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Teresa Frydryk, National Fire Protection Association

Information Services for Fire and Rescue Support in Sweden
Mats Bornstrom, Swedish Rescue Services Agency, Karlstad, Sweden

The Swedish Rescue Services Agency develops standards; supports education and training for fire officials, firefighters, and others through five school system, interactive computer-assisted sessions, and other means; develops and procures equipment for public fire and rescue operations; and supports research. The library resides in the Risk and Environment Department reporting to the Deputy Director and maintains the RIB software on CD-ROM distributed to 1,200 first responder and command units throughout Sweden. RIB provides facts for public protection and risk assessment to support decision making for command and control activities. RIB is composed of eight databases: 1) HazMat, with information on chemical properties; 2) the library catalog with separate databases on publications, legislation, and symbols and clipart; 3) resources; 4) tools; 5) transport and supervision; 6) statistics from fire brigades; 7) full-text training literature; and 9) interactive training programs.

Sense Making and the Information Needs of Urban Firefighters during a Critical Incident
Laura Logan, Safety Engineering Laboratories, Inc.

Examples of critical incidents are fires, explosions, natural disasters, crashes, and terrorist incidences. Strategies for tackling fire fighter stress are either proactive with stress management training and retroactive with debriefing sessions following a critical incident. Previous research with fire fighters show that some lack the ability to identify their knowledge gaps for dealing with post-traumatic stress. Sense making is an analysis used to study the actions and decisions that people make in their every day lives and one used subconsciously and consciously to guide personal decision making. During sense making, when gaps in knowledge are identified, they can be addressed by reflection on personal experience or seeking advice from the experience of others. The micromoment time line interview is one method used in sense making. With this method, subjects recount minute details, moment by moment focusing on what is know at any particular moment, what is not known. The presenter introduced a pending research study utilizing micro moment time line interviews with firefighters experiencing post-traumatic stress.

Modernized Library Services for a Modernised Fire Service? Integrated Personal Development System
Margaret Fuller, The Fire Service College, Moreton-in-Marsh, United Kingdom

Four emergency services work within four different government departments within the United Kingdom. With this structure, inter-agency cooperation is critical. The U.K. government is emphasizing modernization, defined as “changing how we as public servants conduct our

business in the best interests of the citizen.” This emphasis will result in changes to fire brigade activities and the Fire Service College that have not yet been fully determined.

Significant historical actions that has impacted the development of U.K. fire service include 1) The 1940 formation of the National Fire Service, which stated that standard drills be laid down for handling each machine and every piece of gear governed by local fire authorities and required inspection service that involved data collection, and introduced the rank system with crew commanders, watch commanders, etc. 2) The 1947 Fire Services Act, which set up fire authorities, mainly based on county councils, an inspection service, and a new rank systems. 3) The 1970 Holroyd report, which examined fire service activity and structure, recommended more money for fire safety education, ending of joint fire and ambulance responsibility and establishing fire service training school at Moreton-in-Marsh. 4) The 1995 In the Line of Fire report, which placed greater emphasis on fire prevention and maximising operational effectiveness.

The 2002 Bain Report introduces a wider purpose for the fire service: “work of fire service needs to be grounded more firmly in the community, education and partnership programmes have an increasing role to play. A risk-based approach focuses more clearly on saving lives rather than providing fire cover in line with outdated, rigid statutes” (page 35), and for the Fire Service College: “We recommend that the Fire Service College provide the focus for developing new thinking required for the fire service” (page 59) including technical matters and business expertise, research into new ways of delivering service objectives, and defining standards for delivery. The Bain Report also states that the fire service takes on an increased importance to respond to terrorism.

The fire service and Fire Service College is responding to the pending challenges that have emerging as a result of the Bain Report with regards to 1) terrorism response; 2) terrorism and fire safety training; and 3) inter-agency cooperation.

UK has had over 30 years of terrorism, mainly in Northern Ireland. New Dimensions is the emerging action identified to develop strategies to respond to terrorism. Components include regional response, partnerships with other emergency services, joint control centres with other emergency services (police and ambulance), and specialized training for nuclear and biological threats. It is difficult to locate information on specifics with New Dimensions activities. Some possibly useful sites on terrorism that are available include www.ukresilience.info/terrorism.htm -- a government site that lists groups involved with terrorism, www.homeoffice.gov.uk/terrorism/threat/face/index.html -- a public site for people who want to know what to do in the vent of a terrorist event, and www.fire.org.uk/ND/index.htm -- information on New Dimensions provided by the fire service.

For training, the Fire Service College has developed IPDS: Integrated Personal Development System, a framework for life-long career development and expertise at all levels of the Fire Service. Roles are defined using occupational standards to form role maps and individual are assessed against the expectations of their role. For more information, see www.firepod.org.uk/ and the IPDS working group web site -- www.fireservicecollege.ac.uk/IPDS/IPDS-home.htm. Helix is the graphical representation of the training path for each role.

The Fire Service College library supports the New Dimensions and IPDS activities through enhanced information services and distance learning outreach.

Disappearing Government Information: A By-product of Terrorism

Federal and State of Oklahoma Government Information Secrecy and Restrictions in Reaction to the Terrorist Attacks of September 11, 2001.

Barbara Miller, Oklahoma State University Edmon Low Library Government documents

In 1998, EPA was ordered to remove Risk Management Plans from website, in violation of Clean Air Act requirements, in response to FBI concern that information is reaching terrorists.

Following September 11, 2001, President Bush declaration of a national emergency gave the President the authority to control/limit access to government information to ensure national security. Immediately, several sites closed and then reopened within days or months with many documents removed. Among these were the

- Nuclear Regulatory Commission, no longer with data on chemical plants and aerial photos.
- National Archives.
- National Transportation of Radioactive Materials, shut down completely.
- Sites maps and descriptions of all 10 nuclear facilities with plutonium and uranium removed.
- Information on liquefied fuel dangers removed.
- Department of Energy Office of Defense Program page removed from National Nuclear Security Administration site. Public warning information removed.
- National Imaging and Mapping Agency stops selling large scale digital maps on web site and allows no downloading.
- International Nuclear Safety Center removes interactive maps from web site.
- Department of Transportation removed maps of pipelines, risk profiles, and geographic information services.
- Department of Interior, web site shut down in December 2001. Six months later appears with less information, including less information on National Parks, Bureau of Indian Affairs, and Bureau of Land Management.
- Environmental Protection Agency removes direct access to Envirofacts Database. Access now limited to employees and contractors.
- Agency for Toxic Substance and Disease drops report of chemical site security from web site, in direct violation of Freedom of Information Act.
- U.S. Geological Survey removes reports on water resources and USGS asks GPO to recall cd-roms from libraries detailing surface water supplies. With assistance from FBI, this occurs.
- NTIS and Defense Technical Information Center (DTIC) removes 6,600 documents dealing with germ and chemical weapons.
- Department of Commerce withdraws 7,000 documents.

- Department of Energy removes over 9,000 documents from Information Bridge web site.
- ERIC clearinghouse is being condensed from 11 clearinghouses into one. There is uncertainty about what is being kept, dropped, etc.

Also, the White House asks American Society for Microbiology to limit publication of potentially dangerous information in its 11 peer-reviewed journals. Also, requests the removal of Materials and Methods section from its scientific journals.

To keep track of new developments in this area, check,

- the American Library Association Government Roundtable - GODORT . Among the topics covered are the Patriot Act, government security, and archiving and accessing materials removed.
- the ALA Permanent Public Access to Government information Task Force. Among topics are archiving, security, and short vs. long-term removal.
- ALA Washington Office -- www.alawash.org.
- OMB Watch www.ombwatch.org - a citizens' watch group.
- Federation of American Scientists.
- Congressional Research Service report by Genevieve J. Knexo, CRS Report for Congress. Possible Impacts of Major Counter Terrorism, released May 2003.

The Development of a Vital Records Policy - The FESA Experience

Elizabeth Hides, Fire & Emergency Services Authority of Western Australia, Perth

The presenter spoke about the development of FESA, the value of records, responsibilities and risks, vital and critical records, samples, what was learnt. FESA is a Western Australian agency concerned with fire and rescue services, bush fire services, state emergencies, emergency management, volunteer marine safety, unexploded ordnances from past wars, and community safety. A records management program was initiated amongst various local offices with diverse needs and circumstances. The goals of the RM system are to eliminate hybrid systems, apply a standardised consistent approach, support for regional management, assisted with decision making, enhance level of service, and promote compliance to national laws and legislation. The types of records that are kept are those that contains information essential or relevant to decision-making; conveys information which others will need for decision-making affecting their business operations; commits FESA to certain courses of action, allocation of resources, or provision of services; and contains historical or future value. Vital records are those that would be needed to recreate the agency legal and financial position, and those necessary to preserve the rights of an agency, its employees and customers. Critical records are a subset of records that are vital to an agency and needed to perform its primary mission. They contains unique information to assist in continuing or re-establishing operations. The FESA RM program identified, defined, and reviewed storage and location, custodian responsibilities, retention periods, security classes, and level of compliance for vital and critical records and fire investigations across Western Australia. The program increased accountability of government officials, promoted education on records management, improved risk management capabilities, and built empowerment.

The day continued with a tour of the National Cowboy and Western Heritage Museum including a private tour of the research collection and archives. While touring, tornado warning sirens blasted. The group was evacuated into the basement to experience first-hand the facilities' command and control activities for disaster management. A series of tornadoes, coming within eight miles of the Museum, left a path of destruction about 35 miles long and injuring at least 104 people. At least 300 homes were destroyed and 1,200 damaged. At the General Motors Assembly Plant in southeast Oklahoma City, the new paint shop was destroyed. The cowboy museum and inFIRE members remained safe.