



Normal Service

New Ideas from the Hurricane Experience

Albanese, Andrew, Blumenstein, Lynn, & Oder, Norman. (2005). Libraries damaged, librarians respond, after hurricane's fury. *Library Journal*, 130(15), 16–17. Retrieved February 19, 2009, from WilsonWeb database.

This article highlights the roles of librarians in Louisiana and neighboring states in the aftermath of Hurricane Katrina. Library roles mentioned include offering temporary cards to refugees, providing gift books for children and adults at shelters, providing contact information for local service organizations, and setting up a housing information exchange.

Eberhart, George, Flagg, Gordon, Goldberg, Beverly, Goodes, Pamela, Kniffel, Leonard, Landgraf, Greg, et al. (2005). Katrina's terrible toll: Librarians rally to provide information for a devastated gulf coast population. *American Libraries*, 36(9), 14-18, 20-25. Retrieved February 13, 2009, from WilsonWeb database.

This article details the impact of Hurricane Katrina on gulf coast libraries, such as damage to libraries and collections, recovery efforts, and impacts on staffing. Post-disaster services to evacuees and others are discussed, including help filling out FEMA forms, contacting loved ones, general Internet access, borrowing privileges, and bringing library materials to shelters.

Fialkoff, Francine. (2005). Government that works: A defining moment for public libraries. *Library Journal*, 130(16), 8. Retrieved March 26, 2009, from <http://www.libraryjournal.com/article/CA6261417.html>

This article lauds the efforts of public libraries in the wake of Hurricane Katrina concerning their service to FEMA. The article discusses ways libraries relaxed rules, brought services to people in shelters, hosted reception centers in the library, tracked colleagues and other on library blogs and web sites, etc.

ICMA. (2007). Local government managers and public libraries: Partners for a better community [Electronic resource]. *ICMA Management Perspective*. Washington, DC: ICMA. Retrieved May 8, 2009, from [http://icma.org/documents/Final_Mgmt_Prsptv_Libraries_\(gates\).pdf](http://icma.org/documents/Final_Mgmt_Prsptv_Libraries_(gates).pdf)

This article discusses the roles public libraries play in their local communities, as well as the high customer satisfaction and credibility ratings of public libraries. These roles include acting as a neutral, welcoming haven for all types of people; building communities through local partnerships; enhancing education, workforce and businesses through literacy programs; change agents; and communication hubs.

Jaeger, Paul T., Langa, Lesley A., McClure, Charles R., & Bertot, John Carlo. (2006). The 2004 and 2005 Gulf coast hurricanes: Evolving roles and lessons learned for public libraries [Electronic resource]. *Public Library Quarterly*, 25(3/4), 199-214. Retrieved February 13, 2009, from Haworth Press database.

This article details the roles played by U.S. Gulf Coast public libraries in the aftermath of the 2004 and 2005 hurricane seasons. It explores the place of libraries in society and details lessons learned and recommendations for public library disaster planning.

Kniffel, L. (2008, October 14). Hurricane Recovery in Houston [Msg1]. Retrieved May 8, 2009, from <http://www.al.ala.org/insidescoop/?p=103>

The blog entry provided by Leonard Kniffel discusses the roles played by the Houston Public Library (HPL) in the wake of Hurricane Ike. HPL provided online access and assistance with filing electronic FEMA assistance forms to citizens. Additionally, librarians helped those affected by Ike file for emergency food stamps and unemployment benefits. Furthermore, the HPL cared for 300 children of city employees so that their parents could return to work. Finally, the HPL performed computer access outreach.

LeBoeuf, Mary C. (2006). Disasters strike, public libraries prevail: The impact of hurricanes Katrina and Rita on Louisiana public libraries. *Louisiana Libraries*, 68(4), 3-7. Retrieved May 18, 2009, from WilsonWeb database.

This article discusses the activities of parish libraries in the wake of hurricanes Katrina and Rita. LeBoeuf discusses the stories of librarians helping hurricane victims locate missing relatives, file for FEMA forms, provide comfort to victims, assist organizations (i.e. Red Cross and FEMA) set up local areas of operation, volunteering their time to assist organizations in providing aid to victims. The article also discusses the rebuilding phase of destroyed libraries and the lessons learned from the two disasters.

McCoy, Mary J. (2005). The forces of nature or dancing with the three ladies. *Texas Library Journal*, 81(4), 142. Retrieved February 19, 2009, from WilsonWeb database.

The three ladies in this article title are Hurricanes Katrina, Rita, and Wilma. McCoy reports on the response provided to evacuees by the academic library at Lamar State College – Orange. The library provided Internet connections, helped people fill out forms, look for jobs and housing. The article also reports McCoy's personal experience as an evacuee during Hurricane Rita, including the helpfulness of Texas librarians.

Meraz, Gloria. (2005). In times of trouble. *Texas Library Journal*, 81(3), 90. Retrieved February 19, 2009, from WilsonWeb database.

This article reports on the response of Texans to Hurricane Katrina with particular emphasis on the sense of community that emerged. Meraz describes libraries and librarians “at the heart” of service provision to hurricane victims. These services included computer access, help finding family, jobs, and housing, assistance with government forms, and children’s services, among others.

O’Connell, Heather. (2004). Weathering the storms: Hurricanes impact Florida libraries. *Florida Libraries*, 47(1), pp. 4-5.

This article discusses ways Florida libraries responded to the 2004 storms. It talks about damage to libraries and related closures, services libraries provided (including conversion to emergency operations centers and locally assigned services), and external support for libraries from publishers, vendors, and the library community.

Rogers, Michael. (2004). Hurricanes in FL: Floods in wake. *Library Journal*, 129(17), 15. Retrieved May 13, 2009, from <http://www.libraryjournal.com/article/CA470974.html>
This article is a news brief that reports on Florida libraries and the 2004 hurricane season. In the article, State Librarian Judi Ring comments on the roles (e.g. serving as day care centers, providing Internet access, and serving as shelters. Insurance is also mentioned.

St. Lifer, Evan. (1994). Andrew’s aftermath: Hurricane “saves” Miami Public Library. *Library Journal*, 119(10), 48-50. Retrieved February 27, 2009, from WilsonWeb database.

This article discusses how the Miami Dade Public Library System met the challenges of post-disaster recovery. After Hurricane Andrew devastated the south eastern communities of Florida, the Miami Dade Public Library System (MDPLS) assumed emergency response roles by turning libraries into relief centers and centers of communication. The article identifies the challenges the libraries faced by the libraries and how the libraries successfully faced those challenges.

United States Government. (2008). *Hurricane recovery* [Electronic resource]. Washington, DC: U.S. General Services Administration. Retrieved May 14, 2009, from [http://www.usa.gov/Citizen/Topics/PublicSafety/Hurricane Katrina Recovery.shtml](http://www.usa.gov/Citizen/Topics/PublicSafety/Hurricane_Katrina_Recovery.shtml)

This web site is a service of USA.gov geared toward Hurricane Katrina recovery includes information on how to: find friends and family, get help, locate shelter and housing, donate and volunteer. It also includes information related to health and safety, what the government is doing, and frequently asked questions.

Helping Children Cope

DisasterVictims.org. (2008, November 1). Books that help children cope with disasters [Blog post]. Retrieved March 25, 2009, from <http://disastervictims.org/disastervictims/uncategorized/books-children-cope-disasters/11/01/2008/>

This blog entry provides a list of for books to help children cope with natural disasters. It includes a list of helpful web sites.

St. Romain, Rose Anne. (2008). *Evacuee children and Louisiana public libraries* [Electronic resource]. Baton Rouge, LA: Office of the State Library, Department of Culture, Recreation & Tourism, Office of the Lt. Governor of Louisiana. Retrieved May 13, 2009, from http://www.state.lib.la.us/whatsnew/whatsnew_details.cfm?doc_id=571

This web site was developed by Rose Anne St. Romain, an Early Childhood Services Consultant at the State Library of Louisiana. The site lists activities that public librarians used in order to help young hurricane evacuees cope with the trauma and displacement that resulted from the devastating hurricanes on Louisiana.
