**From the CMHSL Emergency Preparedness & Response Plan, August 2008, page 17:**

**Scenario A: Pandemic (library closed for social distancing) or staff not able to get to the site (severe storm or other regional disaster). Building closed, electric power and internet available:**

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| **Resource** | **Service to be maintained** | **Managers/Responsibilities** |
| **Access to online resources** | Patron access from off-site to licensed resources | *Collection Development Librarian*—e-journals, e-books\**Electronic Services Librarian*—databases *Assoc. Dir. for Lib. Tech & Development*—internet connectivity |
| **Library web site** | Links to library resources, access to online help from a librarian, emergency information about the library (hours, staffing, etc.) | *Assoc. Dir. for Lib. Tech & Development*—internet connectivity*Library Webmaster*—library web site/emergency web page maintenance*Assoc. Dir. for Information Services--*staffing online chat sessions for patron assistance |
| **Interlibrary Loan borrowing** | Receiving requests from CMHSL patrons for materials not owned by library, sending requests and receiving materials, forwarding to patron electronically or by fax | *ILL Supervisor*—ILL procedures*Assoc. Dir. for Lib. Tech & Development*—ILLiad installation, connectivity from home for ILL Supervisor and from UNC (backup library)*Library Webmaster*—ILLiad web page for patron use |
| **Access to print resources** | Access to library for affiliated patrons | *Administrative Manager—*coordinate with Hospital Security to allow access to library print collections in response to a patient-care information need |

**\***Nadine Ellero can provide some back-up to Jonathan for dealing with online resources, through use of Serials Solutions.