

National Library Services Trends

NLST - KPRS1: Developing a Library Services Continuity Plan

Most libraries have an Emergency Action Plan which focuses on the "what if" of disaster planning. Some libraries; however, are going a step beyond to consider "what then," or Business Continuity Planning. This plan addresses how an organization can keep critical services functioning during and after a disaster strikes.¹

Business Continuity Planning addresses how an organization can keep critical services functioning during and after a disaster strikes.

"When a flash flood took out the basement of the University of Hawaii at Manoa Library (UHML) in October 2004, a disaster plan had been in place for ten years and was being regularly reviewed and updated. So you'd think UHML would have had most of its bases covered. Although the preservation department successfully recovered much of the collection, the significant damage to service was unanticipated. Sixty staff work areas were destroyed and had to be relocated, and the staff had to shelve books in the dark for three months owing to the loss of electricity. The library's longstanding and routinely rehearsed disaster plan hadn't accounted for this great a blow to library service and function." ²

Libraries need to consider what life might be like after a disaster and plan accordingly.

Implications for JCPL

- Examine the training implications for the newly adopted Emergency Action Plan.
- Opportunity to revisit existing plan to see if there are new areas that need to be addressed.
- Establish a taskforce to create and implement a library services continuity plan.

¹ Kuzyk, Raya. "SERVING THROUGH DISASTER. (Cover Story)." Library Journal 132.5 (2007): 26-29. Professional Development Collection. Web. 6 Dec. 2012.

² Ibid.

National Library Services Standards

NLST - KPRS2: Increasing Patron, Staff, & Building Security

While libraries have long been viewed as safe havens of intellectual activity and quiet study, this is not always the case. In fact, libraries are at a higher risk of workplace violence than most places of work. According to Nancy McCormack, Head of the Law Library at Queen's University in Ontario, six of the ten risk factors which increase the likelihood of workplace violence are in play in libraries. These factors include: 1) working with the public; 2) handling money; 3) providing service, care, advice or education; 4) working with unstable or volatile persons; 5) working alone, in small numbers, or in isolated or low traffic areas; and 6) working in community-based settings. Further risk factors include working late at night or early in the morning, as well as working with the public during times of particularly high stress.³

Since security technology is now more affordable than ever, many libraries have responded to violence, theft, vandalism, and other illegal behavior by installing security cameras near high traffic areas, both indoors and out.⁴ Wireless "panic buttons" are also being placed at reference or circulation desks. If a librarian activates one, an alarm is sent to police and the library's security company.⁵ Other solutions implemented by libraries include placing additional lighting in dark areas, and using the buddy system when leaving at night. Methods to protect library staff and property are many, and the literature suggests a trend toward upgraded security in libraries.

Implications for JCPL

- Ongoing staff training for handling potentially volatile situations.
- Explore the logistics and cost implications for establishing security systems including but not limited to cameras in all locations.
- Implement drills to incorporate community partners in real life scenarios.

³ McCormack, Nancy. "Staying Safe: Revisiting Security Measures In Libraries." *Feliciter* 56.2 (2010): 74. MasterFILE Premier. Web. 6 Dec. 2012.

⁴ "Library fits cameras in fight against indecent exposure, thefts." *Ballarat Courier* [Ballarat, Australia] 3 June 2009. Infotrac Newsstand. Web. 6 Dec. 2012.

⁵ "Cook Memorial officials weigh putting panic buttons in libraries -BYLN- By Russell Lissau rlissau@dailyherald.com." *Daily Herald* [Arlington Heights, IL] 2 Aug. 2012: 3. *Infotrac Newsstand*. Web. 4 Dec. 2012.

National Library Services Trends

NSLT - KPRS3: Implementing RFID in Public Libraries

Until recently, libraries almost uniformly used the barcode system to check out, check in, and identify individual items in the stacks. Now increasingly, libraries are streamlining these activities using radio-frequency identification (RFID) systems.

RFID is a combination of tags, readers and middleware software. The components allow communication between the library's ILS and the RFID reader. Different types of tags are placed within library material, based on material type. Readers are placed at self-check machines, staff computers, drop boxes, security gates, and on hand-held scanners.

Library use of RFID has not been without its critics. The Electronic Frontier Foundation, the Privacy Rights Clearinghouse, the World Privacy Forum, and members of the library profession have voiced concerns that RFID could be used to violate patron privacy and potentially surveil library users.¹

Implications for JCPL

- Explore the pros and cons of implementation of RFID at JCPL.
- Examine the effectiveness of our current check point system.

¹ Caldwell-Stone, Deborah. "Chapter 6: RFID In Libraries." Library Technology Reports 46.8 (2010): 38-44. Professional Development Collection. Web. 5 Dec. 2012.

National Library Services Trends

NSLT - KPRS4: Securing Patron Privacy on Library Computers

Internet security has always been a big concern for computer users. This is especially true with public computers where multiple people use the same computer in a day and for various reasons. Though most computers come with basic virus protection, a lot of the protection comes from websites using secure connections.

Many patrons now expect a decent, working computer that will keep their information guarded, since no matter what, patrons will always leave footprints of where and what they have done on any computer they use.⁶ The impression that patrons carry of the library will be influenced on how our computers operate. Libraries can do risk assessments to see how vulnerable their machines are to attacks. With that plan, they can then establish what needs to be changed or implemented to make it safer for both patrons and staff.

Implications for JCPL

- Conduct a risk assessment and resolve any security issues.
- Communicate to the public the steps JCPL is taking to insure patron privacy.

⁶ "Library Security Basics." *Welcome!* InfoPeople, 2012. Web. 06 Dec. 2012.

National Library Services Trends

NLST – KPRS5: Establishing the Library's Role in Community Disaster Recovery.

Most libraries have an Emergency Action Plan which focuses on the "what to do if..." of disaster planning. Some libraries; however, are going a step beyond to consider "how can we help if..." This plan addresses how the community library can be of assistance when disaster strikes.

In the wake of a disaster people seek refuge in familiar places. Not only do libraries provide a welcoming, familiar environment but also have many valuable information resources for people in crisis. FEMA acknowledged the importance of libraries in January of 2011, when it began recognizing them as "essential community organizations." This status makes libraries eligible for temporary relocation assistance during major disasters and emergencies.⁷

Libraries are uniquely equipped to serve as post-disaster safe havens. They are located in nearly every U. S. community, have known locations and trusted services, are well-equipped facilities with open areas and meeting spaces, and provide information and services in a variety of formats and settings. Further, libraries can serve as information hubs; shelters; aid distribution points; volunteer coordination centers; temporary headquarters for government agencies, aid workers and media; etc. They can also help return a sense of normalcy to those impacted by disaster.

Implications for JCPL

- Determine how the library can partner with county and municipalities in coordination with their disaster planning.

⁷"U.S. Public Libraries: Early Responders in Times of Disaster." Mississippi Library Commission, Jul. 2009. Web. 5 Dec. 2012 <http://www.mlc.lib.ms.us/pdf/early%20responders%201.pdf>>