



Business Continuity Plan

Polk County Library

In the event of a disaster or an emergency situation, the purpose of this document is to provide guidelines for the recovery of operations and continuing business operations for the Polk County Library, a division of the Ouachita Mountains Regional Library.

Date of Last Review: April 2017

Storage Location

Primary: Polk County Library

Alternate: Electronic Version located PCL Server

BCP: OMRL Polk County Library

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Plan Overview

Purpose:

This Business Continuity Plan (BCP) will be updated in response to changes in the business environment. The Ouachita Mountains Regional Library (OMRL) Board of Directors will review the alternate years.

This document outlines the steps required to operate the Polk County Library (PCL) of OMRL in the event of an unanticipated interruption of normal operations. This document will articulate the triggers for when alternate business processes need to be deployed, the steps to deploy alternate business processes, the methods for verifying that business has been properly restored and ensuring data integrity, and activities for returning to “normal” business processing.

Policy:

This BCP will only be used in situations when it is determined that business impacts and /or business risk requires alternate business processes or locations.

Scope:

This BCP is applicable for the Polk County Library of the Ouachita Mountains Regional Library.

Assumptions:

The plan will be implemented if systems are unavailable for 72 hours or if a long term interruption occurs.

- Facilities will provide temporary space for critical staff.
- OMRL IT will provide technical assistance for a temporary location.
- OMRL IT will have phone lines available in temporary location. In the event that this does not occur for a period of time, the library personnel will use available cell phones when applicable.
- Equipment can be rented or otherwise acquired as needed. Equipment consists of computer and scanner (will be provided by IT).
- OMRL IT can restore files for Polk County Library from the latest off-site backups. Files are backed up nightly and are stored on the server.

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Description of Polk County Library

Location

The Polk County Library (PCL) is located at 410 8th Street in Mena, Arkansas. There are library facilities, offices, a meeting room, and an open computer lab designated to PCL.

Tax ID Number: 71-6008466

Insurance Company: Association of Arkansas Counties

Phone Number: 501.372.7550

Policy Number: 019946427

Carrier: Lexington Insurance Company Agency: BancorpSouth Insurance Services, Inc.

For further information, see appendix.

Disaster Recovery Strategy

Plan Activation Authorization:

<i>Primary Name & Title</i>	<i>Contact Data</i>	<i>Alternate Name(s)</i>	<i>Contact Data</i>
Mary Renick, PCL County Librarian	Work: 479-394-2314 Cell: 918-658-5436	Patty Rowe, President PCL	Home: 479-394-4671
Kenny Davis, OMRL IT	Cell: 870-557-5219	June Davis, President OMRL	Home: 870-334-2672
Patsy Phillips	Cell: 479-234-1078 Home: 479-394-6416	Brenda Miner, OMRL Director	Cell: 479-243-8787 Work: 479-394-7622, ext. 1371
Joann Whisenhunt, MCL Librarian	Work: 870-867-3812 Cell: 870-490-1086	Will Hose PCL County Librarian	Cell: 479-216-5790

Work at Home:

If PCL staff need to perform duties from home, the OMRL IT will be contacted for the appropriate setup of computers and/or equipment needed. Since most of the programs are available through Evolve, Internet, and Microsoft Office, these programs can be used from any computer as long as the Internet is accessible.

Move to Alternate Location:

If PCL needs to move staff to an alternate location to perform duties, the OMRL IT will be contacted for appropriate setup for computers and equipment needed. This setup will work like the above setup from home.

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Plan Activation Triggers:

<i>Action</i>	<i>Trigger Criteria</i>
<i>Implement the above plan of action</i>	<ul style="list-style-type: none"> • Natural disaster
	<ul style="list-style-type: none"> • Pandemic outbreak
	<ul style="list-style-type: none"> • Other disruptive events that would cause need to be removed from location

Team Roles and Responsibilities:

<i>Title</i>	<i>Name</i>	<i>Contact Information</i>
County Librarian	Mary Renick	Cell: 918-658-5436
President OMRL	Pat Phillips	Home: 479-394-6416
Computer Services	Kenny Davis	Cell: 479-557-5219
OMRL Liaison	Brenda Miner	Cell: 479-243-8787
State Librarian, Arkansas State Library	Carolyn Ashcraft	Phone: 501-682-2053

Pre-disaster Activities:

<i>#</i>	<i>Task</i>	<i>Assignment</i>
<i>1</i>	Use backup system daily	PCL Staff
<i>2</i>	Keep updated records in Evolve ILS	PCL Staff
<i>3</i>	Keep minutes from PCL meetings	PCL Secretary
<i>4</i>	Keep minutes from OMRL meetings	OMRL Secretary
<i>5</i>	Maintain documents and backup on server	PCL County Librarian
<i>7</i>	Know the location of OMRL/PCL Business Continuity Plan and be able to access personnel	County Librarian and OMRL Librarian
<i>8</i>	Work collaboratively with IT in order to ensure that data is updated and saved	PCL Staff & IT

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Emergency Identification and Response:

#	<i>Task</i>	<i>Assignment</i>
1	Ensure that ILS is secure	County Librarian
2	Work with staff, Liaison & IT to help determine necessary location of setup for PCL	PCL staff, OMRL Board, IT personnel, and Regional Librarian
3	Work collaboratively with all city and county officials in proper placement of PCL operations and continued business functions	County Librarian
4	Notify any officials, such as Arkansas State Library and government officials, for any relocations and/or updates in services and/or address location and phone number changes	County Librarian and Regional Librarian
5	Ensure that current location provides security for PCL materials and data	County Librarian and Regional Librarian

Emergency Damage Assessment / Evaluation:

#	<i>Task</i>	<i>Assignment</i>
1	Assess damage to equipment in PCL (computers, scanner, and printer)	County Librarian, Regional Librarian, PCL staff, and OMRL Board
2	Assess damage to print materials	County Librarian, Regional Librarian, PCL staff, and OMRL Board
3	Determine if any material has been lost during triggered event	County Librarian, Regional Librarian, PCL staff, and OMRL Board

Emergency Response Assignments:

#	Tasks	Assignment	Estimated Completion Time	Date/Time Completed
1	PCL will report to city and county officials and ASL any damage to building from disaster	County Librarian and Regional Librarian	w/in 24 hrs	Will work with officials and OMRL Board to determine time
2	PCL will report to city and county officials and ASL damage to equipment from disaster	County Librarian and Regional Librarian	w/in 24 hrs	Will work with officials, IT, and OMRL Board to determine time
3	PCL will report to city and county officials, ILS staff, and ASL damage to files from disaster	County Librarian and Regional Librarian	w/in 24 hrs	Will work with officials, IT, ILS staff, and OMRL Board to determine time

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Alternative / Manual Processes:

#	Process Step	Assignment	Estimated Completion Time	Date/Time Completed
1	Relocation of library due to damages to building	County Librarian, city/county officials, OMRL Board, IT, and Liaison	w/in 20 business days	To be determined by the triggered event. May take longer if having to relocate facilities for a period of time.
2	Minimum office supplies would be needed (paper, toner, etc.)	County Librarian and staff	w/in 10 days business days	Same as above
3	Access to computer system	IT Staff	w/in 20 days business days	Same as above
4	Report updates as needed to city and county officials as well as Arkansas State Library	County Librarian and OMRL Liaison	To be determined by placement	Same as above

Post-Emergency Assignments:

#	Post-Disaster Responsibilities	Assignment	Estimated Completion Time	Date/Time Completed
1	Evaluate what worked, what did not work	County Librarian, Staff, Board, IT, and Liaison	w/in 20 business days	To be determined
2	Evaluate setup of equipment process	County Librarian, Staff, Board, IT, and Liaison	w/in 20 business days	To be determined
3	Determine what needs to be improved on in the process	County Librarian, Staff, Board, IT, and Liaison	w/in 20 business days	To be determined
4	Overall functions of the library and personnel	County Librarian, Staff, Board, IT, and Liaison	w/in 20 business days	To be determined

Communications & Decision-making Protocols:

Communications with news organizations will be channeled through the city and county's office and public relations. Any communications that needs to be reported to the Arkansas State Library will be completed by the OMRL Librarian. The County and Regional Librarians will work with the Board in gathering any material that needs to be signed for the above divisions.

The County and Regional Librarians will work with the Board on any decision-making that will impact the PCL and/or OMRL. The County and Regional Librarians will also keep contact information for the listed library personnel accessible in the event that one or more of the personnel has to be notified.

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Returning to Normal Operations:

Notify Carolyn Ashcraft, Director/State Librarian, at Arkansas State Library. Work phone number is 501.682.1526. Email: Carolyn@library.arkansas.gov.

Authorization:

<i>Primary Name & Title</i>	<i>Contact Data</i>	<i>Alternate Name</i>	<i>Contact Data</i>
Mary Renick, PCL County Librarian	Cell: 918-658-5436	Brenda Miner, OMRL Liaison	Cell: 479-243-8787 Work: 479-394-7622, ext. 1371

Operating Dependencies:

In order for the PCL to continue functioning, it is imperative that the PCL server is setup and in proper running order. Also, it would be necessary for PCL to have facilities, computers, printers, copier, and a scanner accessible so that the normal operations and functions of PCL could continue.

Steps to Return to Normal Operation:

<i>#</i>	<i>Task</i>	<i>Assignment</i>
1	Work with IT to setup/convert data back to library	IT staff & ILS staff
2	Verify proper operation and functioning of software	IT staff & ILS staff
3	Verify that all material was returned to the PCL	IT staff
4	Report any missing items	PCL staff

Plan Maintenance Procedures:

Plan Review and Update Process:

The BCP should be reviewed and updated as PCL staff see a need to add material. Also, if an event should occur, the staff should evaluate the process and add/delete/change processes as needed.

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Plan Distribution Procedures:

The PCL will have a copy of the BCP at the library. The OMRL Librarian will review the BCP with PCL staff periodically. The Regional Librarian will also work with the IT staff as needed on computer service needs and updates.

Validation Requirements:

The PCL will test the implementation functions of the BCP as determined by the OMRL Board.

Recovery Plan Validation History:

<i>Date:</i>	<i>Type Test / Results:</i>
3/10/16	As of this date, PCL has not had a test run.

Additional Documentation:

Location of Disaster Recovery Documentation for Supporting Systems:

<i>Application</i>	<i>Document Name</i>	<i>Location</i>
<i>Evolve Infovision Software</i>	PCL integrated library system	Polk County Library Contact for Evolve: Melissa Monroe, 800.849.1655 mmonroe@infovisionsoftware.com or support@infovisionsoftware.com

Location of Supporting Documentation:

<i>Document Name</i>	<i>Location</i>

Plan Update History:

<i>Date</i>	<i>Update Session Details</i>	<i>Revised By</i>
7-2016	Created	OMRL Librarian
10-2017	Updated	OMRL Librarian

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Appendix A: Insurance

05/11/2016 16:30

MVV



Association of Arkansas Counties

Property Program

Polk County

Policy Number: 019946427

Effective Dates: 1/1/2016 - 1/1/2017

Policy Coverages, Limits, Deductibles and Premium

Carrier: Lexington Insurance Company

Agency: BancorpSouth Insurance Services, Inc.

Building Limit	\$9,216,042.00
Business Personal Property Limit	\$922,661.00
EDP Limit	\$175,044.00
Inland Marine Limit	\$3,410,052.28
Annual Premium:	\$37,054.26

Summary of Coverage: Policy Limits are shared by All Counties in AAC Property Program
Sub Limits do not increase the policy limit of \$100,000,000

Perils Insured: All Risks of direct physical loss or damage including flood, earth movement and equipment breakdown subject to policy exclusions and property schedules on file.

\$100,000,000	Any one occurrence subject to following sublimits. Sublimits do not increase policy limit.
	Sublimits:
\$50,000,000	Per Occurrence/Annual Aggregate Flood as respects Flood which is sublimited as follows: \$10,000,000 Per Occurrence/Annual Aggregate as respects Locations wholly or partially in Special Flood Hazard Areas (SFHA) of 100 Year Flooding as defined by FEMA.
\$25,000,000	Earth movement Per Occurrence/Annual Aggregate
\$100,000,000	Terrorism
\$2,500,000	Newly Acquired Locations (90 Day Reporting)
\$1,000,000	Property in Course of Construction
\$5,000,000	Building Ordinance-Demolition, and Increased Cost of Construction
\$1,000,000	Debris Removal
\$500,000	Fine Arts
\$250,000	Fire Brigade Charges
\$2,500,000	Valuable Papers
\$1,000,000	Per Vehicle for all Property in Transit
\$1,000,000	Per Occurrence for all Property in Transit
\$10,000,000	Per Occurrence for all EDP Processing Equipment including Media
\$1,000,000	Errors Omissions
\$1,000,000	Accounts Receivables
\$6,000,000	Service Interruption Including T-D Lines Within 3 Miles of Insured Premises (24 Waiting Period)
\$1,500,000	Vacant or Unoccupied
Included	Tenants Improvements and Betterments
2 Weeks	Civil or Military Authority (24 Hour Waiting Period)
\$50,000	Extra Expense
Included	Off Site Storage Location
\$500,000	Property Off Premises
\$100,000	Unnamed Locations
24 Hours	Ingress/Egress Waiting Period
\$100,000	Per Occurrence (Not Per County) as regards Fiber Optic Cable
\$25,000	Money and Securities (excludes Employee Dishonesty)
\$100,000	Employee Dishonesty for volunteer fire departments participating in VFD Property Program
\$250,000	Underground Pipes and Drains
\$15,000	Mold resulting from a Covered Peril only
\$30,000	Waterborne Property
\$25,000	Personal Effects of volunteer fire department only (includes volunteers)
Included	Fire Extinguishing Equipment (VFD Equipment covered separately)
\$100,000	Personal Property of the Insured's officers and employees while on the premises of insured
\$5,000,000	Per Occurrence and Annual Aggregate for Limited Pollution Coverage

* Refer to Policy Form for full disclosure or policy terms and conditions.

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Appendix B: Contact Information

<i>Name</i>	<i>Title</i>	<i>Contact Information</i>
<i>Mary Renick</i>	County Librarian	(C) 918-658-5439 , Mena, AR 71953 Mary.renick@hotmail.com
<i>Pat Phillips</i>	PCL Board	(H) 479-394-6416 (C) 479-216-3951 or 234-1078 272 Sugartree Lane, Mena, AR 71953 adp@arkansas.net
<i>Patty Rowe</i>	PCL Board	479-394-4671 1601 Eve Street, Mena, AR 71953 prowe@att.net
<i>Carla Mosely</i>	PCL Board	903-288-2013 P.O. Box 1229, Mena, AR 71593 scmose1981@msn.com
<i>David Williams</i>	PCL Board	171 Polk Road 33, Mena, AR 71953 Davidearl611954@yahoo.com
<i>June Davis</i>	MCL Board	(870-334-2672 45 Davis Drive, Norman, AR 71960 juneedavis@outlook.com
<i>Emma Wengert</i>	MCL Board	(H) 870-867-3255 (C) 479-227-0385 227 Whittington Street, Mt. Ida, AR 71957 e_wengert@yahoo.com
<i>Minnie Whitehouse</i>	MCL Board	870-326-4770 835 Brushy Road, Oden, AR 71961
<i>Joann Whisenhunt</i>	County Librarian (MCL)	870-867-3812 133 E. Simpson St., Mt. Ida 71957 montlibrary@hotmail.com
<i>Phyllis Davis</i>	County Librarian (MCL)	(870-867-3812 montlibrary@hotmail.com
<i>Brenda Miner</i>	OMRL Librarian	(W) 479-394-7622, ext. 1370 (C) 479-243-8787 127 Polk Road 188, Mena, AR 71953 brminer@gmail.com bminer@uarichmountain.edu