

## **LA 127 Business Continuity Plan**

Originating Document – November 19, 2015

Effective Date – March 23, 2016

Last Modified –November 19, 2015, March 23, 2016: LB-029-2016

### **Purpose**

The purpose of this plan is to ensure that all Library staff, patrons, assets and facilities are safeguarded during an emergency or disruption to Library operations and that the County of Prince Edward Public Library is prepared to provide best-possible service in an emergency situation.

### **Scope**

This plan applies to all situations where Library assets, facilities, staff, services and patrons are affected because of a business interruption. The County of Prince Edward Archives are not addressed in this plan.

When a major emergency event happens, it is possible that

1. The business of the library is interrupted up to and including the closing or loss of one or more library facilities.
2. If the library is relatively unaffected by an emergency event in the community, the library becomes a key community resource centre for persons directly affected by the event

### **RISK IDENTIFICATION AND MITIGATION**

1. ILS (integrated library system)
  - a) Servers hosted offsite
  - b) Offline mode available If ILS is unavailable for short periods of time offline mode would allow library service to continue
2. Multi-branch site – if one branch is inaccessible or unsafe, others would remain open and be available for all County of Prince Edward Public Library patrons
3. Backups of shared drives and data are automatically created regularly
4. Cloud-based service used for email

## **IMPACT**

1. Unsafe to access any library branch
2. Unsafe to operate one or more branches due to fire, flood, etc
3. Loss of electricity at one or more branches
4. Loss of internet connectivity at all branches
5. Loss of internet connectivity at one or more branches
6. ILS unavailable for extended period

The library building infrastructure and furniture and fittings are at risk from:

- Fire
- Flood
- Malicious damage
- Structural collapse
- Infrastructure failure

In case of emergency the library CEO or senior staff member on duty would evacuate using Evacuation Plan.

In case of longer failure or emergency it may be necessary for one or more library branches to adjust service levels.

1. An emergency in the community not directly impacting library facilities: The library may act as a community hub, gathering place, information centre and may therefore offer extended hours
2. An emergency affecting electricity but not otherwise reducing building safety might result in reduction of evening hours depending on lighting levels

At all times each branch of the Library will have available the most current Municipal Emergency Plan

*[http://www.pecounty.on.ca/pdf/EMERGENCYPLAN\\_PublicCopyFebruary2015.pdf](http://www.pecounty.on.ca/pdf/EMERGENCYPLAN_PublicCopyFebruary2015.pdf)*