

CONTINUITY PLAN - FRONT

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Services are provided: Monday through Friday from 9am to 5pm.)

Troubleshooting online access/proxy issues:

Andrew

Troubleshooting network issues:

Steven

Document Delivery (Borrow):

Madison

Document Delivery (Lending):

Christina

For extended closures:

Log into DOCLINE and update lending "Out of Office."

(<https://nlnm.gov/ndco/guides/docline-temporary-deactivation-instructions>)

Monitor all messages that come through LibAnswers portal (room reservations, Ask Us, purchase request).

Access to Library's Print Collection:

In the event that the Internet is compromised, patient care personnel can access the Library's print collection by contacting Health System Security. All core textbooks and reference materials are located in the lobby on the far wall in call number order.

EMERGENCY RESPONSE COORDINATOR

Emergency Response Responsibilities

- Notify Tier 1 contacts
- Notify Tier 2 contacts
- Notify Service Continuity Team
- Update service desk voicemail
- Email updates to all team members, as needed
- Notify closings@hometown.gov with any schedule changes
- Update Web site Emergency Information banner
- Participate in Incident Management Team calls
- Monitor VEOC (Virtual Emergency Operations Center)
- Monitor library email
- Coordinate Family Assistance Center activation, if needed
- Coordinate with Accommodations Team, if needed (Library must be closed into the following day)
- Conduct after-action reviews
- Coordinate/conduct table top exercises
- Ensure continual improvement by facilitating after action reviews

Preparedness Responsibilities

- Library liaison to the Health System Emergency Management Workgroup
- Conduct bi-annual table-top exercises with managers' group

OPERATIONS CONTACTS

Tier 1: Operations

- Director: Sara
- Associate Director: Richard M.
- Administration Manager: Phillip

Tier 2: Managers

- Public Services: Joan
- IT: Christopher
- Historical Collections: Brenda
- Collections: Richard V.
- Service Desk Manager: Craig

SAMHSA Disaster Distress Helpline

- <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- Call 1-800-985-5990 (press "2" for Spanish bilingual support)
- Text TalkWithUs to 66746

Library Leadership Transition

If the Library Director is unable to perform duties, responsibility is assigned to: Richard M.

COMMUNICATIONS PLAN

Service Desk Voicemail

Change the library's voicemail message by dialing 111-222-3333. Passcode: 123123. Select 1 to change mailbox options and select 3 to change no answer greeting. Recorded message should provide status information.

VEOC (Virtual Emergency Operations Center)

Communicate any changes to regular hours on the Incident Management tool.

Health System Incident Management Team

Emergency Coordinator participates in all IMT calls.

Local Command Board

Relay closing information to closings@localcommandboard.gov.

Website Emergency Information Banner

When changes are made to regular hours, activate the Web site emergency information banner with status information.

Communications with the Media

The library director, or designee, is the only person authorized to speak to the media. Information must first be cleared by the Media Office.

CONTINUITY PLAN - BACK

RESOURCES CONTACTS

Preservationist:

Facilities Management: Debra, 555-2346

Environmental Health & Safety: Nathan, 555-7643

Housekeeping: Raymond, 555-5653

Print Journals: 800-555-4604

Books: 800-555-6425 ext 114

Newspapers: National Paper (800-555-7625);
Local Paper (555-7201)

HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY

HISTORICAL COLLECTIONS RESCUE LIST BY PRIORITY (cont.)

Paper personnel files are located:
In the beige filing cabinets in Room
232.

ADMINISTRATION FILES

RELOCATION STRATEGY

(Temporary service site will be determined
based on availability)

Resources

Store or relocate to temporary service site the
following resources:

Historical Collections: Store

Print Journals: Store

General Collection of Books: Store

Core Textbooks: Relocate

Reference Collection: Relocate

Library Computers: Relocate 3, store others

Library Records: Relocate

Team Members

Relocate team members listed below to
temporary service site. All other team
members will be assigned to work from home
or will be on leave.

- Library Director
- Assoc. Dir. Collections & Library Services
- Assoc. Dir. Knowledge Integration Research & Tech.
- Medical Education Librarian
- School of Nursing Librarian
- Administrative Services Manager
- Hospital & Community Services Librarian
- IT Director
- Collections Librarian
- Research & Data Services Manager
- Service Desk Manager
- Service Desk Team

For assistance or additional information,
please contact: Sara, 555-6441

SELECTIVE LIST OF RESPONSE PROCEDURES

TORNADO

- Watch: monitor weather reporting stations online and via the weather radio.
- Warning: announce via intercom that a warning has posted. Instruct everyone to move away from windows.

POWER OUTAGE: If the power is off at any time for longer than 15 minutes, or if it is dark outside when the power goes off, initiate closing procedures. Check elevators to see if anyone is stranded. Check areas of the library for patrons who may need help.

MEDICAL EMERGENCY

- Call 911. Announce on the intercom that medical assistance is needed in the [state location].
- AED Location: 2nd floor lobby.

FIRE/SMOKE

- Call 911. Pull fire alarm (near exit) if necessary.
- Fire extinguisher: hallway near staff mailboxes

SHELTER IN PLACE: staff lounge

EARTHQUAKE: DROP, COVER, and HOLD ON. Do not evacuate the library until shaking has stopped and there are no dangers (downed power lines, broken gas lines, etc.).

BOMB THREAT: Get as much information as possible, such as location of device, when it will go off, what it looks like, why it was placed, etc. Listen for environmental clues as to location of caller. Call 911 and follow instructions.

SHOOTER: Take cover.

HAZMAT INCIDENT: Follow instructions from emergency officials

REQUEST FOR CONFIDENTIAL INFORMATION

- Inquiry: Contact supervisor
- Subpoena: Contact supervisor
- Search Warrant: Provide access and contact supervisor
- Request for Access to Library Computers: Contact IT Director

EVACUATION

- Primary site: Outside plaza.
- Secondary site: Two blocks away at grocery store parking lot.