

## EMERGENCY RESPONSE COORDINATOR

### ACTIVATION RESPONSIBILITIES

- **Notify Red Team**
- **Notify Blue Team**
- **Activate Service Continuity Team (Heflin, Moody, Parker, and Davis)**
- **Update Service Desk voicemail**
- **Email updates to all team members (HSL-Staff), as needed**
- **Notify closings@virginia.edu with any schedule changes**
- **Update Website Emergency Information banner on Hours page**
- **Participate in Health System Incident Management Team calls**
- **Monitor Veoci, if activated**
- **Cancel deliveries, if necessary (back page under Resources)**
- **If Family Assistance Center is activated, coordinate any space needs**
- **If requested, coordinate with Health System Accommodations Team (Library must be closed into the following day)**
- **Conduct After-action Reviews**

### PREPAREDNESS RESPONSIBILITIES

- **Library liaison to the Health System Emergency Management Workgroup**
- **Conduct bi-annual table-top exercises with HSL managers group**

## CMHSL CONTACT INFORMATION

### RED TEAM

Gretchen Arnold, Director

Dan Wilson, Assoc. Director/Emergency Response Coordinator

Bart Ragon, Assoc. Director

Kyle Bowman, Admin Manager/Backup Emergency Response Coordinator

### BLUE TEAM

Andrea Denton, Data Services

David Moody, IT

Dan Cavanaugh, Historical Collections

Abbey Heflin, Collections

Dave Denton, Service Desk Manager

Kimberley Barker, Communications

### LIBRARY LEADERSHIP TRANSITION

If the Library Director is unable to perform duties, responsibility is assigned to:  
Wilson: general library operations, collections, space  
Ragon: information technology, specialized services (IS, TEC, Hist Collections)

## COMMUNICATIONS PLAN

### SERVICE DESK VOICEMAIL

ERC (or representative) changes the library's voicemail message by dialing 434-924-4000. Mailbox ID: 4-1990. Select 1 to change mailbox options and select 3 to change no answer greeting. Recorded message should provide status information. Forwarding phone to external number during business hours is also an option

### VEOCI

ERC (or representative) communicates any changes to regular hours on the Health System Incident Management communication tool.

### UVAHEALTH INCIDENT MANAGEMENT TEAM

Emergency Coordinator (or representative) participates in all IMT calls.

### UVA COMMAND BOARD

ERC (or representative) relays closing information to closings@virginia.edu.

### CMHSL WEBSITE

ERC (or representative) makes changes to library hours through Springshare: Admin -> Hours -> Today's Hours -> Exceptions. Emergency banner box on Hours page can be activated, if needed. Activate message banner on Space Reservations page. Explain that mediated reservations are suspended until library opens. Self-reservations are still available.

### COMMUNICATIONS WITH MEDIA

The library director (Arnold), or designee (Wilson, Ragon, or Bowman) is the only person authorized to speak to the media. Information must be cleared by the Health System Media Office at 434-924-5679.

## CONTINUITY OF OPERATIONS PLAN

(Services are provided Monday through Friday from 8am to 5pm.)

### TROUBLESHOOTING ONLINE ACCESS

Abbey Heflin

Backup: lib-ejournals@virginia.edu

### TROUBLESHOOTING NETWORK ACCESS

David Moody

Anson Parker

### PURCHASE REQUESTS

Abbey Heflin

### DOCUMENT DELIVERY (BORROW)

Jeri Davis

Backup: Abbey Heflin

Michael Campbell (UNC)

*[UNC activation is for Worst Case Scenario]*

### DOCUMENT DELIVERY (LENDING)

For extended closures, lending requests are de-activated by calling NN/LM at 1-800-338-7657.

### MESSAGES FROM PATRONS

All library faculty and specialists will monitor and respond to messages that come through Consultation Request form

### ACCESS TO LIBRARY'S PRINT COLLECTION

In the event that the Internet is compromised, patient care personnel can access the Library's print collection by contacting Health System Security. All core textbooks and reference materials are located in the lobby on the far wall in call number order.

## SELECTIVE LIST OF RESPONSE PROCEDURES

### **TORNADO**

**Watch:** monitor weather reporting stations online and via the weather radio.

**Warning:** announce via intercom that a warning has posted. Instruct everyone to move away from windows.

### **POWER OUTAGE**

If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures. Check elevators to see if anyone is stranded. Check areas of the library for patrons who may need help.

### **MEDICAL EMERGENCY**

Call 4-2012. Announce on the intercom that medical assistance is needed in the [state location].

AED Location: Link near Pinn Hall

### **FIRE/SMOKE**

Call 4-2012. Pull fire alarm (near exit) if necessary. Fire extinguisher: hallway near staff mailboxes

**SHELTER IN PLACE:** staff lounge

### **EARTHQUAKE**

DROP, COVER, and HOLD ON. Do not evacuate the library until shaking has stopped and there are no dangers (downed power lines, broken gas lines, etc.).

### **BOMB THREAT**

Get as much information as possible, such as location of device, when it will go off, what it looks like, why it was placed, etc. Listen for environmental clues as to location of caller. Call 911 and follow instructions.

### **SHOOTER**

Take cover.

### **HAZMAT INCIDENT**

Follow instructions from emergency officials

### **REQUEST FOR CONFIDENTIAL INFORMATION**

Inquiry: Contact supervisor

Subpoena: Contact supervisor

Search Warrant: Provide access and contact supervisor

Request for Access to Library Computers:

Contact IT Director

### **EVACUATION**

Primary site JPA plaza.

Secondary site: NE corner of Lee and JPA

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## RESOURCES CONTACTS

**UVA Preservationist:** Kara McClurken:

**Lyrasis:** 800-999-8558 (24/7 consultation assistance)

**Belfor:** 804-342-7444

**Facilities Management**

924-2267

**Environmental Health & Safety** 434-982-4911

**Housekeeping**

434-982-4656

**Systems Control**

434-982-4685

**Print Journals (EBSCO):** 800-633-4604

**Books (Rittenhouse):** 800-345-6425 ext 114

**Newspapers:** WSJ (800-568-7625); DP & RTD

(978-7201); NYT (800-698-4637); WSJ (202-

334-5975); USA Today (800-872-0001)

## HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY

**1. Vault** (in the staff work area of Historical Collections):

All the books in the vault, both those on the shelves and those in the double-sided folio cabinet in the center of the room.

Rescued vault materials should be moved to Harrison/Small Special Collections

**2. Staff Workroom:**

Hench Collection(Walter Reed): Special Collections stacks

## HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY (cont.)

University of Virginia Health System publications:

Historical Collections:

The Draw Sheet: Shelving

Bulletin of the UVA School of Medicine &

Hospital: Shelving

The Link: Volumes

All other materials in the compact shelving and all materials on the white shelves behind the Historical Collections Librarian's desk: Blue labels highest priority and Orange labels secondary

**3. Other Historical Collections materials, books, journals, artifacts in the following places (focus on manuscripts and paintings):**

- Dungleon painting located on the first floor
- Moll Room
- Rawles Room
- Detmer Room (Kerr White Collection, located on second floor in journal room. Key available in Historical Collections or Administration.)
- Annex: General Assets and Reed DVDs in boxes on shelves

\*Supplies for collection salvage are located in Historical Collections' photocopy area.

**Historical Collections Contacts:**

- Dan Cavanaugh, Head of Historical Collections

- Emily Bowden: Historical Collections Specialist

## RELOCATION STRATEGY

(Temporary service site will be determined based on availability)

## **Resources**

Store or relocate to temporary service site the following resources:

Historical Collections: Store

Detmer Room: Store

Print Journals: Store

General Collection of Books: Store

Core Textbooks: Relocate

Reference Collection: Relocate

Library Computers: Relocate 3/tore others

Library Records: Relocate

## **Team Members**

Relocate team members listed below to temporary service site. All other team members will be assigned to work from home or will be on leave.

Library Director

Assoc. Dir. Collections & Library Services

Assoc. Dir. Knowledge Integration Research & Tech.

Medical Education Librarian

School of Nursing Librarian

Administrative Services Manager

IT Director

Collections Librarian

Research & Data Services Manager

Service Desk Manager

Service Desk Team