

Library Service Continuity Plan – **Library Staff:**

Building Open/Online Services Unavailable

Department	Plan
Administration	<p>Library staff is encouraged to utilize smartphones, personal Wi-Fi hotspots, or iPads to access information resources. Staff may be able to set their smartphones to print to local printers.</p> <p>Several of the campus libraries have “fail safe” phones that work when the Internet is down:                      Amarillo 806-414-9964                      Lubbock 806-743-2200 (Circ); 806-743-2213 (LRC); 806-743-2203 (Admin)                      Odessa 432-703-5033</p>
Acquisitions	Acquisitions (Amy Faltinek) can provide vendor contact information for obtaining articles from online journals for which the TTUHSC Libraries has paid access.
Circulation/Reference	Circulation staff and Reference Librarians at each campus will provide patrons with a print list with alternative ways of obtaining information. Circulation can check out books manually. Patrons using an outside server may send an email to <a href="mailto:mylibrary@ttuhsc.edu">mylibrary@ttuhsc.edu</a> for reference assistance.
Interlibrary Loan	<p>An Interlibrary Loan representative (Peggy Edwards or David Cox) will contact the Regional Medical Library (RML) to ask if it can post a message 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 (817) 735-2223.</p> <p>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. Fax service may used to obtain ILL requests in lieu of email.</p>
Associate Directors	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.
Sr. Director of Public Services	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 the fail safe numbers or send an email to <a href="mailto:libraryttuhsc@gmail.com">libraryttuhsc@gmail.com</a> for reference assistance.
Web Page	Systems will post a message regarding the Internet outage on the proxy server log-on page and RSS feeds (if accessible). Facebook and Twitter administrators will post messages to the TTUHSC Libraries Facebook and Twitter pages.