

## Information Hub

### Resources for Library Management

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 <http://www.libraryjournal.com/article/CA6256273.html?q=LIBRARIES+DAMAGED+>

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.

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American Library Association. (2008). *Disaster preparedness and recovery* [Electronic resource]. Chicago: American Library Association. Retrieved March 9, 2009, from <http://www.ala.org/ala/issuesadvocacy/advocacy/federallegislation/govinfo/disasterpreparedness/index.cfm>

This section of the ALA web site provides libraries and museums with disaster planning resources, links to emergency management training through FEMA, resources on working with first responders, and an online guide to navigating the FEMA web site for cultural institution aid. Other resources include the Online Disaster Planning-Tool (dPlan), guides to acquiring federal aid from sources other than FEMA, and resources on how to preserve materials in case of disaster.

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American Red Cross. (2009). *Talking about disaster: Guide for standard messaging* [Electronic resource]. Washington, DC: American Red Cross. Retrieved March 9, 2009, from <http://www.redcross.org/disaster/disasterguide/>

This guide is aimed at disaster safety information providers. It provides language these providers can use when providing messages and technical information to the public. The guide is available as a PDF download or in HTML format divided by hazards, special populations, pre-disaster preparedness, and just-in-time and post-disaster preparedness.

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Berry, John N., III. (2008). Politician of the year 2008: Lifting Louisiana. *Library Journal*, 133(5), 27-27. Retrieved March 9, 2009, from <http://www.libraryjournal.com/article/CA6592642.html>

This article discusses Louisiana Lt. Governor Mitch Landrieu's view of the importance of libraries in a range of activities but especially their role in the aftermath of Hurricane Katrina as places to access the Internet and gather information.

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Bertot, John Carlo, Jaeger, Paul T., Langa, Lesley A., & McClure, Charles R. (2006). Public access computing and Internet access in public libraries: The role of public libraries in E-government and emergency situations. *First Monday* [Electronic journal], 11(9). Retrieved February 13, 2009, from <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1392/1310>

This article focuses on the library's role in providing E-government services, including the importance of public access computing and Internet access. It includes a discussion of the roles libraries play in response to emergencies, like hurricanes, when people come to libraries to access the Internet to request aid, locate missing family and friends, file FEMA and insurance claims, etc.

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Biever, Celeste. (2007). MySpace-style websites perfect for disaster survival. *New Scientist* [Electronic version]. Retrieved March 9, 2009, from <http://www.newscientist.com/article/dn11189-myspacestyle-websites-perfect-for-disaster-survival.htm>

This article documents early use of Web 2.0 applications for emergency management. It discusses the practicality of asking people to join new web-based emergency social networks versus using existing social networking sites such as MySpace and Facebook.

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Block, Marylaine, & Kim, Ann. (2006). All (librarian) hands on deck. *Library Journal*, 131(5), 22-25. Retrieved February 13, 2009, from <http://www.libraryjournal.com/article/CA6312522.html?q=ALL+HANDS+ON+DECK>

This article details ways librarians stepped up to provide disaster response services in the wake of Hurricanes Katrina and Rita. Librarians handed out water, clothing, and books, offered space

for relief workers, staffed phone banks and shelters. The article also discusses damage to libraries and restoration of libraries and library collections.

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*Business continuity information network* [Electronic resource]. (2008). Miami, FL: Florida International University. Retrieved February 17, 2009, from <http://www.bizrecovery.org/>

“The goal of the Business Continuity Information Network (BCIN, pronounced "bee.kin") is to provide a comprehensive solution aimed at helping businesses, particularly small to medium sized companies, to quickly recover and resume operations after a major hurricane strike.

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Community Emergency Response Team (n.d.). CERT. Retrieved October 9, 2008, from <http://www.citizencorps.gov/cert/about.shtm>

The Community Emergency Response Team (CERT) web site is for citizens who want to prepare for disasters in their community. CERT provides citizens with the resources needed to acquire disaster response training. The CERT web site contains information on how to develop CERT programs in local communities, a CERT state directory with contact information for CERT programs around the nation, a search engine for locating programs in local areas, and a variety of other resources pertaining to citizen disaster preparedness.

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Flalkoff, Francine. (2005). Government that works: A defining moment for public libraries. *Library Journal*, 130(16), 8. Retrieved February 13, 2009, from <http://www.libraryjournal.com/article/CA6261417.html?q=GOVERNMENT+THAT+WORKS>

The 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 websites, etc.

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Friedman, D. B., M. Tanwar, et al. (2008). “Evaluation of online disaster and emergency preparedness resources.” *Prehosp Disaster Med*, 23(5), 438-446.

**CONCLUSIONS:** The results suggest the need for readily accessible preparedness resources on the Web that are easy-to-read and visually appropriate. Interdisciplinary collaborations between public health educators, risk communication specialists, and Web page creators and writers are

recommended to ensure the development and dissemination of disaster and emergency resources that consider literacy abilities of the general public.

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Georgia Emergency Management Agency (2008). Retrieved August 19, 2008, from <http://www.gema.ga.gov/>

The GEMA site is the official portal to the Georgia Emergency Management Agency. The site provides its users with a range of information. The “Disasters and Hazards” link is comprised of a number of services on hurricane preparedness related information. The “Disasters and Hazards” link connects the user to resources on how to prepare for Hurricane and severe weather disasters. The resources include instructions for families on how to create a disaster supplies kit, develop an emergency plan, and secure the safety of pets during a disaster. Additionally, the “Disasters and Hazards” page provides links to FEMA, NOAA, and Ready Georgia, a web site solely devoted to the statewide preparation of Georgia citizens for any form of emergency or disaster (terrorist attack, nuclear hazards, tornadoes, etc.). The site also includes links to the Georgia Citizen Corps, information on shelters, information on local EMA’s according to county, and the Georgia Operations Center.

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Harris, Roma, Wathen, C. Nadine, & Chan, Donna (2005). Public library responses to a consumer health inquiry in a public health crisis: The SARS experience in Ontario. *Reference & User Services Quarterly*, 45(2), 147-154. Retrieved February 13, 2009, from WilsonWeb database.

The following annotation was selected from the above resource –

“This article addresses the extent to which public libraries in Ontario were able to respond to inquiries for health information during a major public health crisis ... sixty-nine randomly selected libraries in Ontario were queried by phone and by e-reference service (if it was offered by the library) for information about SARS, its symptoms, and prevention methods. The responses of the libraries were analyzed for the quality of the reference service and types of referrals, particularly Internet sources given the growing popularity of e-health initiatives. The results raise serious questions about the appropriate role of public libraries in the delivery of consumer health information and the preparedness of public library staff to respond to health-related inquiries, particularly in times of crisis.”

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Hurricane assistance at Harris County Public Library in Houston, TX. (2008, Sep. 28). *LIS News* [Electronic journal]. Retrieved March 9, 2009, from [http://lisnews.org/hurricane\\_assistance\\_harris\\_county\\_public\\_library\\_houston\\_tx](http://lisnews.org/hurricane_assistance_harris_county_public_library_houston_tx)

This news brief announces that the Harris County Public Libraries had reopened and mentions services offered by the library, such as computer and Internet access, electricity to charge cell phones, air conditioning, etc. There is also a note about which branches had and had not yet opened.

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Jones, Calvert, & Mitnick, Sarai. (2006, May). Open source disaster recovery: Case studies of networked collaboration. *First Monday*, 11(5), Retrieved February 13, 2009, from <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/view/1325/1245>

The following annotation was selected from the above reference:

“Volunteers eager to help disaster victims have begun to draw on open source models of organization to mobilize and coordinate vast resources from around the world. This paper investigates two such groundbreaking efforts, involving responses to Hurricane Katrina and to the South East Asian tsunami. The study sheds light on how these organizations evolve so rapidly, how leaders emerge and confront challenges, and how interactions with traditional, more hierarchical disaster recovery efforts unfold. Lessons from these early efforts show how they can be improved, and also point to the need for more research on networked non–state actors that are playing increasingly prominent roles.”

One of the efforts discussed in the paper is PeopleFinder. Libraries are not discussed.

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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. (Available through Wilson Web)

Mary C. LeBoeuf , director of the Terrebonne Parish Library System in Houma, Louisiana, writes on 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.

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LeBoeuf, Mary C. (2006). Ill Winds: Hurricanes and Public Libraries along the Gulf Coast. *Public Libraries* 45(3), 58-63.

This article discusses the situations faced by the librarians of public libraries in a number of parishes affected by hurricanes Katrina and Rita. From locating missing family members to providing conference rooms to set up disaster centers for the Red Cross and FEMA, the article details the difficulties faced by public librarians. The article concludes that public libraries play an essential role delivering online and other services in times of disaster.

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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 the article title are Hurricanes Katrina, Rita, and Wilma. McCoy reports 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.

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Palmer, Jason. (2008). Emergency 2.0 is coming to a website near you. *New Scientist* [Electronic journal], 2654. Retrieved January 14, 2009, from <http://www.newscientist.com/article/mg19826545.900-emergency-20-is-coming-to-a-website-near-you.html>

Documents early use of Web 2.0 applications for emergency management.

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Piper, Paul, & Ramos, Miguel. (2006). A failure to communicate: Politics, scams, and information flow during Hurricane Katrina. *Searcher*, 14(6), 40-54. Retrieved February 27, 2009, from [http://www.infoday.com/searcher/jun06/Piper\\_Ramos.shtml](http://www.infoday.com/searcher/jun06/Piper_Ramos.shtml)

The following annotation was selected from the above reference:

“As Paul Piper and Miguel Ramos note, Katrina was two devastating disasters in one. On top of the hurricane itself was the horrendous lack of response and communication after the fact. Piper and Ramos examine what happened, and more often didn’t, in Katrina’s wake from an online perspective, addressing issues such as housing and missing persons as well as the fraudulence that seemed to permeate from all angles.”

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San Francisco Department of Emergency Management. (n.d.). *Are you prepared?* [Electronic resource]. San Francisco, CA: San Francisco Department of Emergency Management. Retrieved March 6, 2009, from <http://72hours.org/>

The San Francisco Department of Emergency Management hosts this website to help residents prepare themselves and their families for an emergency as well as to learn what to do in the event of a specific disaster. Preparation information includes how to make a plan, build a kit, and get involved. Emergency response information includes what to do in case of an earthquake, tsunami, flood, terrorism, contagious disease, transit safety emergency, etc.

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Tinker, Timothy and Fouse, David. (2009). Social media and risk communications during times of crisis. Washington DC: Booz Allen Hamilton.

[http://www.boozallen.com/media/file/Risk\\_Communications\\_Times\\_of\\_Crisis.pdf](http://www.boozallen.com/media/file/Risk_Communications_Times_of_Crisis.pdf)

Booz Allen Hamilton convened an expert round table in Washington, D.C. in March 2009 to explore the implications of social media use in times of crisis. Includes: outcomes from break-out sessions on core social media challenges related to public – private partnerships, evaluation, metrics, resource requirements, and social media communication strategies; survey results on organizational uses of social media in times of crisis; tips on how to implement social media for emergency communications; a guide to establishing social media best practices; and, a social media primer describing the portfolio of social media tool.

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Will, Barbara H. (2001). The public library as community crisis center: The public library has the resources and expertise to address the need for prompt, reliable, and relevant information in any crisis situation. However, librarians cannot wait to be asked to become involved. *Library Journal*, 126(20), 75-77. Retrieved November 9, 2008, from

<http://www.libraryjournal.com/article/CA185136.html>

Early article noting ways libraries can help in disasters, including provision of different types of information, getting involved with local government emergency planning, and preparing for recovery portion of emergency planning.

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## **FOR RESIDENTS**

American Radio Relay League. (2009). *ARRL homepage* [Electronic resource]. Newington, CT: American Radio Relay League. Retrieved February 26, 2009, from <http://www.arrl.org/>

The National Association for Amateur Radio is the official website for the American Radio Relay League (ARRL). The ARRL promotes the interests of amateur radio operators and provides technical support to amateur radio enthusiasts around the country.

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*Business continuity information network* [Electronic resource]. (2008). Miami, FL: Florida International University. Retrieved February 17, 2009, from <http://www.bizrecovery.org/>

The following annotation was selected from the above reference:

“The goal of the Business Continuity Information Network (BCIN, pronounced "bee.kin") is to provide a comprehensive solution aimed at helping businesses, particularly small to medium sized companies, to quickly recover and resume operations after a major hurricane strike.

Utilizing the latest advances in database integration, data mining, Web, and GIS software technologies, Florida International University (FIU) has created a unique user friendly, Internet-based, information-rich service that provides businesses with effective and timely disaster recovery information.”

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Centers for Disease Control and Prevention. (n.d.). *Hurricanes* [Electronic resource]. Atlanta, GA: Centers for Disease Control and Prevention. Retrieved March 6, 2009, from <http://www.bt.cdc.gov/disasters/hurricanes/>

The CDC “Hurricane” section on the natural disaster page contains a wealth of information on preparing for tropical weather systems. There are resources on how to prevent injury and illness, remaining healthy in hot weather, how to make a safe after the disaster (e.g., getting rid of mold, disposing of hazardous material, avoiding carbon monoxide poisoning while using generators, ect.), and learning how to prepare for a hurricane. Each resource section provides pdf downloads of the information available in each section and some of the sections provide users with audio and visual files. The site also allows users to download RSS feeds for “Public Service Announcements for Hurricanes” and “CDC Emergency Preparedness & Response.”

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City of Brownsville Office of Emergency Management (n.d.). Retrieved August 19, 2008, from <http://oem.cob.us/>

The Brownsville Public Library manages the emergency preparedness web pages for the City of Brownsville. This web site includes a list of sites for current weather, disaster preparedness, emergency planning, and children’s resources.

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City of Green Acres (n.d.). *Hurricane Preparedness*. Retrieved October 16, 2008, from [http://www.ci.greenacres.fl.us/dept\\_administration/Hurricane\\_Prep.htm](http://www.ci.greenacres.fl.us/dept_administration/Hurricane_Prep.htm)

The City of Green Acres web site provides a hurricane preparedness page with information for local residents. Residents can find a printable version of the city's newsletter, which is actually a hurricane preparedness checklist. Additionally, the site offers a local area map indicating the locations of Publix Markets and gas stations with generators.

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Community Emergency Response Team (n.d.). *Home page* [Electronic resource]. Community Emergency Management Response Team (CERT). Retrieved October 9, 2008, from <http://www.citizencorps.gov/cert/about.shtm>

The Community Emergency Response Team (CERT) web site is for citizens who want to prepare for disasters in their community. CERT provides citizens with the resources needed to acquire disaster response training. The CERT web site contains information on how to develop CERT programs in local communities, a CERT state directory with contact information for CERT programs around the nation, a search engine for locating programs in local areas, and a variety of other resources pertaining to citizen disaster preparedness.

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Federal Alliance for Safe Homes (FLASH). (2009). *Strengthening homes and safeguarding families* [Electronic resource]. Tallahassee, FL: Federal Alliance for Safe Homes. Retrieved November 25, 2008, from <http://www.flash.org/>

“...Dedicated to promoting disaster safety and property loss mitigation. FLASH was founded in Florida in 1998 as the Florida Alliance for Safe Homes. Today it has grown into one of the most respected disaster preparedness organizations in the nation, with more than 75 partners from government, business, academia and not-for-profit organizations. The organization's mission is to promote life safety, property protection and economic well being by strengthening homes and safeguarding families from natural and manmade disasters.”

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Federal Emergency Management Agency. (2008). *Are you ready? an in-depth guide to citizen preparedness* [Electronic resource]. Washington, D.C.: U.S. Department of Homeland Security. Retrieved November 16, 2008, from <http://www.fema.gov/areyouready/>

The following annotation was taken from the above resource:

“*Are You Ready? An In-depth Guide to Citizen Preparedness* (IS-22) is FEMA’s most comprehensive source on individual, family, and community preparedness. The guide has been revised, updated, and enhanced in August 2004 to provide the public with the most current and up-to-date disaster preparedness information available.

*Are You Ready?* provides a step-by-step approach to disaster preparedness by walking the reader through how to get informed about local emergency plans, how to identify hazards that affect their local area, and how to develop and maintain an emergency communications plan and disaster supplies kit. Other topics covered include evacuation, emergency public shelters, animals in disaster, and information specific to people with disabilities.”

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Florida Division of Emergency Management. (2009). *FloridaDisaster* [Electronic resource]. Tallahassee, FL: Florida Division of Emergency Management. Retrieved February 13, 2009, from <http://www.floridadisaster.org/index.asp>

This website provides current weather conditions, along with information on preparedness, response, recovery, and mitigation.

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Florida Division of Emergency Management. (2009). *Florida’s storm surge zones, evacuation routes and evacuation zones* [Electronic resource]. Tallahassee, FL: Florida Division of Emergency Management. Retrieved February 13, 2009, from <http://www.floridadisaster.org/publicmapping/index.htm>.

The primary information on this site contains storm surge zone maps for coastal counties and evacuation routes for all counties in the state. Additionally, the site contains a hypertext “Hurricane Emergency Info” button that sends users to a page containing planning resources/information for before the storm, during the storm, and after the storm. Furthermore, the page provides users with links to information on storm shelters and the status of roads.

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Florida Division of Emergency Management. (n.d.). *Get a plan* [Electronic resource]. Tallahassee, FL: Florida Division of Emergency Management. Retrieved February 13, 2009, from <http://www.floridadisaster.org/>

Florida Disaster.org is the official web site of the Florida Department of Emergency Management. The site provides the public and businesses with links to information on hazards specific to the State of Florida (e.g., wildfires, tornadoes, hurricanes, heat wave, drought, etc.). Additionally, the site provides users with “Daily Situation Reports” and “Daily Flash Reports” that inform the public on current weather and environmental situations. Finally, the web site links the public to federal and national emergency resources through its “Quick Links” section.

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Harris County Public Library (n.d.) *Find It! - Hurricane preparedness* [Electronic resource]. Harris County, TX: Harris County Public Library. Retrieved August 19, 2008, from <http://www.hcpl.lib.tx.us/ref/fihurricane.htm>

The library provides a directory of local and state resources related to hurricane preparedness, including insurance, health, and travel assistance.

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Piper, Paul, & Ramos, Miguel. (2006). A failure to communicate: Politics, scams, and information flow during Hurricane Katrina. *Searcher*, 14(6), 40-54. Retrieved February 27, 2009, from [http://www.infotoday.com/searcher/jun06/Piper\\_Ramos.shtml](http://www.infotoday.com/searcher/jun06/Piper_Ramos.shtml)

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San Francisco Department of Emergency Management. (n.d.). *Are you prepared?* [Electronic resource]. San Francisco, CA: San Francisco Department of Emergency Management. Retrieved March 6, 2009, from <http://72hours.org/>

The San Francisco Department of Emergency Management hosts this website to help residents prepare themselves and their families for an emergency as well as to learn what to do in the event of a specific disaster. Preparation information includes how to make a plan, build a kit, and get involved. Emergency response information includes what to do in case of an earthquake, tsunami, flood, terrorism, contagious disease, transit safety emergency, etc.

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Tampa Bay Regional Planning Council. (n.d.). *Florida business disaster survival kit* [Electronic resource]. Pinellas Park, FL: Tampa Bay Regional Planning Council. Retrieved February 18, 2009, from <http://www.fldisasterkit.com/index.shtml>

The business disaster survival kit website includes a disaster survival guide, disaster planning wizard, exercises and training, and a preparedness information center. See the link to “Play Pirate Bay,” an interactive game in which the player is the owner of a Florida theme park and has to prepare for and respond to various disasters including hurricanes, fires, food poisoning, etc.

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United States Department of Agriculture. (2009). *USDA emergency preparedness and response* [Electronic resource]. Washington, DC: United States Department of Agriculture. Retrieved March 3, 2009, from <http://www.usda.gov/wps/portal/usdahome?navtype=MS&navid=SAFETY>

The USDA Emergency Preparedness and Response webpage contains information on hurricane relief, disaster and drought assistance, and food assistance information. The Disaster Relief and Assistance information presented here is focused on farmers, ranchers and rural residents, and relates primarily to disasters arising from excessive rainfall, flooding, and tornadoes.

The [Hurricane Relief Information](#) link on this page offers USDA news releases and other program related information, with a focus on USDA programs and services that relate to recovery activities in the wake of a disaster.

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United States Government. (2008). *Hurricane recovery* [Electronic resource]. Washington, DC: U.S. General Services Administration. Retrieved March 5, 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 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.

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