This month’s feature article “AI & Implicit Bias: With Great Power Comes Great Responsibility,” provides information professionals with a roadmap for using and applying AI in our legal system. To learn more about this topic, please refer to the chapter “Ethics in the Use of AI” published in *Law Librarianship in the Age of AI,* a new ALA Editions book edited by Ellyssa Kroski and authored by several law librarians. Read the *Shelf Life* review of this book on page 13.

Also, plan to attend the “Legal Ethics in the Use of Artificial Intelligence” program at this year’s AALL Annual Meeting in New Orleans. (Read the program description at bit.ly/AALL20AI.)

According to AALL’s *State of the Profession 2019* report, virtually all law libraries rely on a digital platform to deliver legal research services to patrons. (Purchase your copy of the *State of the Profession* at bit.ly/AALLProfession2019.) So, when we talk about technology in law libraries, our patrons’ ability to access our digital resources 24/7 from anywhere is critical to our ability to serve and perform our jobs.

### Crisis Response and Business Continuity Planning

As I sit in my office in New York City planning for the global COVID-19 pandemic, the number of coronavirus cases in the tri-state area has nearly quadrupled from 49 cases to 186 overnight and the Governor has just deployed the National Guard to the suburb of New Rochelle to set up a containment area. I have been updating the crisis response and business continuity plans for our law library and my law firm, which is comprised of over 1,500 lawyers and support staff globally. Our law library (Knowledge Management Services) must ensure that, as we anticipate working remotely for an extended period of time (some of us in self-quarantine), my team of professionals and I can continue to provide research, instruction, intranet, circulation, and KM services to our lawyers, and that our digital platform of legal research tools is accessible via remote access to our firm network.

Does your law library have a comprehensive crisis response and business continuity plan in place? Can your staff provide services to patrons remotely for an extended period of time? Is your technology platform robust enough to allow all users to access your platform remotely, simultaneously? If the answer to any of these questions is “no,” you are making your law library, your institution, and your patrons vulnerable to a disruption in the critical services you provide.
So, What Can You Do to Assure Continuous Service to Library Patrons?

If you don’t have a crisis response and business continuity plan, sit down with your staff and create one. If you have one but have not reviewed it in the past year, please pull it out and review and revise it as necessary. Consider these thoughts and questions as you do so.

- Consider a table-top exercise to walk through various scenarios so you can prepare for different types of disruptions.
- Allow your staff to work from home at least once a quarter so that they can get comfortable working remotely and can identify potential issues.
- Do you have a list of key personnel with their contact information?
- Have you created a vendor contact list for your critical vendors?
- Do you have remote access to a password management system for your staff and your patrons?
- Do you have access to video conferencing so that you can continue to conduct staff meetings with your team and triage work?
- Have you developed a communications plan to keep your staff and your patrons apprised of disruptions?
- Do you have a disaster recovery site, also known as a backup site (this is a place that your organization can temporarily relocate to) following a security breach or natural disaster that includes the ability to fail safe over to a redundant network comprised of all the research services and other software your patrons would need to continue to work effectively?

Helpful Resources

Below are helpful resources that can aid you and your staff in preparing for any disruption, including the COVID-19 pandemic, which most of our communities are facing.

- “Disaster Planning in an Hour,” 2017 AALL Annual Meeting program bit.ly/AM17disaster
- “We Made it Through! Before, During, and After the Disaster Hits: Improving the Disaster Plan After the Event,” 2019 AALL Annual Meeting program bit.ly/AM18disasterplan

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