

**CONTINUITY PLAN**

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Services are provided:

Mon-Fri 9-5 - if we are short staffed & need to shorten hours, if schools close we will close.

Troubleshooting online access/proxy issues:

Ben

Troubleshooting network issues:

Ben

Document Delivery (borrow):

Christina

Document Delivery (lending):

Christina

For extended closures:

Post on Social Media of closure & remind public of public of online resources. If closed, late fees and due dates will be waived. No one will be sent to Collection Agency.

Access to Library's Print Collection:

If closed, key staff would have access if needed.

**EMERGENCY RESPONSE COORDINATOR**

Emergency Response Responsibilities

1. HR to notify all Employees via text or phone if library is closing or changing hours.
2. Julia to update library voicemail to state we are close or shortening hours.
3. HR will Email/text updates to all employees as needed as information becomes available.
4. Julia to notify radio stations and send press releases for changes/updates or closures.
5. Janet or Julia to update website and facebook w/library hour changes, if closed Ben will activate the emergency website banner.
6. Julia/Mary monitor library email.
7. Mary - notify post office, USP and Fed Ex if we are closing.
8. Christina - notify state to discontinue transits. intoexpress@library.in.gov
9. Jill - send out library changes to teens via Remind and on Teen Scene fb page.
10. Some bookmobile stops could be discontinued as needed while we are still open.
11. In the event the library is closed, Rhonda/Mary will perform essential duties like payroll from home.
12. Jennifer - suspend customers being sent to the Collection Agency.
13. Ron and or Mary - monitor buildings and book returns.

Preparedness Responsibilities

Julia/Mary - Keep staff updated with any information that could be helpful.

As assigned - Put closed signs on doors.

**OPERATIONS CONTACTS**

Tier 1: Operations

- Director - Julia
- Administrator - Mary
- HR - Rhonda and Jennifer
- IT - Ben
- Maintenance - Ron

Tier 2: Managers

- Information Services - Janet
- Circulation - Christina
- Kidz - Lola
- Head of Collection Dev - Monica

Library Leadership Transition

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

Administrator - Mary

**COMMUNICATIONS PLAN**

Library Voicemail  
Change the library's voicemail message. Julia and Mary will have instructions in their packets.

Communicate any changes to regular hours to staff and on website and social media.

All staff will be paid if we close their regular hours.

Send press releases to:  
news@mailman.myclibrary.org

Activate the website emergency information banner with status information if we are closed.

All employees receive emergency folder to take home.