

Business Continuity Plan for the George Hail Free Library

I. Introduction

This Business Continuity Plan (BCP) outlines procedures to ensure the continued operation and recovery of essential library services in the event of a disruption. The plan aims to minimize the impact of unforeseen events, protect vital resources, and maintain service to our patrons.

II. Purpose

The primary purpose of this BCP is to:

- Ensure the safety and well-being of staff and patrons.
- Protect critical library assets and data.
- Maintain the delivery of essential library services.
- Facilitate a timely and efficient recovery from disruptive incidents.
- Comply with relevant regulations and best practices.

III. Scope

This plan covers all library operations, including but not limited to:

- Circulation services
- Reference services
- Digital resources
- Building access and safety
- Data management and IT infrastructure
- Staffing and communication

IV. Roles and Responsibilities

Role	Responsibilities
Director and the Board of Trustees	Overall plan activation, management, and decision-making
Director and Department Heads	Department-specific recovery procedures, staff communication
Ocean State Libraries and Director	Data backup and recovery, system restoration
Director and the Board of Trustees	Building safety, utility restoration, physical security
Director and Department Heads	Public and internal communication during and after an incident

V. Emergency Response Procedures

A. Incident Detection and Assessment

- **Initial Detection:** Any staff member discovering an incident should immediately report it to the Director or designated authority.
- **Assessment:** The incident response team will assess the nature, severity, and potential impact of the incident.

B. Notification

- **Internal Notification:** Communication via email and text will be used to notify all staff members.
- **External Notification:** Emergency services, relevant authorities, and the public (if necessary) will be informed.

C. Evacuation Procedures

- In case of a building emergency (e.g., fire, gas leak), follow established evacuation routes and assembly points.
- **EVACUATION PLAN** will be posted in prominent locations throughout the library.

VI. Business Impact Analysis (BIA)

Library Service	RTO (Recovery Time Objective)	RPO (Recovery Point Objective)	Criticality	Organization Responsible
Circulation	24 hours	1 hour	High	Ocean State Libraries
Online Catalog	48 hours	4 hours	High	Ocean State Libraries
Public Computers	84 hours	8 hours	Medium	George Hail Free Library
Reference Services	48 hours	N/A	Low	George Hail Free Library
Digital Resources	24 hours	1 hour	Medium	Third Party and OLIS

VII. Recovery Strategies

A. Data Backup and Restoration

- **Regular Backups:** All critical data, including patron records, catalog data is maintained by the Ocean State Libraries. Administrative files will be backed up continually in a cloud server.

B. Alternative Facilities

- In the event of an extended disruption to the main library building, an alternative facility will be considered for essential services.
- Temporary arrangements for public access to digital resources will be explored.

C. Essential Equipment and Supplies

- A list of critical equipment and supplies, along with their vendors and contact information, will be maintained. Access Quickbooks to review accounts and vendors.
- Emergency supplies (e.g., first-aid kits, flashlights) will be readily accessible.

VIII. Communication Plan (Depending on the severity of the incident)

A. Internal Communication

- **During Incident:** Regular updates will be provided to staff via email, text message, or a dedicated communication channel.
- **After Incident:** Debriefing meetings will be held to discuss lessons learned.

B. External Communication

- **Public Announcements:** Information regarding service disruptions, closures, and recovery status will be communicated through the library website, social media, and local media outlets.
- **Stakeholder Communication:** Key stakeholders, such as town officials and library board members, will be kept informed.

Approved by the George Hail Free Library Board of Trustees, February 2026