Turning the library inside out, 4 au 7 juillet 2006
35ᵉ congrès LIBER

July 7th 2005 and its aftermath

CHAPMAN, Liz

Deputy Director UCL Library Services

CHAPMAN, Liz. July 7th 2005 and its aftermath. In *35th LIBER Annual General Conference*, *Turning the library inside out, Uppsala, du 4 au 7 juillet 2006* [en ligne]. Format PDF.

Disponible sur : <http://www.enssib.fr/bibliotheque-numerique/notice-1312>

July 7th 2005 and its aftermath

Liz Chapman

Deputy Director UCL Library Services

e-mail:elizabeth.chapman@ucl.ac.uk

July 2005 and its aftermath

- ❑ What is an emergency?
- ❑ London July 2005
- ❑ UCL Library Services
- ❑ Service continuity
- ❑ Effects on staff
- ❑ Lessons learned
- ❑ Review procedure and planning
- ❑ Checklists for emergencies

What is an emergency?

❑ Disasters affect library materials
flood, fire, mould, theft ….
plans are in place

❑ Emergencies affect people
terrorist attacks, avian flu …
effective plans were not in place

July 6th 2005

London July 7th, 21st, 22nd …

❑ Thursday July 7th

   4 suicide bombs – in close proximity to 13 of our sites

❑ Thursday July 21st

   ❑ Failed bombs -

❑ Friday July 22nd

   ❑ Fatal underground shooting by police

Multi-site London Library Services
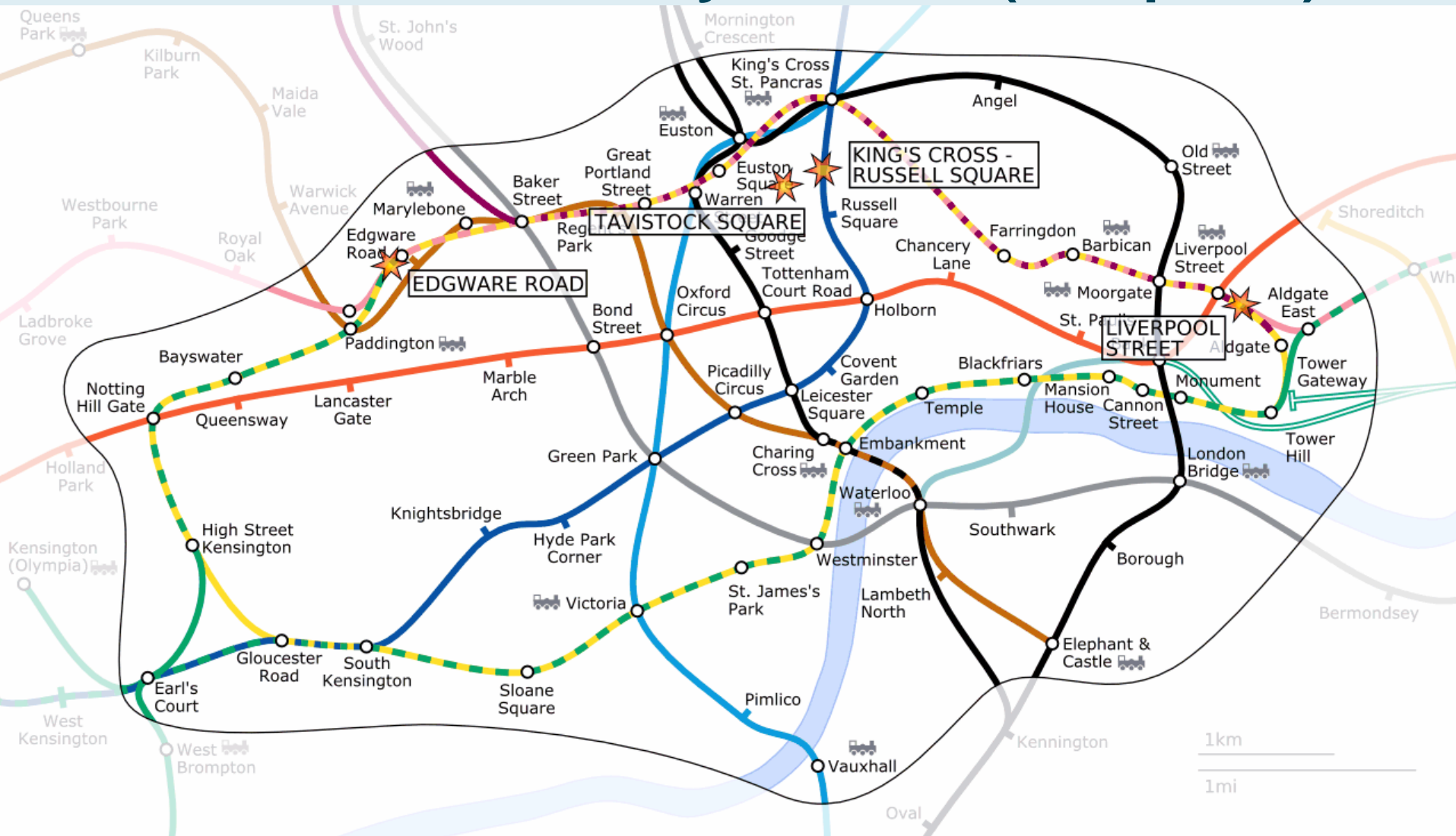

Main Library

Science Library

15 other library sites

1 outside London

8 in hospitals

C.200 staff

Location of the 7th July bombs   (Wikipedia)

Multi-site service issues

Staff dispersed across London

one library in the process of moving

Variable ability to communicate

Landline telephones intermittent

Mobile phones reached capacity by 1000 on 7/7/5

Email

OK 07/07

Not good 21/07

Service continuity

❑ We remained open during the morning

    Outside advice was mixed

❑ Decided to close to users early

    Some libraries in hospitals taking casualties stayed open

    Some staff sheltered at main library awaiting transport

❑ Remote access unaffected

    Readers outside London unaware of situation

❑ Need for senior staff for 08/07 and 22/07

Staffing issues on July 7th

TRAVEL
Travel to work severely disrupted
Travel home was exceptionally difficult
Some unable to go home if living nearby
Some stayed in student accommodation

NOISE
Many of us heard the bus bomb
    some staff were very nearby
Emergency sirens were loud all day – 7th and 21st

NEWS
We did not know what was happening
We all needed contact with our families

Staffing issues after July 7th, 21st, 22nd

Serious disruption to travel for many weeks
  final restoration of all tube lines was August 4th
Nervousness in travelling

Move of major library seriously disrupted
Welcome messages of support from outside the UK

Review

Report and review of July 7th / 21st informed planning

Changes made to procedures and policy

Management needs

Support for staff

Checklist for emergencies

Review : lessons learned

Management needs

Up to date <u>printed</u> staff list / daily diary

Ability to access lists, policies, keys

Daily Duty Officer appointments to be alerted

Ability to operate tannoy system

Frequent refreshers / review of procedures

Reliable outside news and advice – from colleagues?

Review : support for staff

Phone card for all staff – part of induction

In case of power / communication failures:

Wind-up radios for all sites

Wind-up torches for all sites

Runners to be appointed

Revised emergency procedures on intranet

Linked to UCL emergency procedures

Checklist for an emergency situation: management

Decide who is in charge – send this message to staff and institution

Provide information on how to contact person in charge

This person needs several assistants to staff phones

Their normal work is completely suspended

Contact all workgroups with / to review current situation

Do not send out unverified news

Determine safety / whereabouts of all staff

Keep staff inside buildings if that is advised

Ensure staff can contact family members

Collect and disseminate institutional information

Collect and disseminate police information

Checklist for an emergency: supporting staff

Staff must check email regularly

Organize "runners" in case communications are down

Decide when to close

Make sure information gets to library users and staff

Get up-to-date information on travel possibilities

Arrange "guides" for walkers

Record names of staff who leave

Arrange emergency accommodation

Organize senior rota for following day

Checklist for an emergency : follow-up

Timely review of procedures

    Make necessary changes – incorporate best practice

    Continue to review and revise procedures

Listen to staff's continuing concerns

    Check on those particularly affected

    Thank staff for their support in difficult times

Recognize fatigue

The Mayor of London's speech to the terrorists – July 7th 2005

…even after your cowardly attack, you will see that people ... will arrive in London to become Londoners and to fulfil their dreams and achieve their potential. They choose to come to London, ... because they come to be free, they come to live the life they choose, they come to be able to be themselves. They flee you because you tell them how they should live. They don't want that and nothing you do, however many of us you kill, will stop that flight to our city where freedom is strong and where people can live in harmony with one another. Whatever you do, however many you kill, you will fail.

Our newest UCL Library opened on time in August 2005

UCL