Imagine this...
You have just been through 3 days of torrential rain and wind. Your power went out in the first 24 hours. Your roof is leaking, your floor is soft, and your food is spoiled. Everything feels wet and it is getting humid. You are feeling overwhelmed and miserable. You find yourself heading to the library.

What our patrons needed from us
- Connectivity
- Comfortable surroundings
- Disaster assistance information
- Extra time to return materials or resolve lost or damaged materials

What we learned
- Keep an updated directory of groups that offer disaster assistance
- Know who to contact for re-opening permission when under a curfew
- Take this information home with you!
- Have an offsite or cloud backup of important data

The 3 Keys:
- Don’t Panic
- Be Prepared
- Stay in Touch

- Be flexible when dealing with highly stressed patrons and staff
- Staff are as effected by disasters as our patrons and can be displaced from their homes
- Consider how to handle overdue, destroyed or damaged materials

Plastic trash bags cover computers. Cables and power strips are lifted from the floor.

Plastic sheeting covers shelving. Books have been moved from bottom shelves.

Charging devices for patrons when they have no power at home.

Ceiling damage like this can cause many residents to temporarily lose their housing, especially renters.

Tree damage like this can cause extensive power outages and impassible roads.

Partnersing with storm recovery groups to provide information or a space to meet with the public.

Craven-Pamlico-Carteret Regional Library
New Bern, NC
https://cpcrl.org