Continuity Plan

The purpose of this document is to facilitate the sustained execution of services and functions provided by Library and Information Technology (LITS) for Hamilton College.

October 28, 2020
Managed by the LITS Incident Management Team

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Scope

This plan envisions a scenario where the campus is unavailable. The campus continues to operate with a workforce that may be remote except for designated essential personnel and potentially a small population of students on campus. As outlined below, each service has a procedure to offer emergency in-person support where applicable. Services that are not listed here are fully-supported with a remote workforce.

College Continuity Goals

Hamilton College works to carry on the mission of the College through these 4 continuity goals:
1. Protect the health and safety of our employees and the students remaining on campus
2. Prepare to deliver remote education to enable seniors to graduate and all other students to make appropriate progress towards their degree
3. Preserve facilities by maintaining minimum campus operations
4. Bring in next year's class

Definitions

Essential personnel - LITS individuals designated by the campus who continue to report to work on campus in-person. Essential personnel are identified by specific staffing levels.
LITS - Library and Information Technology Services
Incident Management Team (IMT) - LITS team is responsible for managing how LITS will respond to incidents within and regarding Burke Library. The LITS IMT is activated by the IMT Incident Manager.
Strategic Leadership Team (SLT) - LITS leadership team composed of senior Directors and the Vice President of LITS; responsible for governance and oversight of the Library and Information Technology Services division.

College Operating Statuses and Alert Levels

The LITS Continuity Plan will map to [College Operating Levels](#)
- **Normal Operating Levels**
  - **Access to Burke Library:** Unrestricted
  - **LITS Staffing:** fully onsite
  - **LITS Services:** fully supported
- **COVID Normal Operating Status** *(specific to COVID continuity planning)*
  - **Access to Burke Library:** Swipe access for current students, staff, faculty. No public or dependent access.
  - **LITS Staffing:** Mostly onsite; remote work when permitted following College guidelines and recommendations. Student workers in-person work permitted.

- ○ **LITS Services:** fully supported
- ● **Alert Level Yellow/Operating Status Modified**
    - ○ **Access to Burke Library:** Swipe access by current students, staff, faculty. No public or dependent access.
    - ○ **LITS Staffing:** Reduced onsite presence to continue full support of services; remote work when permitted following College guidelines and recommendations. Student workers in-person work permitted.
    - ○ **LITS Services:** reduced services;
- ● **Alert Level Orange/Operating Status Reduced**
    - ○ **Access to Burke Library:** Swipe access for Burke residents only. No access for students, staff, and faculty. No public or dependent access.
    - ○ **LITS Staffing:** Remote work for most roles; staffing reduced to support essential LITS services only. Virtual student workers only.
    - ○ **LITS Services:** Reduced support and services. Virtual services available during normal operating hours.
- ● **Alert Level Red/Operating Status Minimal**
    - ○ **Access to Burke Library:** Restricted swipe access for Burke residents only - requires permission of SLT leadership or IMT Incident Commander to enter Burke Library. No student, staff, or faculty access. No public or dependent access.
    - ○ **LITS Staffing:** Remote work for all LITS staff. When needed, critical services are supported onsite. Virtual student workers only.
    - ○ **LITS Services:** Essential support and services. No in-person services.

Burke Library Hours

Burke Library hours vary throughout the academic year. The normal library hours listed here are guidelines and may vary based off HERT, IMT, or other College guidance. These are building hours when LITS staff or student staff may be in the library.

It does not represent that swipe access will be permitted to the Burke Library.
It does not indicate how many LITS staff may be inside the Burke Library.

Campus business hours M-F 8:30 AM - 4:30 AM.
Campus business hours for JUNE-JULY-AUGUST change to 8:00 AM - 4:00 PM.
Burke Library is **CLOSED** on holidays and during the holiday break.

LIBRARY HOURS	MON	TUE	WED	THU	FRI	SAT	SUN
NORMAL Hours (no classes)	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	8:30 am to 4:30 pm	CLOSED	CLOSED

NORMAL Hours (in-semester)	8:00 am to 2:00 am	8:00 am to 2:00 am	8:00 am to 2:00 am	8:00 am to 2:00 am	8:00 am to 10:00 pm	10:00 am to 10:00 pm	10:00 am to 2:00 am
ANRR (in-semester)	24/7	24/7	24/7	24/7	24/7	24/7	24/7
COVID-NORMAL Hours (no classes)	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
COVID-NORMAL Hours (in-semester)	7:30 am to midnight	7:30 am to midnight	7:30 am to midnight	7:30 am to midnight	7:30 am to 10:00 pm	10:00 am to 5:00 pm	12:00 pm to midnight
COVID-NORMAL ANRR (in-semester)	24/7	24/7	24/7	24/7	24/7	24/7	24/7
MODIFIED Hours (no classes)	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
MODIFIED Hours (in-semester)	7:30 am to midnight	7:30 am to midnight	7:30 am to midnight	7:30 am to midnight	7:30 am to 10:00 pm	10:00 am to 5:00 pm	12:00 pm to midnight
MODIFIED ANRR (in-semester)	24/7	24/7	24/7	24/7	24/7	24/7	24/7
REDUCED Hours (no classes)	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
REDUCED Hours (in-semester)	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
REDUCED ANRR (in-semester)	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
MINIMAL Hours (no classes)	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
MINIMAL Hours (in-semester)	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
MINIMAL ANRR (in-semester)	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED

LITS Communication

LITS staff will communicate using a variety of tools, including email, online chat, zoom, and more.
- LITS staff are expected to be available via
  - Zoom
  - Google Hangouts
  - Telephone
  - Email
  - LibChat (exclusive to R&ID librarians and R&ID student staff)
- LITS teams may designate personnel to be on-call for in-person emergency appointments when appropriate.

Video Conferencing and Meetings

All meetings are to take place via video conferencing, whether on Zoom, Google Hangouts, or some other service.

Telephones

Most remote staff phone numbers won't be directly answered. All LITS staff are expected to set up voicemail indicating a response can be expected later, and an extended absence greeting if necessary, while working remotely.

The following service point telephone lines will be available:
- Circulation - 315-859-4479 (voicemail)
- Helpdesk - 315-859-4181 (staff monitoring calls)
- Research and Instructional support - 315-859-4735 (voicemail)

Email

All LITS staff are expected to continue monitoring email and voice communications while working remotely. This extends to shared team accounts and phone numbers.

Google Hangouts

Internally, all LITS staff are required to monitor and participate in Google Hangouts while on shift or on call in lieu of being available by phone. Staff can use Google Hangouts on desktops, laptops, or via the mobile app. Hangouts supports instant messaging as well as audio and video calls.

LITS Core Services and Functions

In the immediate response to an incident, all LITS services and support may be temporarily suspended following College guidance from the HERT and the LITS IMT. On-campus LITS support will be concentrated on supporting emergency response and communication needs for the HERT and the LITS IMT.

During extended incidents that result in a reduction in on-campus staff, there are LITS services that will continue to operate effectively in a remote state. These LITS services and functions should be sustained as possible.

Critical Service Areas

There are LITS services that must continue to function at a minimally viable level to sustain the remote operation of the college. This plan is intended to sustain these service areas through LITS services. This list does not reflect every critical campus service, only those that will not work without LITS support.

Categories of critical service areas include:
- Special Services
  - Systems as designated in LITS Disaster Recovery plan
  - Coordination and communication of LITS operations during a period of LITS business continuity.
- Academic Course support
  - Instructional and technology support (academic software, instructional support, tech support, etc)
  - Remote learning support
- General College operations
  - Admissions
  - Financial Aid
  - HR and Payroll
  - Student Health and Counseling systems
  - Student information system (registration, grades, transcripts, etc)
  - Business Office (purchasing, accounts payable, finance, accounts receivable)
- Basic Productivity
  - Facility operations (door swipes, alarms systems)
- Essential infrastructure
  - Network/System access from on and off campus
  - Basic productivity tools (computers, office software)
  - Communications (web, email, voice, meetings, and emergency communication systems)

○ Support for remote or Working From Home (WFH) staff and faculty.

LITS Staffing

This section provides a guideline for the general staffing of LITS teams and/or personnel. During the response to a crisis, the SLT will follow guidance from HERT, the LITS IMT, or a College-wide Task Force to determine if the temporary halting of specific LITS services will be initiated. The LITS staffing in these services may be temporarily reassigned to support other LITS services until such times as the resumption of Normal Operating Status.

NORMAL Staffing

During NORMAL staffing, Burke Library is accessible to guests, visitors, current students, staff and faculty. All LITS staff members are expected to be onsite during normal business hours.

COVID-NORMAL Staffing

During COVID-NORMAL staffing, Burke Library is accessible for current students, staff and faculty. LITS staff members are encouraged to work remotely in a WFH environment. All LITS services and service points are accessible and staffed.

MODIFIED Staffing

During Modified staffing, Burke Library remains accessible for current students, staff and faculty. LITS staff members are encouraged to work remotely in a WFH environment. LITS staff should be reduced to the lowest number needed to continue supporting onsite services and service points. Remote WFH should be encouraged.

REDUCED Staffing

During Reduced staffing, Burke Library access is restricted to Burke residents only. Critical service areas should continue in a virtual capacity with the lowest number of LITS personnel physically on campus. All service points should be available virtually. No student workers permitted inside Burke Library.

MINIMAL Staffing

During Minimal staffing, Burke Library is closed for all non-critical work for all LITS employees. LITS staff members will report to work remotely in a WFH environment. Total College occupancy is lowered; only essential personnel are permitted to be on campus. No student workers permitted inside Burke Library.

Student Staffing

LITS Strategic Leadership will use the same categorization practices for LITS student workers. Supervisors should encourage student employees to work remotely when possible, and consider downsizing in-house student staffing levels. There will be no in-house student staffing during Levels Orange and Red.

Vendors and Contractors

LITS Strategic Leadership will use the same categorization practices for LITS vendors and third party contractors. This list should be maintained at the SLT level and communicated to the vendors and contractors as necessary.

Exceptions

Exceptions to the staffing levels within LITS can be made to the Direct Report's supervisor. The supervisor will present the exception request to SLT. Final exceptions must be approved by the Vice President of LITS.

Staffing Levels: Departments and Teams

Definitions:
- **Onsite:** Staff members report physically to Hamilton College for work during normal business hours.
- **Remote:** Staff members are Working From Home (WFH) and available for virtual appointments and services. Onsite appointments are not supported.
- **By Appointment Only:** Staff members are WFH but available for onsite appointments.
- **Minimal Staffing Onsite:** Onsite staff members are significantly reduced, limited to personnel required for critical LITS services.
- **Onsite for critical support functions:** Staff members will only be permitted onsite for critical services. These actions include, but are not limited to, ensuring the core IT infrastructure continues to operate at an optimal level.

LITS Dept or Team	Team Lead	COVID-Normal Operating Level	Modified Operating Level	Reduced Operating Level	Minimal Operating Level
Administrative Team	Joe Shelley	Remote	Remote	Remote	Remote
Information Security	Jerry Tylutki	Remote	Remote	Remote	Remote
Institutional Research	Chau-Fang Lin	Remote	Remote	Remote	Remote

ADI Leadership	Janet Oppedisano	Remote	Remote	Remote	Remote
Special Collections and Archives	Christian Goodwillie	By appointment only	By appointment only	By appointment only	Remote
Network Services	Dave Roback	Onsite	Onsite	Minimal Staffing Onsite	Onsite for critical support functions
Audiovisual	Tim Hicks	Onsite	Onsite	Minimal Staffing Onsite	Onsite for critical support functions
Desktop Services	Chris Thiesen	Onsite	Onsite	Minimal Staffing Onsite	Onsite for critical support functions
Help Desk	Scott Paul	Onsite	Onsite	Minimal staffing Onsite	Remote
CIS	Marty Sweeney	Remote	Remote	Remote	Remote
Web Services	Mike Sprague	Remote	Remote	Remote	Remote
Business Intelligence	Mike Sprague	Remote	Remote	Remote	Remote
Learning and Research Services	Beth Bohstedt	Minimal Staffing Onsite	Minimal Staffing Onsite	Minimal Staffing Onsite	Remote
Research and Instructional Design	Nhora Serrano	Minimal Staffing Onsite	Minimal Staffing Onsite	Remote	Remote
Access Services	Katrina Shell	Onsite	Onsite	Minimal Staffing Onsite	Remote
Metadata and Digital Strategies	Shay Foley	Minimal Staffing Onsite	Minimal Staffing Onsite	Remote	Remote
Metadata and Digital Initiatives	Lisa McFall	Minimal Staffing Onsite	Minimal Staffing Onsite	Minimal Staffing Onsite	Remote
Metadata and Bibliographic Services	Jean Williams	Minimal Staffing Onsite	Minimal Staffing Onsite	Minimal Staffing Onsite	Remote

Appendix A - Detailed Service Areas

LITS Incident Management (IMT)

Provides overall management for an incident within Burke Library that impacts staff and services within the Library and Information Technology Service Department. LITS IMT is activated by the LITS IMT Incident Manager.

Availability

- **COVID-Normal:** Remote support.
- **Modified:** Remote support.
- **Reduced:** Remote support.
- **Minimal:** Remote support.

Contact Information

2020-2021 Incident Management Team:
- Jerry Tylutki, Incident Manager
- Beth Bohstedt, Incident Manager Backup
- Linda Lacelle
- Terry Lapinski
- Katrina Schell
- Kristin Strohmeyer
- David Swartz
- Marty Sweeney
- Chris Thiesen

Accessing Library Materials

Supports Circulation, Interlibrary loan, Reserves, Special Collections, and Archives.

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Reduced, contactless pickups available.
- **Minimal:** Electronic access supported; physical access not supported.

Contact Information

Manager(s):

Margie D'Aprix (ILL) - askill@hamilton.edu
Christian Goodwillie (Special Collections) - cgoodwil@hamilton.edu
Katrina Schell (Circulation) - askcirc@hamilton.edu

Acquisition Of Library Materials

Responsible for the purchase and processing of print and electronic materials to support research and courses.

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Available only as needed to support research and learning.
- **Minimal:** Remote, electronic purchases for courses

Staffing

Manager: Barbara Swetman - bswetman@hamilton.edu
Email: asktobuy@hamilton.edu

Audiovisual Services

Event support, classroom technology support, KTSA TV & Recording studio, Zoom support.
avs@hamilton.edu

Availability

- **COVID-Normal:** fully supported in-person.
- **Modified:** fully supported in-person.
- **Reduced:** Reduced staff presence, as needed for support.
- **Minimal:** Staff can be scheduled for on campus appointments during operating hours, staff on campus for critical functions.

Contact Information

Manager: Tim Hicks - thicks@hamilton.edu
Email: avs@hamilton.edu

Desktop Computing Support

Operated by Desktop Integration Services (DIS) within the Infrastructure Group. Tier 3 hardware and software troubleshooting & support

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Intermittent on-campus presence, as needed to support academic and business continuity; on-campus support by-appointment only; remote virtual support.
- **Minimal:** Supported by virtual appointment.

Contact Information

Manager: Chris Thiesen - cthiesen@hamilton.edu
Email: dis@hamilton.edu

Digital Library Materials

Responsible for the digitizing, quality control, and tracking of materials created for digital collections and use by faculty in courses.

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Available only as needed to support research and learning.
- **Minimal:** Remote as possible

Staffing

Manager: Lisa McFall - lmcfall@hamilton.edu

Enterprise Systems

Supports critical College business processes to assure continued successful administrative operations. This group manages the central systems at the College (Colleague, the Website, all departmental systems, all Hamilton web applications, and the business intelligence platform.

Availability

- **COVID-Normal:** Remote support.

- **Modified:** Remote support.
- **Reduced:** Remote support.
- **Minimal:** Remote support.

Contact Information

Manager(s):

Marty Sweeney, Director EIS - msweeney@hamilton.edu
Mike Sprague, Director BI,WS - msprague@hamilton.edu

Emails: cis@hamilton.edu
webhelp@hamilton.edu
busintel@hamilton.edu

Help Desk

The Help Desk is the first contact point for all technology needs and services on campus. From hardware support, to software support, to help with your network password, the staff of the Help Desk are prepared to assist, or to put you in touch with the right campus resource.

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Supported by virtual appointment.
- **Minimal:** Supported by virtual appointment.

Contact Information

Manager: Scott Paul - spaul@hamilton.edu
Email: Helpdesk@hamilton.edu

Library Systems

Responsible for maintaining and enhancing the library systems which provide access to information.

Availability

- **COVID-Normal:** Supported in-person as needed.
- **Modified:** Supported in-person as needed.
- **Reduced:** Available only as needed to support research and learning.
- **Minimal:** Remote as possible

Staffing

Manager: Lisa McFall - lmcfall@hamilton.edu

Network Services (Infrastructure, Network, Telephony)

Supports critical College infrastructure to assure continued successful campus operations. This group manages the underlying infrastructure for the college (Network, servers, internet, VPN, phone system, etc).

Availability

- **COVID-Normal:** Supported in-person.
- **Modified:** Supported in-person.
- **Reduced:** Reduced staff presence, as needed for support.
- **Minimal:** Staff on campus for critical functions only.

Contact Information

Manager(s): Dave Roback - droback@hamilton.edu
                    Jesse Thomas - jthomas@hamilton.edu
Email: ns@hamilton.edu

Research & Instructional Design

Supports academic research and provides educational technology assistance to faculty and students:
- Online teaching software (Blackboard LMS, Gradescope, Mathematica, Overleaf, Stata, etc.)
- Technology, training and self-help online
- Consultations and course design assistance for faculty
- Research consultations with faculty and students
- Instructional design for in-person, online, both synchronous and asynchronous
- Tech and research support for courses and academic projects as needed
- R&ID Student Tutors (Digital Media Tutors, Research Tutors, and Data Science Tutors).

Availability

- **COVID-Normal:** Supported in-person and virtual appointment.
- **Modified:** Supported in-person and virtual appointment.
- **Reduced:** By in-person appointment only if needed; support by virtual appointment.
- **Minimal:** Supported by virtual appointment only.

Contact Information

Manager: Nhora Serrano (RID), nserrano@hamilton.edu
Email: askus@hamilton.edu

Change Log

Last Update	Author	Notes
3/10/2020, 2:16 pm	Beth Bohstedt	Original
3/11/2020, 10am	Beth Bohstedt	Updates for all-LITS info
3/15/2020, 12:30pm	Joe Shelley	Major updates, altering scope to prepare for full telecommuting except for essential personnel and on-call support.
3/16/2020	Joe Shelley	Added two service levels to match up with campus defined operational status levels.
3/17/2020	Jerry Tylutki	Added LITS Remote Staffing content, added Level 2 and Level 3 sections to each critical service. Added Network Services appendix.
6/11/2020	Jerry Tylutki	Updated document to current service and status.
August 2020	Jerry Tylutki, Kristin Strohmeyer	Multiple core changes.
October 2020	Jerry Tylutki, Kristin Strohmeyer	Multiple core changes