Hurricane Sandy Recovery: from Disaster to Opportunity

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Aftermath
First few days
Situation

- No power
- No institutional email or web
- No operating cell towers
- No transportation in/out of the city
- Main + 2 branches shuttered
- Offers of support from Regional Medical Library and area libraries
Priorities

• Communicate with staff
• Create library splash page & email
  – SandyResponse@lib.med.nyu.edu
  – E-resources remained accessible
• Work with disaster contractors & NYU Libraries conservators
First few weeks
Collection items lost

- 9,000 books
- 7,000 journal volumes
- Archives overflow
Other things lost

• 100 seat student study area
• Library faculty offices
  – 9 of 18
• Library staff work areas
  – Technical Services + Library IT
Weeks to Months
Readjust Priorities

• Communicate!
  – Staff & User Community

• Rebuild library systems

• Secure temporary locations
  – “Priority” faculty/staff

• Rethink service model
  – What is the library?
  – Where is it?
Months to Year(s)
3-6 months

• Message to users: the library is open
• “Permanent” temporary office quarters
• Re-open 2 branches
• Loss of service desk staff positions
• Begin planning for renovated main facility
1 Year +

- Communications
- Technology
- Content/Collections
- Staff
- Strategic planning
- Library facility: redesign and rebuild
It was a big loss...

and is a bigger opportunity