CONTINUITY OF OPERATIONS PLAN (COOP)

*(Protecting Library Services, Staff, Patrons, and Collections)*

***Library Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Date of Current Revision: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

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# 1. Introduction and Purpose

Disasters, whether natural (e.g., floods, fires), man-made (e.g., active shooter incidents), or technological (e.g., cyberattacks), can disrupt library operations, endanger staff and patrons, and damage collections. A Continuity of Operations Plan (COOP) ensures libraries can maintain essential services, protect assets, and recover quickly. The goal is to resume critical functions within 12 hours and sustain modified operations for up to 30 days, with or without warning.

# 2. Library Overview

|  |  |
| --- | --- |
| **LIBRARY DETAILS** | |
| Library Name |  |
| Primary Address |  |
| City, State, Zip |  |
| Main Telephone |  |
| Branch Address |  |
| City, State, Zip |  |
| **Emergency Contacts (Dial 911 for Emergencies)** | |
| Police (Non-Emergency) |  |
| Fire (Non-Emergency) |  |
| Emergency Manager |  |
| Electricity Provider |  |
| Internet Provider |  |
| Insurance Provider |  |
| Building Management |  |
| **Additional Contacts** | |
|  |  |
|  |  |
|  |  |

# 3. Core Mission

*Enter the library’s mission statement here, focusing on providing access to information, supporting community learning, and preserving collections.*

|  |
| --- |
|  |

# 4. Incident Management Team

Identify a team of library leadership and key staff (e.g., director, operations, IT, circulation, security) responsible for developing, maintaining, and implementing the COOP. Include external partners (e.g., library consortiums, local government) for support during regional disasters.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **INCIDENT MANAGEMENT TEAM** | | | | |
| Name | Position | Email Address | Cell Phone # | Alternate Contact Info |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
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|  |  |  |  |
| --- | --- | --- | --- |
| **EXTERNAL SUPPORT TEAM** | | | |
| Name | Organization | Email Address | Cell Phone # |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# 5. Continuity of Operations Plan

**Essential Functions and Critical Operations**

Identify and prioritize functions critical to library operations, such as circulation, digital access, patron safety, and collection preservation. Use the following priority levels:

* **Critical**: Cannot be delayed (e.g., patron safety, access to emergency information).
* **Important**: Should resume quickly (e.g., digital resource access).
* **Non-essential**: Can be deferred (e.g., in-person programming).

## FUNCTION/OPERATION TABLE

|  |  |  |
| --- | --- | --- |
| Function/Operation | Frequency | Priority |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
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|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |
|  | Choose an item. | Choose an item. |

## Essential Functions Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Essential/Critical Functions | Staff Responsible | Resources Needed |
| 1. |  |  |  |
| 2. |  |  |  |
| 3. |  |  |  |
| 4. |  |  |  |
| 5. |  |  |  |

## Orders of Succession

List successors (up to three deep) for key roles to ensure leadership continuity.

|  |  |
| --- | --- |
| Position Title | Successors |
|  | 1. |
| 2. |
|  |
|  | 1. |
| 2. |
|  |
|  | 1. |
| 2. |
|  |
|  | 1. |
| 2. |
|  |
|  | 1. |
| 2. |
|  |

## Delegation of Authority

Define who can make critical decisions (e.g., closing facilities, authorizing expenditures) when primary leaders are unavailable.

|  |  |  |  |
| --- | --- | --- | --- |
| Area of Authority | Designated Authority | Conditions | Responsibilities & Limitations |
|  | 1. |  |  |
| 2. |
|  |
|  | 1. |  |  |
| 2. |
|  |
|  | 1. |  |  |
| 2. |
|  |
|  | 1. |  |  |
| 2. |
|  |
|  |

## Alternate Facilities

Identify alternate locations (e.g., branch libraries, community centers) for operations, ensuring space, equipment, and IT support for essential functions.

|  |  |  |
| --- | --- | --- |
| Facility Name |  |  |
| Address  (City, State, Zip) |  |  |
| Point of Contact |  |  |
| Telephone Number |  |  |
| E-Mail Address |  |  |
| **SITE DETAILS** | | |
| Staffing Capacity |  | |
| Equipment/Supplies  (Pre-Staged) |  | |
| Equipment/Supplies (Required) |  | |
| IT Systems |  | |
| Set-Up Time |  | |
| Other: |  | |
| Notes: |  | |

## Continuity Communications

Ensure communication with staff, patrons, and stakeholders via multiple channels (e.g., email, social media, phone). Maintain a hard-copy contact list for key stakeholders.

* **Internal**: Staff notifications via text and email.
* **External**: Update patrons via website, social media.
* **IT Systems**: Ensure access to library management systems and digital platforms.

### Vital Records Management

Protect critical records (e.g., patron databases, collection inventories) with hard copies in fireproof safes and digital backups off-site.

* **Essential Records**: COOP, Emergency Response Plan, bylaws, insurance policies, collection inventories.
* **Storage**: Fireproof safe (hard copies), secure cloud storage (digital).
* **Cybersecurity**: Regular backups, encrypted storage.

### Human Resources

Support staff and volunteers through:

* Emergency preparedness training (e.g., READY.gov).
* Personal go-bags for workplace emergencies.
* Communication plans for post-disaster updates.
* Employee Assistance Program for health and emotional well-being.
* Maintain logs of staff, volunteers, and patrons on-site.

## Tests, Training, and Exercises

Train staff on COOP roles within 60 days of hire or plan adoption. Conduct annual full-scale exercises and use real events (e.g., power outages) to test readiness.

**TEST, TRAINING, AND EXERCISE LOG**

|  |  |  |
| --- | --- | --- |
| Type of Training | Date | Lessons Learned and Recommendations |
|  |  |  |
|  |  |  |

## Devolution

Transfer critical functions to alternate staff or facilities if primary operations are incapacitated for an extended period.

## Reconstitution

Resume normal operations when safe:

* Notify staff and patrons of resumption.
* Supervise return to primary or alternate facilities.
* Conduct After-Action Review to update COOP.