

**Angelo & Jennette Volpe Library (LIBR)
CONTINUITY OF OPERATIONS PLAN**

1.0 Purpose and Applicability

- 1.1 The purpose of this continuity of operations plan (COOP) is to coordinate the response of the Volpe Library (LIBR) at Tennessee Tech University and to define the steps necessary to sustain operations should (LIBR)'s current space or services need to be relocated. The Learning Support division of the Library has their own COOP.
- 1.2 Tennessee Tech University and (LIBR) will respond appropriately to a variety of disasters and provide information to the Emergency Operations Center as necessary in order to temporarily establish a work environment for the (LIBR) to continue operations.

2.0 Definitions

- 2.1 **Incident Commander (IC)** is the designated Tennessee Tech University official responsible for the implementation of the emergency response plan and has overall responsibility in emergency response.
- 2.2 **Emergency Operations Center (EOC)** is the physical location at which the coordination of information and resources to support incident management activities normally takes place.

3.0 Critical Business Functions, Roles and Responsibilities

3.1 COOP Employee Listing:

Name	Title	Phone	Email
Doug Bates	Dean of Library and Learning Assistance	931-372-3884 (w) 931-316-2532 (c)	dbates@tntech.edu batesd57@gmail.com
Stephanie Adams	Electronic Resources Librarian	931-372-3545 (w) 919-360-5047 (c)	sjadams@tntech.edu sjadams@alumni.unc.edu
Sharon Buckner	Financial Associate	931-372-3409 (w) 931-839-3511 (h) 931-854-6828 (c)	sbuckner@tntech.edu
April Crockett	Web Development Manager	931-372-6099 (w) 931-267-7538 (c)	acrockett@tntech.edu aprilcrockett@gmail.com
Sharon Holderman	Coordinator of Public Services	931-372-3822 (w) 931-854-5348 (c)	sholderman@tntech.edu holderman1325@gmail.com
Stuart Gaetjens	Coordinator of Technical Services	931-372-6110 (w) 931-841-4108 (c)	sgaetjens@tntech.edu
Regina Lee	Building Coordinator	931-372-6105 (w) 931-265-6239 (c)	rlee@tntech.edu regina.lee.librarian@gmail.com
Janet Whiteaker	Coordinator of Learning Support	931-372-3456 (w) 931-261-8938 (c)	jwhiteaker@tntech.edu jfwhiteaker@icloud.com
John Woodard	IT Associate 9 (ITS Academic Client Technologies)	931-372-3984 (w) 931-319-5790 (c)	jwoodard@tntech.edu

3.2 Employee’s title, in reporting order:

Title	Responsibilities
Dean of Library and Learning Assistance	Coordinates overall response to the emergency/disaster; acquires adequate funding for emergency operations; updates orders of succession and delegations of authority
Coordinator of Public Services	Ensures that public services maintain operations in the event of an emergency/disaster; assumes overall responsibility in the absence of the Dean
Coordinator of Technical Services	Maintains access to library purchased information products; assumes overall responsibility in the absence of the Dean and Coordinator of Public Services
Financial Associate	Assists in coordinating the overall response to the emergency/disaster; updates telephone rosters
Building Coordinator	Responsible for the building during an emergency/disaster; maintains Disaster Plan for library; updates COOP annually; organizes COOP training
Web Development	Maintains access to all information and services available through the library website, social media
Electronic Resources Librarian	Assists Coordinator of Technical Services in maintaining access to the library purchased information products
Coordinator of Learning Support	Assists, as needed, with response to emergency/disaster
IT Associate – ITS Academic Client Technologies	Maintains all computer technologies for Library staff and users

3.3 Department Critical Business Functions:

3.3.1 Maintain Access to Electronic Collections

Priority: **High** **Medium** **Low**

Employee in charge: Stuart Gaetjens

Timeframe or Deadline: ASAP

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): April Crockett, Stephanie Adams

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Stuart Gaetjens, Sharon Holderman

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students and Faculty

Brief description of procedures to complete function:

Essential employees have contact information for all vendors should there be any interruption in access to electronic collections the library pays for or subscribes to. Contact will be established with appropriate vendors, as needed.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library's website and social media.

Short Disruption – Same procedures as described above

Total Loss - Same procedures as described above

Notes:

3.3.2 Provide Study Space

Priority: **High** **Medium** **Low**

Employee in charge: Sharon Holderman

Timeframe or Deadline: ASAP

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): Rose Black, Charlene McClain, Sharon Holderman

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Doug Bates

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students and Faculty

Brief description of procedures to complete function:

To continue providing study space in the event of a disruption, the library must have a functioning physical space that is available and accessible to all patrons. This will include space with seating and table/desk surfaces. Ideally this space will include access to the wireless network and computers.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library's website and social media.

Short Disruption – Find an alternate space to best substitute for tables, chairs, study rooms, wireless network, and computers. Try to use as much existing functions as possible like study room reservation website, laptops for checkout, and possibly existing furniture that is relocated to alternate space.

Total Loss – Loss of all study space suggests loss of entire building, and an entire building solution will resolve loss of study space issues. On-campus space is preferred.

Notes:

3.3.3 Provide Interlibrary Loan Services (ILL)

Priority: High Medium Low

Employee in charge: Sonya Bowman

Timeframe or Deadline: ASAP

Money lost (or fines imposed) **if not done:** N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): Sonya Bowman

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Doug Bates, April Crockett, Stuart Gaetjens, Sharon Holderman

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students, Faculty, and Staff

Brief description of procedures to complete function:

To continue providing ILL in the event of a disruption, the ILL staff must have a physical space, access to sending and receiving mail items, and a computer with internet and specific software to continue processing both ILL lending requests (sending our materials to other libraries) and borrowing requests (getting materials from other libraries for our patrons). Additional needs for processing ILL lending requests are access to the TTU library collection. Additional needs for processing ILL borrowing requests are a public access area so patrons can pick up physical items. Borrowing is a priority over lending if both functions cannot be maintained.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library’s website and social media.

Short Disruption – Same procedures as described above

Total Loss – Same procedures as described above

Notes:

3.3.4 Provide Tutoring & Class+ Services

Priority: High Medium Low

Employee in charge: Lydia Kendall

Timeframe or Deadline: ASAP

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): Lydia Kendall, Brittany Lafever, Graduate Assistant, and student workers

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Sharon Holderman

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students

Brief description of procedures to complete function:

To continue providing instruction in the event of a disruption, the library can continue to provide tutoring in alternate locations across campus.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library's website and social media.

Short Disruption – Same procedures as described above

Total Loss – Same procedures as described above

Notes:

3.3.5 Maintain Access to Physical Collections

Priority: High Medium Low

Employee in charge: Stuart Gaetjens, Sharon Holderman

Timeframe or Deadline:

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): Megan Atkinson, Rose Black, Jennifer Dewar, Charlene McClain, and student workers

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Doug Bates, Sharon Holderman, and Stuart Gaetjens

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students, Faculty, and Staff

Brief description of procedures to complete function:

Library books, journals, and other tangible items are used by primarily students. Most can be replaced, as needed. Interlibrary loan can also be used to get needed materials here for use.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library’s website and social media.

Short Disruption – Short Disruption: if the collections are still usable and accessible, the library needs an alternate physical location for patrons to check items out and return them when finished. We can also offer a delivery service to all patrons instead of only faculty and staff.

Total Loss – Loss of Everything: Loss of all collections suggests loss of entire library building, and an entire building solution must be implemented to create space for a new collection. However, in the interim the library could purchase books “on demand” for patrons and rush the processing to make them available in a few days.

Notes:

3.3.6 Provide Library Instruction Services

Priority: High Medium Low

Employee in charge: Sharon Holderman

Timeframe or Deadline:

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): David Hajdik, Sharon Holderman, Ann Manginelli, Holly Mills

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Doug Bates

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students and Faculty

Brief description of procedures to complete function:

To continue providing instruction in the event of a disruption, the library can teach sessions in the course's classroom or an alternate location, preferably with wireless to use the library's laptop carts.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library's website and social media.

Short Disruption – Same procedures as described above

Total Loss – Same procedures as described above

Notes:

3.3.7 *Provide Research Services*

Priority: **High** **Medium** **Low**

Employee in charge: Sharon Holderman

Timeframe or Deadline:

Money lost (or fines imposed) if not done: N/A

WHO PERFORMS THIS FUNCTION?

Employee(s): Rose Black, David Hajdik, Sharon Holderman, Charlene McClain, Ann Manginelli, and Holly Mills

WHO PROVIDES THE INPUT TO THOSE WHO PERFORM THE FUNCTION?

Employee(s): Doug Bates

WHO USES THE OUTPUT FROM THIS FUNCTION?

Employee(s): TTU Students and Faculty

Brief description of procedures to complete function:

Continue providing research services in the event of a disruption, the library needs an alternate location to hold consultations available by appointment with a librarian. The space needs to have a computer with internet access.

Updates for the temporary solutions would be posted to *Tech Times*, as well as the Library's website and social media.

Short Disruption – Same procedures as described above

Total Loss – Same procedures as described above

Notes:

4.0 Continuity of Authority

- 4.1 Departmental Organization Chart: See Appendix A (attached)
- 4.2 Succession:
 - 1. Dean of the Library & Learning Assistance Doug Bates
 - 2. Coordinator of Public Services Sharon Holderman
 - 3. Coordinator of Technical Services Stuart Gaetjens
- 4.3 Administrative authority including limits: Provost/VP for Academic Affairs

5.0 Volpe Library Response and Recovery Procedures

5.1 Volpe Library Response. LIBR staff member phone numbers are maintained by the Library’s Administrative Office, room 214 by the Library Secretary and updated as necessary. The phone list includes names, office numbers, mobile phone, home phone and email address.

See Appendix B (attached).

The list is maintained on the desktop of LIBR214.tntech.edu computer in the (LIBR) Continuity of Operations folder. Hard copies of the COOP are located LIBR room 214 on top of the filing cabinets (room 219), and in LIBR 141 on the cabinets between the two outside windows. An electronic copies are on the Library Employees’ intranet page and at the Building Coordinator’s home in a green safe. *Emergency Instructions Quick Reference Card* posted in various locations in public areas, in LIBR room 214 on the bookcase and room 141 next to the light switch near the door. The names and contact information shall be sent to the Environmental Health and Safety office whenever updated.

Volpe Library Recovery. The library has a plan for recovering materials damaged by a disaster. Procedures for recovery are located in the *Disaster Plan – Volpe Library*. Each library employee received a copy of this. Updating the *Disaster Plan* is in process.

5.2 Vital Office Records.

See Appendix C (attached)

5.3 Department Files.

See Appendices C (attached)

5.4 External Resources.

Product/Service	Supplier/Provider	Contact Info.
Alma and Primo - Library Management System	Ex Libris	Ask Doug Bates or April Crockett

Bibliographic, database, Illiad interlibrary loan/doc delivery services, CONTENTdm	OCLC	800-848-5878
Get It Now (for Interlibrary Loan)	Copyright Clearance Center	978-646-2800
Grades First (for Tutoring)	GradesFirst	Gradesfirst.com/support
D!Bs (for reserving study rooms)	Evanced Solutions	317-352-2188
RefWorks	ProQuest Inc.	800-889-3358
Mail delivery services	TTU Mail Services	931-372-3282
Mail	USPS	Usps.gov 1-800-275-8777
Package deliveries	FedEx	FedEx.com 1-800-463-3339
Package deliveries	UPS	Ups.com 1-800-742-5877

5.5 Telecommunications / Network Needs.

Network connection is essential to continue nearly all of the library’s functions.

5.6 Recovery Location

The locations should be sent to the Environmental Health and Safety office whenever updated.

A. Primary Location: Volpe Library (if not a total loss)

Building Coordinator: Regina Lee

Phone: 931-265-6239 (cell)

Alt. Phone: 931-372-6105

Email: rlee@tntech.edu

Directions to primary location: 1100 N. Peachtree Ave. Cookeville

B. Secondary Location for students: University Center

Memorandum of Understanding (MOU): No (Not required for TTU owned property)

Building Coordinator: Katherine Williams

Phone: 3123

Alt. Phone:

Email: kwilliams

Directions to secondary location: 1000 N. Dixie Ave., Cookeville

Business functions to be performed at alternate location:

Physical space (tables and chairs) for students and employees to work with network connection

Employees who should go to alternate location: Those who directly provide services to students

C. Secondary Location for students: Hooper Eblen Center (Not required for TTU owned property)

Memorandum of Understanding (MOU): No

Building Coordinator: Matthew Dexter

Phone: 3945

Alt. Phone:

Email: mmdexter

Directions to secondary location: 1100 McGee Blvd., Cookeville

Business functions to be performed at alternate location:

Physical space for students and employees to work

Employees who should go to alternate location: Those who directly provide services to students

Notes:

D. Secondary Location for Employees: Clement Hall – computer lab

Memorandum of Understanding (MOU): No (Not required for TTU owned property)

Building Coordinator: Joel Seber

Phone: 3734

Alt. Phone:

Email: jlseber

Directions to secondary location: 1010 N. Peachtree Ave., Cookeville

Business functions to be performed at alternate location:

Physical space (tables and chairs) with computers for employees to work with network connection

Employees who should go to alternate location: All who primarily need computers and space

Notes:

E. Secondary Location for Students & Employees: Foundation Hall

Memorandum of Understanding (MOU): No (Not required for TTU owned property)

Building Coordinator: Elizabeth Clemens

Phone: 3234

Alt. Phone:

Email: eclemens

Directions to secondary location: 242 E. 10th St., Cookeville

Business functions to be performed at alternate location:

Physical space (tables and chairs) with computers for employees to work with network connection, and students to work and study

Employees who should go to alternate location: All who primarily need computers and space

Notes:

F. Secondary Location for Employees: W. Clyde Hyder – Tommy Burks Agricultural Pavilion

Memorandum of Understanding (MOU): No (Not required for TTU owned property)

Building Coordinator: Rusty Chilcutt

Phone: 931-372-6967

Alt. Phone:

Email: rchilcutt@tntech.edu

Directions to secondary location: 2390 Gainesboro Grade, Cookeville TN

Business functions to be performed at alternate location:

Physical space (tables and chairs) for employees to work, with network connection

Employees who should go to alternate location: All who primarily need space to work (tables and chairs)

Notes:

5.7 Supplies

Supplies for minor disasters are located in room 203. The building coordinator has an inventory list of all supplies.

5.8 Key Contacts

See Table 3.1

5.9 Computer Software and Equipment

A network connection is crucial to the library continuing to provide resources and services to students, faculty, and staff.

6.0 Key References and Resources

- Appendix A. Library Organizational Chart
 - Appendix B. Volpe Library Phone Directory (names, phone numbers, office, email)
 - Appendix C. Important Documents List (Computer Files and Hard Copy) – This appendix is not going to be accurate within a couple months, as the library computers and way we store documents is undergoing major changes. John Woodard will supply a list and tree of all library
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computers by next fall. Appendix C (4/24/18) is currently stored by Regina Lee, with John Woodard having an electronic copy.

- *Disaster Preparedness and Recovery Plan* (aka *Volpe Library – Disaster Plan*) – red notebook that all employees have in their office.