

**In thunder, lightning or in rain ...**



## Disaster Management in Business School Libraries

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Excellence in  
Management  
Education

# Disasters do happen ... in Libraries too!



Cologne City Archive 2009



Anna Amalia Library  
Weimar 2004



Wattenwil School  
Library 2017

## Disasters do happen ... in Business School Libraries too!

- 2013 Rainwater pipe burst in WHU Library's closed stacks' ceiling
- 2015 Freshwater pipe burst in restrooms next to WHU Library's open stacks
- 2017 Burglary and vandalism in several WHU buildings
- 2017 Evacuation of parts of Koblenz and surroundings due to WW II bomb disposal
- 2018 (January) River Rhine flooded large parts of Vallendar, telecommunication down for 3 weeks
- 2018 (February) Rainwater pipe burst – again – in WHU Library's closed stacks' ceiling, requiring evacuation of stock
- 20xx To be continued ...?



# Better be prepared!

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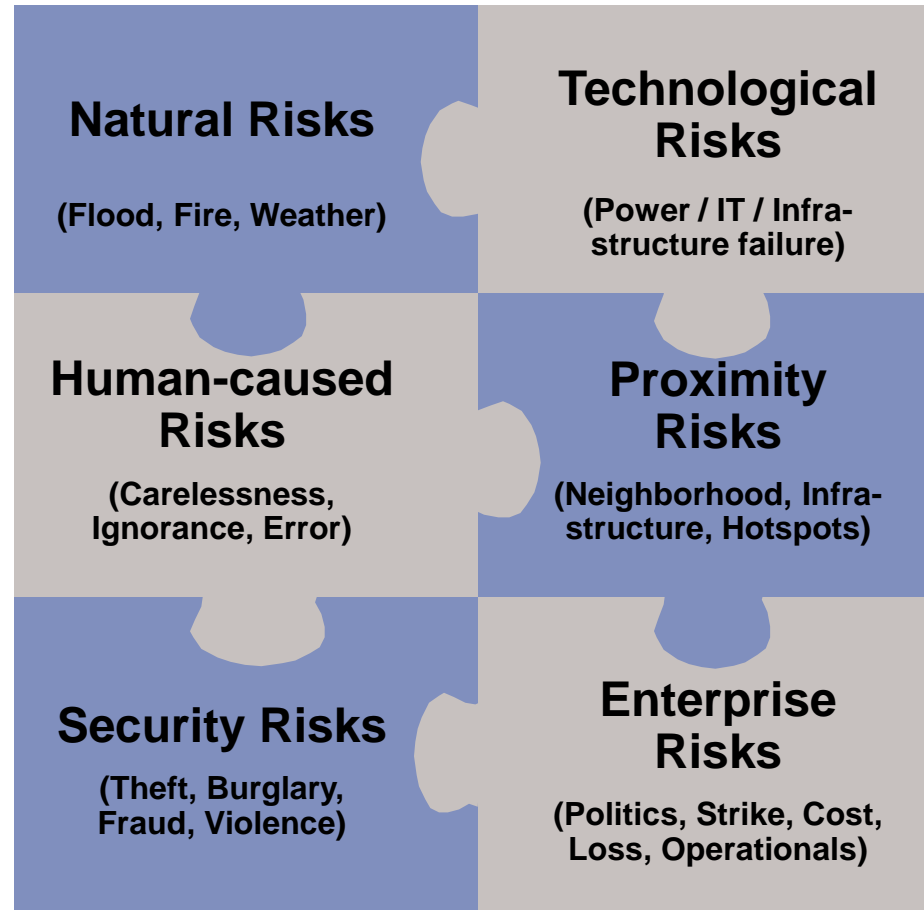


# Creation of Awareness

- The Library Management is responsible for the Safety and Security of ...
  - Library Users
  - Library Staff
  - Library Assets (Buildings, Equipment, Stock)
- Disasters can happen ...
  - to You and your Library
  - at any time!
- Planning and preparing the Response to possible disasters can ...
  - save lives,
  - minimize damage and
  - minimize loss, impact and cost caused by disasters.



# Risk Assessment



# Disaster Response Strategy and Planning

## Preparedness

- Risk assessment
- Planning for most likely Incidents
- Providing response plans and equipment
- Training

## Disaster Response

- Establishing staff and patron safety
- Follow alarm / response plans and communicate accordingly
- Stem the threat and minimize the impact as much as possible
- Make use of available help / alliances

## Damage Assessment

- Assess loss and damages
- Take care of people
- Recovery and Repair measures
- Preparations for operational resumption and continuity

## Post-Disaster Management

- Communication towards patrons and staff
- Normalization of operations
- Restoration of Disaster response capability
- Lessons learned

# Emergency Equipment





# Training

- Disaster Response Plans and Emergency Procedures  
(⇒ Staff, Internal and external partners)
- Handling of Equipment  
(⇒ Staff)
  - Fire extinguishers
  - First Aid
  - Special Disaster Response Kits
- Communication  
(⇒ Staff, Internal and external partners)
- Keeping calm and Reacting cool-headed  
(⇒ Staff)



# Communications and Strategic Alliances

- In-house Communication and Alarm Chains
  - University management
  - Facility management
  - Security officers
  
- Local Authorities
  - Fire brigade
  - Ambulance services
  - Police
  
- Emergency Networks (Germany: “Notfallverbund”)



## Picture Citations and Credits

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- Slide: “In Thunder, Lightning or in Rain ...” (Title page)  
<https://www.tagesschau.de/multimedia/bilder/einsturz-stadtarchiv-koeln-101.html> Image: picture alliance / dpa (image detail)
- Slide “Disasters do happen ... in Libraries too!”  
<https://www.tagesschau.de/multimedia/bilder/einsturz-stadtarchiv-koeln-101.html> Image: picture alliance / dpa  
<https://www.mz-web.de/--9744568> Image: dpa  
<https://www.derbund.ch/bern/kanton/jugendliche-gestehen-vandalenaktionen-in-wattenwil/story/16781549>  
 Image: Kantonspolizei Bern
- Slide “Disasters do happen ... in Business School Libraries too!”  
 All images: Uwe Böttcher
- Slide “Better be prepared!”  
<https://www.joegirard.com/posts/prepared/> Image: Pixar
- Slide “Creation of Awareness”  
<https://www.districtdispatch.org/2014/10/free-webinar-giving-legal-advice-patrons/> Image: Library of Congress  
<https://www.pexels.com/photo/people-at-library-sitting-down-at-tables-757855/> Image: Genaro Servín
- Slide “Emergency Equipment”  
<http://justincasecase.com/> Image: Preservation Equipment Ltd
- Slide “Training”  
 Schlechter, Armin: Das LBZ Rheinland-Pfalz als Teil der Notfallverbände in Koblenz und Speyer, 2015 (image details)  
[http://www.bibliothekerverband.de/fileadmin/user\\_upload/.../2015\\_09\\_2\\_Schlechter.pdf](http://www.bibliothekerverband.de/fileadmin/user_upload/.../2015_09_2_Schlechter.pdf) Images: Armin Schlechter  
<https://www.keepcalm-o-matic.co.uk/p/keep-calm-and-ask-a-librarian/> Image: UTS Library
- Slide „Communications and Strategic Alliances”  
<https://www.pexels.com/photo/accident-action-danger-emergency-260367/> Image: Pixabay  
[https://de.wikipedia.org/wiki/Technisches\\_Hilfswerk](https://de.wikipedia.org/wiki/Technisches_Hilfswerk) Image: Bundesanstalt Technisches Hilfswerk  
<https://www.augias.net/2016/09/27/8698/> Image: Stadtarchiv Karlsruhe  
<https://www.hannover.de/Leben-in-der-Region-Hannover/Sicherheit-Ordnung/Feuerwehr-Hannover/%C3%9Cber-uns/Regionaler-Notfallverbund-Kulturgutschutz/Aktivit%C3%A4ten/%C3%9Cbungen> Image: Sprengelmuseum Hannover

**Thank you very much for your attention and feedback!**

## Contact Details

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