akron, January, 2010. Disaster plan put in place weeks earlier, untested, preserved the collection. Includes important info on training, communication, testing, handling of damaged collections.

» Hirst, D. (2008). The Iowa City flood of 2008: A librarian and IT professional's perspective. *Information Technology and Libraries*, 27(4), 5–8. Retrieved from: Academic Search Premier, 11/22/11. Open link from ALA: [www.ala.org/lita/ital/sites/ala.org.lita.ital/files/content/27/4/hirst.pdf](http://www.ala.org/lita/ital/sites/ala.org.lita.ital/files/content/27/4/hirst.pdf)

A cautionary tale of the price of being unprepared. Results were not orderly; library services seriously impaired. But the collection was saved.

» Schmidt, G. (2010). Web 2.0 for disaster response and recovery. *Journal of Web Librarianship*, 4(4), 413–426. DOI: 10.1080/19322909.2010.511038.

A detailed explanation of Auburn University's decision to use Web 2.0 applications such as wikis, blogs, and Google Docs and redundant communication channels to strengthen post-disaster communication and collaboration.

» Featherstone, R.M., Lyon, B. & Ruffin, A. B. (2008). Library roles in disaster response: An oral history project by the National Library of Medicine. *Journal of the Medical Library Association*, 96(4), 343–350. [www.ncbi.nlm.nih.gov/pmc/articles/PMC2568836/pdf/mlab-96-04-343.pdf](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2568836/pdf/mlab-96-04-343.pdf)

Authors used phone and email interviews to record librarians' stories regarding disaster response activities. Identified the multiple roles of library staff members and the value of collaborative relationships with first responders.

» Holden, P. (2004). Heaven helps those who help themselves: The realities of disaster planning. *Journal of the Society of Archivists*, 25(1), 27–32. Retrieved from: Academic Search Premier: <http://ehis.ebscohost.com/ehost/pdfviewer/pdfviewer?sid=f3c00e92-8eb8-40ac-a106-7ef760c91a59%40sessionmgr12&vid=4&hid=3>. Outside EBSCO, access via: [www.tandfonline.com/doi/abs/10.1080/0037981042000199124](http://www.tandfonline.com/doi/abs/10.1080/0037981042000199124)

Describes the Feb. 2003 emergency test of disaster plan by The National Trust. Emphasis is on preservation. Has valuable advice on importance of close relations with local fire service. Three years to formulate, test, and disseminate plan, but clear evidence that not having one would mean collections would be severely damaged.

» Matthews, G., Smith, Y. & Knowles, G. (2004). The disaster control plan. *Library & Archival Security*, 19(2), 3–23. Retrieved from: Taylor & Francis Online: DOI: 10.1300/J114v19n02\_02

Results of survey conducted among libraries/archives in the UK, 2005–06. While results were varied, disaster planning in the UK has changed little in 25 years. Those experiencing disasters tend to speak in favor of having a plan. (p. 19)

» Morton, M.J., Wilson, D.T. & Yowell, S.S. (2009). Partnering to promote service continuity in the event of an emergency: a successful collaboration between two interlibrary loan departments. *Journal of the Medical Library Association*, 97(2), 131–134. Retrieved 11/7/11 from: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2670208/pdf/mlab-97-02-131.pdf>

Covers important steps in creating partnerships between libraries who agree to collaborate to provide service continuity during an emergency. Features a successful interlibrary loan collaborative relationship.

» O'Reilly, Tim. (2005). What is Web 2.0? Design patterns and business models for the next generation of software. Accessed 12/22/11 from: <http://oreilly.com/web2/archive/what-is-web-20.html>

This is a useful definition of Web 2.0 technology from someone who has long been involved with the development of the Internet.

» Power, J. (2011). Fire plans. *Journal of Access Services*, 8(1), 37–41. Retrieved 11/14/11 from Baker & Taylor Online. DOI: 10.1080/15367967.2011.532078

The author conducted an internet search of library disaster plans. She studied plans from schools and communities of all sizes, and determined that the size of a library has great bearing on the right disaster plan for that library. She also covers procedures for evacuating those with disabilities.

### Websites

» Cornell University Library. (2004). Disaster Response Plan. Retrieved 11/28/11 from: [www.library.cornell.edu/preservation/emergencies/index.html](http://www.library.cornell.edu/preservation/emergencies/index.html)

This is a worthy, easy-to-follow plan that has phone trees, responsibilities, processes, professional resources, etc.

(Continued on page 12)



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(Continued from page 1)

### ... Explosions and Aftermath in Morristown

doors out of their frames; the concrete floor in the Reference Room buckled nearly a foot; steel fire doors folded like origami; damaged water pipes flooded the lower level. Emergency responders worked through the night to stop the flooding and pump out the water. By the next morning, soggy carpeting had been removed and desiccant dryers were in place, but the building was locked and would be inaccessible until it was declared safe for non-emergency personnel to enter.

On the third day, department heads met at a nearby library to review what had happened and how we could move forward. The Assistant Director, having met with the library's attorney, insurance reps, and architect, as well as the Board of Public Utilities and the town councils of both Morristown and Morris Township, explained the extent of the damage and the preliminary plan for assessing structural damage, investigating the cause, and making repairs. Then we set up a communication chain to keep each department informed. Our next step was to find a place for staff to work and to let our public know we were temporarily closed. We communicated to our patrons through web page announcements, local news reporting and blogs, and signage.



*The underground explosion buckled the concrete floor enough to see through it.*

Our neighbor, St. Peter's Episcopal Church, loaned us space in their parish hall and within days staffers had a place to work, pick up mail, and access their files and email. With summer programs about to begin, the Children's Department was offered classrooms in the undercroft, where they held over 120 programs. We rented a storefront across the street from our library and re-opened to the public with only slightly reduced hours. Temporary reference and circulation desks were set up and the storefront provided a drop-off site for returning materials. Book carts with CDs, DVDs, and popular summer reading items were available for patrons to browse and check out. Other libraries in the M.A.I.N. (Morris Area Information Network) system also graciously continued to accept and store book and media returns for us.

But here's the amazing part: At no time were staff members furloughed, dismissed, laid off, or even placed on reduced hours. As the months dragged on, library staff continued to work and to be paid. But this was no make-work. Once they were allowed back in the library building in August, in addi-

tion to regular day-to-day activities, they compiled exhaustive inventories of damaged books and equipment, packed books for temporary storage, and moved forward with several other major projects. The reference department took the opportunity to completely redesign the library's website, adding an online newsletter, events calendar, and library blog. The North Jersey History Center launched Digital Collections, a long-planned-for database of photographs, postcards, maps, and fine art collections ([www.ifpl.org](http://www.ifpl.org)).

As winter approached, we received a temporary certificate of occupancy and staff began to move back into part of the library. With two-thirds of the building still closed, we re-opened to the public early in January 2011, 8 months after the explosion. With the Circulation and Reference Rooms still closed, staff from those departments worked out of the media department. Rare books, manuscript collections, and fine art were moved to off-site storage for safekeeping during construction, freeing space for reference books. Our gallery

became the administrative offices. And we functioned like this, in one-third of our space, for another year.

Seventeen years ago, I had written a comprehensive disaster plan for the Morristown & Morris Township Library. The plan was a direct result of a previous disaster. It has been updated over the years as changes, such as additions to the building, have occurred. But nothing—not major roof leaks, faulty toilets, or a patron who once tried to turn our entrance into a drive-through—could quite prepare us for the kind of damage our library

sustained in this instance. We've always been vigilant about maintaining our building and getting safety inspections. If possible, we are now even more vigilant and organized. And we trust our gut reactions. Based on previous experiences, we knew flickering lights and malfunctioning phones often precede events. By being alert, by gathering staff right away, and by choosing not to open to the public that morning, we saved lives. Don't be afraid to overreact when you sense danger; it *is* better to be safe than sorry.

I would also like to pass on some other thoughts to consider before you are ever faced with a physical disaster.

- \* Carry good insurance.
- \* Be prepared with backups of all important files, especially payroll.
- \* Have a telephone chain in place to communicate with staff.
- \* If you can't get into your building, have an idea of where

(Continued on page 12)





# Want a great way to raise funds for the library?

Innovative Document Imaging, a leader in the preservation of library historical collections, has partnered with local libraries in New Jersey. We are now offering a unique opportunity for local town residents to obtain professional digital imaging services to preserve their own valuable records.

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### ... Explosions and Aftermath in Morristown

you'll have patrons return materials, where you'll store those items, and where staffers can work and what they can do to continue being paid.

- \* Expect everything to take longer than quoted.
- \* Be flexible.
- \* Be kind to each other. Disasters require a lot of patience, but they can also bring out the best in people.

In February of 2012, 22 months after the explosion, construction will have been completed and the entire library will have re-opened to the public. For the reference department, this will also mean showing off a long-awaited restoration of the original 1917 wing. For *all* of us, it will mean we took on the challenge of overcoming a disaster, and won.

**Christine Jochem** is the Department Head of the North Jersey History Center at the Morristown & Morris Township Library. She holds an M.L.S. from Rutgers University and preservation certificates from both Rutgers University and Drew University. Her email address is

[Christine.Jochem@mainlib.org](mailto:Christine.Jochem@mainlib.org).

▲



(Continued from page 9)

### ... Free Resources to Help You Create a Disaster Plan

» University of Virginia. (n.d.) Disaster Preparedness Plan. Retrieved 12/5/11 from: [www2.lib.virginia.edu/preservation/disaster](http://www2.lib.virginia.edu/preservation/disaster)

Includes a helpful link to the NEDCC's "dPlan," an off-the-shelf disaster and recovery plan.

» Illinois State University Library, (2008, November 28). Illinois State University Libraries Disaster Plan. Retrieved 12/12/11 from: <http://cool.conservation-us.org/bytopic/disasters/plans/isudis.html>

Detailed samples of contact lists for each library location, descriptions of emergency supplies, salvage priorities, etc. Worth printing out and keeping nearby as a reference tool.

» New York University Libraries Preservation Department. (2007). Disaster Planning and Preparedness Page. Retrieved 12/12/11 from: <http://library.nyu.edu/preservation/disaster/planningpreparedness.html>

This very professional and easy-to-use site also connects to a series of template forms. Designed for librarians.

» National Network of Libraries of Medicine (NN/LM), (Dec. 21, 2011). Retrieved 12/22/11 from: <http://nnlm.gov/ep/category/writing-a-disaster-plan> and <http://nnlm.gov/ep/disaster-plan-templates>

This is by far the most comprehensive and useful website available to libraries. Includes a description of their plan, a list of experts to call, and 24/7 advice on collection recovery. A valuable guide.

» NEDCC (Northeast Document Conservation Center), (2006). dPlan, The Online Disaster Planning Tool for Cultural and Civic Institutions. Retrieved 12/25/11 from [www.dplan.org](http://www.dplan.org)

Provides prepared templates to guide the user through the plan development steps, enter information about their institution, then generates a personalized disaster plan.

» COOL (Conservation Online) Resources for Conservation Professionals. (December, 2009). Disaster Plans. Retrieved 11/28/11 from: <http://cool.conservation-us.org/bytopic/disasters/plans>

Quickly connects the user to professionals who can be called upon to assist with collection recovery and restoration. Contains a long list of direct links to the disaster plans of universities ... including Harvard.

**Carolyn McGee Mohn** expects to receive her M.L.I.S. from Rutgers University in May. She holds a B.A. from Smith College, and has worked for years in direct marketing. Her email address is [carolyn\\_mcgee\\_mohn@yahoo.com](mailto:carolyn_mcgee_mohn@yahoo.com).

▲

## People & Places Around the State

### Honors and Awards

**Dr. Betty Turock**, Dean Emeritus at Rutgers University, was awarded honorary membership to ALA at its mid-winter conference in Dallas. This is the highest award ALA presents to any individual.

**Mary Beth Weber**, Head of Central Technical Services for Rutgers University Libraries, received a Presidential Citation from the Association for Library Collections and Technical Services in recognition of her outstanding service as editor of ALCTS's online newsletter for 6 years.

Congratulations to the New Jersey libraries that were named Star Libraries by *Library Journal*. They are **Avalon PL, Bernardsville PL, Mercer County Library, Ocean County Library, Princeton PL, and Roseland PL**.

**Arcari + Iovino Architects**, longtime supporter of NJLA, is the recipient of the prestigious New Jersey Firm of the Year award from the NJ chapter of the American Institute of Architects. The award is given each year to an exceptional architectural firm that exhibits excellence in the profession, and in its technical and community accomplishments. The firm is renowned for its work on public libraries.

### In the Media

**Kathy Dempsey** of Libraries Are Essential was interviewed for an article, "Enthusiasm still strong as libraries enter digital age," which ran on the YorkRegion.com news site and in various Canadian newspapers. <http://tinyurl.com/7zuq935>

**Eleonora Dubicki**, Associate Librarian of Monmouth University Library, had *CLIP Note #43: Strategic Planning in College Libraries* published by ALA in June 2011.

**LaDawna Harrington**, Librarian at Millburn High School, recently published the second edition of her book, *Guided Research in Middle School, Mystery in the Media Center*.

### Appointments and Elections

**Jennifer Druce** has been named Branch Manager of the Haddon Twp. branch of Camden County Library.

**Erin Finnerty** has joined the library at Richard Stockton College of New Jersey as Electronic Resources Coordinator.

**Kelly Fitzgerald** has been appointed Director of the Weehawken PL.

**Bonnie L. Fong** has been appointed Reference/Instruction-Sciences Librarian at the John Cotton Dana Library on Rutgers University's Newark campus.

**Laura Gewissler** has been appointed Director of Library Services at Georgian Court University.

**Sarah Lester** has been appointed Director of Maplewood PL. She was previously Director of Nutley PL.

**Ruth Lufkin** has been named Director of Bernards Twp. Library.

**Virginia Papandrea** is the Interim Director of Roxbury PL.

**Janice T. Pilch** is the new Copyright and Licensing Librarian at Rutgers University Libraries.

**Marie Radford** was elected to be Chair of the Department of Library and Information Science at Rutgers University.

**Alyssa Valenti** has been named Electronic and Web Resources Librarian at Raritan Valley Community College.

**Rong Wang** has been named Interim Dean of Bergen Community College Library.



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### Celebrations

**Glen Ridge PL** celebrated its 100th anniversary in January 2012.

**Jackson branch of Ocean County Library** celebrated its 10th anniversary in the fall of 2011.

**Raritan PL** recently celebrated its 50th anniversary.

**Sea Isle City branch of Cape May County Library** opened on Dec. 13, 2011.

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"In the aftermath  
of Hurricane Irene  
many New Jersey residents  
went to their local library,  
because, as one  
Princetonian put it:  
'I just knew they'd be open.' "

From "Ports After the Storm:  
NJ Libraries' Response  
to Hurricane Irene."  
News on the State Library's website.  
[www.njstatelib.org/news/2011/sep/02/  
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## ... People & Places Around the State

(Continued from page 13)

### Resignations and Retirements

**Norma Blake**, New Jersey State Librarian, has announced that she will retire as of July 1, 2012.

**Phil Greco** retired as Director of the Weehawken PL.

**Frank Kaiser** retired as Director of Lincoln Park Library on Dec. 31, 2011. He was previously Director of Wharton PL and served as co-chair of the NJLA conference for 3 years.

**Jane Kennedy** retired as Director of Maplewood PL at the end of 2011.

**Nancy Madacsi** retired as Director of Centenary College Library in February 2012.

**Anne Meany** retired as Director of Bernards Twp. Library in December 2011.

**David Pinto**, Director of Learning Resources at Richard Stockton College of

New Jersey, announced that he plans to retire in June 2012.

**Carol Roehrenbeck** retired as Director of Rutgers Newark Law School Library in November 2011.

**Nan Rosenthal** retired as Branch Manager of the Haddon Twp. branch of Camden County Library after a 22-year career.

### Deaths

**John Donovan**, former Director of Emanuel Einstein Memorial Library in Pompton Lakes, passed away in December 2011.

**Jeanette Hodelin**, retired Patient Librarian at Greystone Park, passed away in November 2011.

**Robert Staples**, retired Director of Princeton PL, passed away in October 2011.

Compiled by **Mary Marks**, Associate University Librarian, Fairleigh Dickinson University Library in Madison. ▲



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