

New Mexico State University
All Hazards - Continuity of Operations Plan (COOP)
 (Template available at <http://safety.nmsu.edu>)

Instructions: To be better prepared, all NMSU departments and units may use this form to complete a Continuity of Operations Plan (COOP) - to describe how your department will operate during an emergency and recover afterwards to be fully operational. This is your Plan; feel free to augment this template to meet your needs. For guidance and more information, see the NMSU Emergency Management Planning website at <http://www.nmsu.edu/~safety/emergency.htm> or contact Katrina Doolittle, Environmental Health & Safety Director at 646-3327, kadoolit@nmsu.edu .

Department/Unit	University Library		
	Developer		Date Plan Updated
Plan Development	Norice Lee, Head of Access Services		12/15/2009
Head of Operations	Name	Phone Number	Alt Phone Number
	Dr. Elizabeth Titus, Library Dean	646-1508	646-3102
Email address	etitus@lib.nmsu.edu		

A: Background Information for Emergency Planning

No one can predict when an emergency might happen or how severe it will be. It is prudent to plan for one, especially since these plans can be applied to any major emergency that could threaten the health and safety of the campus community or disrupt University programs and essential operations. This plan should address any kind of emergency that is severe enough to impact the NMSU community including an infectious disease epidemic, severe weather events, fires or explosions, hazardous materials releases, extended utility outages, floods, terrorism or mass casualty events.

In the event of an emergency, NMSU will have four objectives:

- Protect life and health
- Safeguard our critical infrastructure (support, facilities and operations)
- Continue functions essential to university operations
- Resume normal teaching, research and service operations as soon as possible

B: Your Department's Objectives

Considering your department's unique mission, describe your teaching, research and service objectives:

The New Mexico State University Library supports and enhances the teaching, research, and outreach missions of the University through leadership in four specific areas:

1. Selecting, presenting, enhancing, and preserving information resources for current and future researchers;
2. Providing high-quality services and tools to facilitate information access and use;
3. Providing physical and virtual environments that foster academic community and encourage intellectual inquiry and exchange;
4. Providing and sustaining teaching initiatives to support information literacy and lifelong learning.

In keeping with the University's land-grant mission, the Library supports the information needs of New Mexicans through such activities as providing direct access to research collections and participating in state-wide resource sharing consortia. *Note: Additional information is available at the Library departmental level.*

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C: More Information Regarding Your Department

Please note below information for your department's contact.

	Name	Phone Number	email
COOP Contacts	David Baldwin, Library Associate Dean	646-3279	dbaldwin@nmsu.edu
Dept. locations	Branson and Zuhl Libraries		

Please indicate below the principle nature of your department's operations (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> Instruction | <input type="checkbox"/> Student life support |
| <input type="checkbox"/> Laboratory research | <input checked="" type="checkbox"/> Research support |
| <input type="checkbox"/> Other research | <input type="checkbox"/> Facilities support |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Other (describe): _____ |

D: Emergency Communication Systems

All NMSU employees are responsible for keeping informed of emergencies by monitoring news media reports, NMSU's web home page, by calling the NMSU Emergency Hotline (505-646-1000), email and phone alert messages. To rapidly communicate with your employees in an emergency, we encourage all departments to prepare and maintain a call tree.

Note below the system(s) you will use to contact your employees in an emergency. Departments should identify multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Phone | <input checked="" type="checkbox"/> Email | <input type="checkbox"/> Text messaging |
| <input type="checkbox"/> Call tree | <input checked="" type="checkbox"/> Departmental web site | <input type="checkbox"/> Pager |
| <input type="checkbox"/> Instant messaging | <input type="checkbox"/> Other (describe): _____ | |

E: Emergency Access to Information and Systems

If access to your department's information and systems is essential in an emergency, describe your emergency access plan below. This may include remote access (or authorization to allow remote access), contacting IT support, Blackboard, off-site data backup, backup files on flash drives, hard copies, Blackberry/Treo or use of alternate email systems (e.g., Yahoo). Identify what critical data and records are backed up, whether the back up is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data. Describe how your department will respond to the destruction of critical data. List essential functions that will need to have remote access to systems and individual's authorized to perform temporary but critical "work from home".

- Email, web, and catalog servers are maintained and backed up by ICT. In the event of an emergency, ICT and third party service providers would be contacted as soon as possible in order to restore lost or destroyed data.
- Library Deans and Department Heads would identify individuals needing access to information and systems for the short- and long-term continuity of operations. Access to the Virtual Private Network (VPN) and LAN server data would be made available as appropriate. Library staff would be provided with remote access to LAN drives as needed. User access to collections and services would be made available to library users at appropriate levels, based upon the situation.
- Critical files/records to consider include the integrated library system (i.e. cataloging records, patron records), the electronic resource management system (ERMS), electronic resources and

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- digital archives,) and others created or maintained for services or operations (i.e. interlibrary loan/document delivery; reserves; donor records, deeds of gifts, endowment originals, human resources, budgetary/fiscal records).
- In preparation for an emergency, provide for the safe storage of servers and inform library staff of effective procedures to backup critical personal data. Simulate a failure to ensure that data can either be restored from backups or through external vendors such as OCLC and Serials Solutions.

F: Your Department's Essential Functions

Below list your department's functions that are essential to operational continuity and/or recovery. Identify the position title which is responsible for each essential function.

Identify primary personnel and alternate personnel and make sure that alternates are sufficiently cross-trained to assume responsibilities.

Essential Function:	Library Administration: Dr. Elizabeth Titus, Library Dean; David Baldwin, Library Associate Dean		
Essential Position Titles:	Administrative Support		
	Primary	Alternate	Second Alternate
People Responsible	Leticia Phetteplace (Human Resources)	Lorena Ramos	Veronica Gomez & Annette Esqueda
Phone Numbers	646-1808	646-3102	646-4635; 646-1508
Essential Function:	Budget/Fiscal Management; Fundraising/Donor Relations		
Essential Position Title:	Business Manager		
	Primary	Alternate	Second Alternate
People Responsible	Barbara Hart; Kristina Martinez	David Baldwin	
Phone Numbers	646-6194; 646-3642	646-3279	
Essential Function:	Systems Department		
Essential Position Title:	Department Head		
	Primary	Alternate	Second Alternate
People Responsible	Carol Boyse	Chris Landt	Teresa Roberts
Phone Numbers	646-6421	646-6923	646-4803
Essential Function:	Access Services Department		
Essential Position Title:	Department Head; Building Monitor for Branson and Zuhl Libraries		
	Primary	Alternate	Second Alternate
People Responsible	Norice Lee	Mary Chavarria	Kimberly Miller
Phone Numbers	646-5091; cell 650-0195	646-1860	646-4441
Essential Function:	Archives & Special Collections Department		

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Essential Position Title:	Department Head		
	Primary	Alternate	Second Alternate
People Responsible	Steve Hussman	David Baldwin	
Phone Numbers	646-4756	646-3279	

Essential Function:	Technical Services Department		
Essential Position Title:	Department Head		
	Primary	Alternate	Second Alternate
People Responsible	Ellen Bosman	Tracey Thompson	Liz Miller
Phone Numbers	646-1723	646-8093	646-7490

Essential Function:	Reference & Research Services Department		
Essential Position Title:	Department Head		
	Primary	Alternate	Second Alternate
People Responsible	Cindy Pierard	Susan Beck	Theresa Westbrook
Phone Numbers	646-7010	646-6171	646-3079

Sections F and G contain the list of your department's key personnel and leaders - those responsible for the above essential functions. The Head of Operations and each primary person listed in an essential position are your department's primary **Essential Personnel**. In an emergency, essential personnel are expected to report to work unless directed by supervisor or public safety authorities not to report for health and safety reasons.

G: Your Department's Leadership Succession

List the people who can make operational decisions if the head of your department or unit is absent.

	Name	Phone Number	Alt Phone Number
Head of Operations	Dean Titus	646-1508	646-3102
First Successor	David Baldwin	646-3279	646-4635
Second Successor	Norice Lee (Building Monitor)	646-5091	Cell 650-0195
Third Successor	Carol Boyse	646-6421	646-6923

H: Key Internal (Within NMSU) Dependencies

All NMSU departments rely on ICT, Payroll, Purchasing, Business & Finance, Fire and Police, Human Resources and Office of Facilities & Services. List below the other products and services upon which your department depends and the internal NMSU departments or units that provide them.

Dependency (product or service) :	Gifts: final signatory, support, records-retention
Provider (NMSU department):	NMSU Foundation Office
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	

I: Key External Dependencies

List below the products, services, suppliers and providers upon which your department depends. We recommend that you encourage them to prepare continuity of operations plan.

Dependency (product or service) :	Integrated Library System	
	Primary	Alternate
Supplier/Provider	Ex Libris	
Phone Numbers	1-800-762-6300	
Dependency (product or service) :	Bibliographic, database, interlibrary loan/doc-del services	
	Primary	Alternate
Supplier/Provider	OCLC	
Phone Numbers	1-800-848-5800	

Dependency (product or service) :	Database, journal, and other library service provider/product vendors	
	Primary	Alternate
	Supplier/Provider	Miscellaneous, i.e. Serials Solutions, DocuTek, Lason, Xerox, Improve Group, Demco, Gaylord, DLSG (scanners), 3M
Phone Numbers	Available in multiple locations, i.e. web, spreadsheets, databases	
Dependency (product or service) :	Mail delivery services	
	Primary	Alternate
	Supplier/Provider	USPS, UPS, FedEx
Phone Numbers	Available in multiple locations	

J: Mitigation Strategies

Considering your objectives, dependencies and essential functions, describe below the steps you can take now to minimize the impact of various types of crises on your operations. For example, you may wish to **stock up on your critical supplies and develop contingency work-at-home procedures**. This may be the most important step of your emergency planning process. Formulation of your mitigation strategies may require reevaluation of your objectives and functions.

In order to be crisis-prepared, continue to administratively review the Library's safety, security, and operational policies and procedures on a regular basis. Develop or revise any needed documents, protocols, or training deemed necessary to help ensure an effective response to/recovery from a wide variety of emergency scenarios that could potentially impact our facilities, resources, services, library users and staff.

K: Exercising Your Plan & Informing Your Staff

Share your completed Plan with your staff. Hold exercises to test the Plan and maintain awareness. Note below the type of exercises you will use and their scheduled dates.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Staff orientation meeting
<input type="checkbox"/> Call tree drill
<input type="checkbox"/> Tabletop exercise
<input type="checkbox"/> Interdepartmental exercise
<input type="checkbox"/> Other drill (describe): _____ | <input checked="" type="checkbox"/> Emergency communication test
<input type="checkbox"/> Off site information access test
<input type="checkbox"/> Unscheduled work at home day
<input checked="" type="checkbox"/> Emergency assembly drill |
|--|--|

Exercise Dates
Spring 2010
Staff Distribution Date
Spring 2010

L: Recovery

Describe your plan to fully resume operations as soon as possible after the crisis has passed. Identify and address resumption/scheduling of normal activities and services, work backlog, resupply of inventories, absenteeism, the use of earned time off, and emotional needs.

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M: Special Considerations for Your Department

Describe here any additional or unique considerations that your department may face in an emergency.

Special considerations include:

- The extent and value of our physical collections: 1.7 million volumes, including extremely rare and delicate archival materials and special collections. Exposure to moisture, heat, and other elements can quickly damage library materials and destroy entire collections
- The massive size of our facilities
- Our extended hours of operation at night and on the weekends
- The high volume of library users and significant traffic flow in and out of our facilities

N: For Events Impacting the Region consider Home Emergency Planning for Individuals and Families

Employees, students and their families should plan for any type of emergency that could impact them in their home, apartment or residence hall. Don’t wait—an emergency can occur at any time. Past experience has taught us that employees may not show up for work if they are concerned for the safety and security of their families. We recommend that your employees receive the following information, available on the HHS Pandemic website at <http://www.pandemicflu.gov/health and the Ready.gov> web link.

- X Guide for Individuals and Families X Emergency Contacts Form
 Family Health Information Sheet
X Planning Checklist for Individuals and Families

O: COOP Submission

Thank you for completing your department’s All Hazards Continuity of Operations Plan (COOP). Please submit this Plan to your Dean or Vice President for approval and identification of essential positions within your department/unit.

Dean/VP name: Dr. Elizabeth Titus	Title: Library Dean
Dean/VP signature:	Date submitted:

Send an electronic copy of this CoOP to kadoolit@nmsu.edu