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How a COOP creates a roadmap for any condition

CSL in Session

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Presenters



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Introduction

- Why have a COOP plan
- Basics of a COOP plan
- How a COOP plan helped in the Covid19 Pandemic

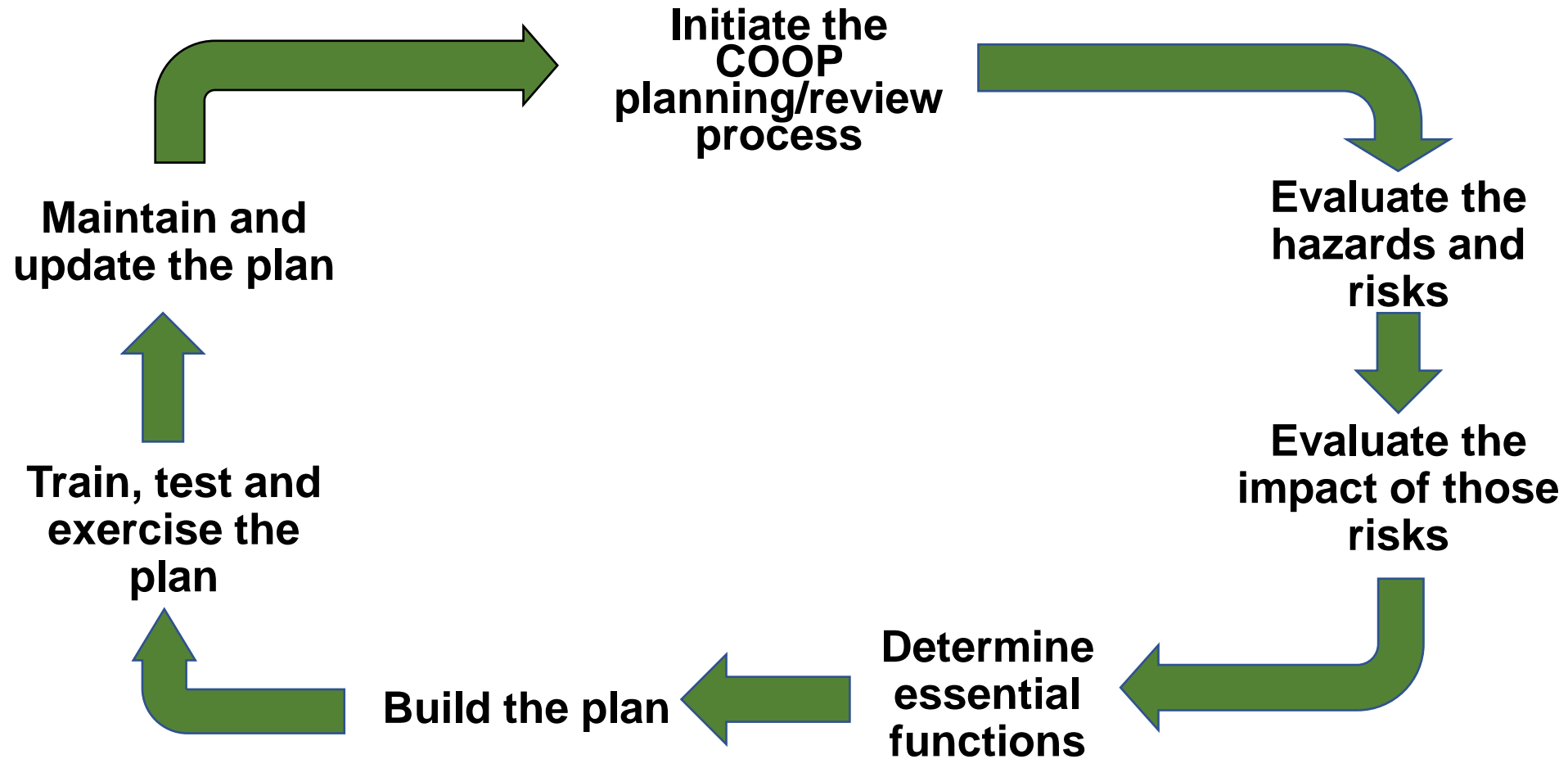




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Basics of a Continuity of Operations Plan

A COOP Planning Model



Some things to consider for hazard assessment

Winter Storm

Utility Outage

IT Service Outage

Windstorm

Building Damage

Network Attacks/Viruses

Pandemic Event

Flood



Wildfire

Building Fire

Tornado

Explosion

Terrorism

Earthquake

Riot

Hazardous Material





Activity – Evaluate hazards and risks



- List your hazards and risks
- Rank by probability and impact to your operation
- Determine mission essential functions
- Examples: wildfire, flooding, gas leak, etc.

Hazards and Risks	Mission Essential Functions	Impacts
Eg: Wildfire		



Identify Essential Functions

- Provide building security?
- Assure facilities are safe to access?
- Keep utilities available and functional?
- Provide network security?
- Inform employees of critical issues?
- Provide access to spaces?
- Provide access to materials?
- Check in and out materials?



Activity – Identify Essential functions



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List Mission Essential Functions	Prioritize from 1-10



BUILDING THE PLAN



- Hazards/Risk Assessment
- Essential Functions
- Alert Notification Procedures
- Orders of Succession
- Delegation of Authority
- Facilities
- Communications
- References and Authorities

Succession Plan for Facility Relocation



Position	Title	Division	Name
Primary	Director of Facilities	Facilities	Employee Joe
Alternate #1	Operations Manager	Facilities	Employee Mary
Alternate #2	Director of Public Services	Public Services	Employee Sharon



Delegations of Authority

Who can do what once COOP is activated

- Close a building
- Sign contracts
- Authorize emergency purchases
- Hire & fire contractors
- Communications
- Authorize travel
- Represent organization with Emergency Operations Center



Activity – Identify Roles

Position	Title	Function	Name
Primary			
Alternate #1			



COOP Plan During a Pandemic



COOP During a Pandemic



Short Term

- First 90 days
- Limited staff
- No in-person services
- Mission essential functions
- Transition to long term

Long Term

- Mission essential functions
- Prioritize services
- Follow health guidelines
- Flexible staffing and services



Prepared Before

- **Pandemic Team Members Identified**

- Pandemic Chief
- Public Services
- Facilities
- Information Technology
- Human Resources
- Communications



Reality of our Response

- Stand up team day one
- Services
- Strike teams
- Health guidelines



Mission Essential Functions

- **Tier 1**
 - provided without interruption
- **Tier 2**
 - service need to provide if interruption lasts a week
- **Tier 3**
 - provide services interrupted a month or more



- **Tier 1**

- Access to digital resources
- Access to patrons' questions and phone calls
- Access to programs
- Access to Wi-Fi and computers
- Access to physical materials
- Collect and evaluate statistics

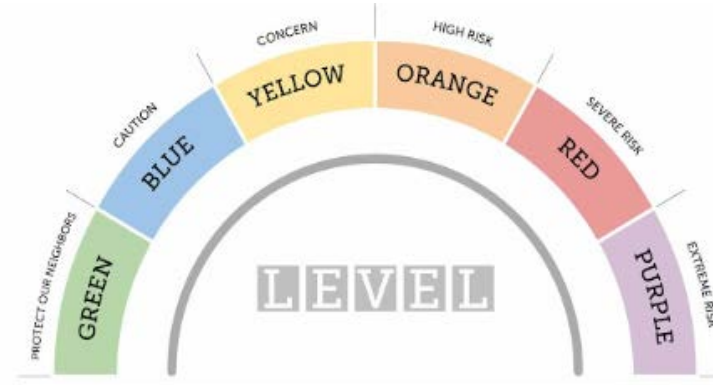
- **Tier 2**

- Access to spaces
- Purchase and process books and materials



Recovery

- **Pandemic Team Disbanded**
- **Gradual Return to In-Person Services Team**
 - Proactive
 - Flexible
 - Quick Implementation
 - Strike Teams



Level Green Protect our Neighbors	Level Blue Caution	Level Yellow Concern	Level Orange High Risk	Level Red Severe Risk	Level Purple Extreme Risk
<ol style="list-style-type: none"> 1. limited indoor in-person programming 2. outdoor in-person programming 3. walk-in services 4. curbside services 5. virtual programming 6. virtual, remote, digital and Wi-Fi services 7. buildings are set up to deliver services as levels shift 	<ol style="list-style-type: none"> 1. limited outdoor in-person programming 2. walk-in services 3. curbside services 4. virtual programming 5. virtual, remote, digital and Wi-Fi services 6. buildings are set up to deliver services as levels shift 	<ol style="list-style-type: none"> 1. limited walk-in services 2. curbside services 3. virtual programming 4. virtual, remote, digital and Wi-Fi services 5. buildings are set up to deliver services as levels shift 	<ol style="list-style-type: none"> 1. limited walk-in services 2. curbside services 3. virtual programming 4. virtual, remote, digital and Wi-Fi services 5. buildings are set up to deliver services as levels shift 	<ol style="list-style-type: none"> 1. limited walk-in services 2. curbside services 3. virtual programming 4. virtual, remote, digital and Wi-Fi services 5. buildings are set up to deliver services as levels shift 	<ol style="list-style-type: none"> 1. curbside services 2. virtual programming 3. virtual, remote, digital and Wi-Fi services 4. buildings are set up to deliver services as levels shift

Wrap Up

- Why have a plan
- Building blocks for a COOP
 - Identified Hazards
 - Mission Essential Functions
 - Roles & Responsibilities
- Other times a COOP plan could be utilized



Questions

