

TTUHSC Libraries Contingency Plan
Internet and Email Outage

TTUHSC Library Staff

1. Circulation staff and Reference Librarians at each campus will provide patrons with a print list/flyers with alternative ways of obtaining information.
2. Systems (Paul Landers) will post a message regarding the Internet outage on the proxy server log-on page and RSS feeds (if accessible). Facebook and Twitter administrators (off campus) will post messages to the TTUHSC Libraries Facebook and Twitter pages.
3. An Interlibrary Loan representative (Peggy Edwards or David Cox) will contact the Regional Medical Library (RML) to ask if it can post messages to the MEDLIB-L, DOCLINE-L, and NN/LM SCR listservs to let national and regional libraries know that the TTUHSC Libraries' DOCLINE is down. The phone number for the South Central Region RML is (713) 799-7880.
4. Interlibrary Loan staff on each campus will contact contracts to inform them of any outstanding ILL requests that may be affected by the Internet outage. Interlibrary Loan staff on each campus will also contact patrons with Rush article requests to inform them of the Internet outage.
5. Associate Directors at each campus will contact local libraries in their areas to notify them of our loss of Internet and to ask permission for TTUHSC students/faculty to come to their libraries for information.
6. The Senior Director of Public Services (Stephanie Shippey) will contact the schools at the Abilene, Dallas, Highland Lakes, and Marble Falls campuses to let them know that they can either phone or contact the libraryttuhsc@gmail.com email account for reference assistance.
7. Library staff is encouraged to utilize smartphones, iPhones, or iPads to access information resources.
8. Acquisitions (Amy Faltinek) can provide vendor contact information for obtaining articles from online journals for which the TTUHSC Libraries has paid access.