University Libraries

Safety & Security Plan

Updated Spring 2015
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I. Introduction

A. Purpose
1. This report outlines a planned response to disasters and security issues occurring in the University Libraries of the University of South Carolina.
2. The goal of this plan is to protect library users, staff and library materials in the case of emergency.

B. Location of current document
1. K:\ drive
2. Common folder
3. Disaster folder
4. SAFETY and SECURITY PLAN file.
II. Building Use Policies

A. Thomas Cooper Library

The Thomas Cooper Library is a research and study facility. The services we provide for the University community include copy facilities, borrowing privileges, study rooms, interlibrary loan, tours and other library events. It is expected that one patron will not impinge on the rights of other patrons. The following rules of conduct are to ensure the best and most fair use of the library for all our patrons. Please report any violations to circulation or the exit gate staff.

Please note the following:
1. Only quiet conversations that do not disturb others are permitted in study areas.
2. The only animals allowed are those that assist people with disabilities.
3. Attire appropriate to a public building is required, including shoes.
4. Children under 15 must have adult supervision at all times.
5. All bags may be checked upon exiting the library.
6. Users may be required to show valid identification.
7. Thomas Cooper Library operates a video surveillance system. You will be videotaped while on the premises.
8. Please turn off your cell phone ringer.

The following behaviors are not permitted in the library:

- Use of tobacco products
- Criminal Acts
- Bicycles, skateboards, etc.
- Intoxication
- Disorderly or disruptive behavior
- Soliciting or Proselytizing
- Horseplay
- Posting of flyers
- Verbal, physical, or sexual harassment
- Abusive, insulting, or threatening language
- Sleeping
B. Hollings Special Collections Library

The Hollings Library is a research and study facility. The services provided for the University community and public include access to our historic collections, copying, tours, and special library events. It is expected that no patron will impinge on the rights of other patrons. The following rules ensure the best and most fair use of the Library for all patrons. Please report any violations to the reference staff.

1. Patrons are required to register with the Library on their first visit during each fiscal year and present valid photo identification at that time and on any subsequent visit; your photo ID will be photocopied and returned to you.
2. Patrons will engage in no behavior which endangers the collections or items which they use and will follow all special handling instructions provided by the Library staff.
3. The Library is a closed stack facility. Library materials may not be removed from the Reading Room. A request slip must be submitted for all items used. Researchers may request up to three books or cartons of manuscripts at one time. Researchers may only have one carton at their table at any time. No material will be retrieved after 4:30 p.m. When using manuscripts, be careful to preserve the order of the documents and the folders within each carton. Patrons may be required to use digital, microfilm or other versions of materials when such copies exist. Do not place anything directly on the research material you are studying. Place books flat on the table or in a cradle (as directed by reading room staff), do not force or press open the bindings of books, and if the pages of a book are unopened, request help from a staff member. Do not cut pages yourself.
4. Only pencils and/or computers, cameras, and research notes may be taken into the Reading Room. Nearby lockers are available for the storage of briefcases, backpacks, computer bags, purses and other personal items.
5. Under certain circumstances, researchers may themselves photograph Library holdings. Before doing so, consult staff for a copy of the Camera Use Policy.
6. Photocopies, scans, and other photographs intended for publication, should be ordered from staff using the Reprographics order form. Images intended for publication, web use, or other dissemination may incur use fees. Copy fees for personal use reflect the Library’s costs. Prepayment is required. Items requested for photocopying or other reproduction must be screened by a staff member, both for physical condition and for possible copyright restriction. Due to the unique and fragile nature of our holdings, the Library may refuse to copy certain materials and may restrict the amount of its holdings which may be copied. Personal scanners are not allowed.
7. Only quiet conversations that do not disturb others are permitted. Cell phone calls should be made and taken outside the reading room.
8. All belongings and notes are subject to being checked by the staff.
9. Public computer terminals may only be used for searching Library databases and resources.
10. The researcher bears the responsibility of ascertaining who holds copyright to material from Library collections which they wish to quote.

Persons who do not abide by the Library’s policies may be asked to leave, banned from the building, or arrested depending upon the offense committed. The Library may refer students to the USC disciplinary committee.
C. South Caroliniana Library

The South Caroliniana Library is a research and study facility at the University of South Carolina. The services we provide for the University community and general public include access to our historical collections, bibliographic instruction, tours, and special library events. This policy is an effort to balance the needs of researchers with security and longterm preservation of our unique holdings. We greatly appreciate your cooperation and hope that your visit will be pleasant and productive.

1. Patrons are required to register with the Library on their first visit during each fiscal year (1 July to 30 June) and present a valid photo identification at that time.

2. The Library is a closed stacks facility. All requests will be made using call slips. The Library may restrict the number of items retrieved or provide surrogates for preservation reasons. Patrons may not remove materials from the reading room or rearrange the order in which they are received. Materials will not be pulled after 4:45 p.m. Monday-Thursday and 12:45 p.m. on Saturday. Materials must be requested at least 15 minutes before the library closes.

3. Briefcases, backpacks, and other personal items must be placed in lockers and are subject to being checked by staff.

4. Pens, food, beverages, and personal scanners are not permitted in the reading room.

5. Patrons are asked to be respectful of the fragile nature of the Library’s materials and use all items with care, following any special handling instructions or use restrictions communicated by staff.

6. If patrons desire paper copies, they will need to consult with the staff, complete the reproduction form, and pay fees beforehand at least 15 minutes before closing. Copy services are not available for sameday delivery and may take 7-10 business days to complete.

7. Patrons may use personal cameras without flash or the microfilm scanner to make digital copies onto their own flash drive at no cost. Patrons must complete reproduction forms before making their own personal copies in consultation with the staff.

8. Cell phones should be set to mute or vibrate and not answered in the reading room. Conversation with other researchers or staff should be quiet or conducted outside of the reading room.

9. Public computer terminals may be used only for searching Library databases and resources.

10. The researcher bears the responsibility of ascertaining who holds copyright to material from the Library collections which they wish to use beyond research purposes and of paying any associated fees required for the use.

11. Children under 14 must have adult supervision at all times.

12. Only animals assisting people with disabilities may be brought into the building.

13. Attire appropriate to a public building is required.

14. The University of South Carolina is designated a tobaccofree campus.

Persons who do not abide by the Library’s policies may be asked to leave, banned from the building, or arrested, depending upon the offense committed. The Library may refer students to the USC disciplinary committee.
D. Moving Image Research Collections (MIRC)

There are a number of ways to access the Moving Image Research Collections. An everincreasing number of digitized films may be seen online using the Digital Video Repository (MIRCDVR). Materials are selected for the repository based, in part, on patrons’ requests.

Personal visits to the archive can be accommodated. MIRC is located at 707 Catawba Street, Columbia and is open Monday through Friday, 9:00 AM to 5:00 PM. The general public, as well as students, faculty, and staff may view material free of charge. The onsite reference library includes more than 2,000 hours of material on VHS tapes and DVDs. These materials are identified as RC#### or RD#### in our online reference catalog.

Access copies for materials not yet transferred can be made upon request. Although we aim to satisfy all requests within two weeks, the volume of requests and the condition of the materials may significantly lengthen our turnaround time. Technical and legal constraints may restrict access to certain collections. While the MIRCDVR is our preferred means of providing off site access, we are able to make customized access copies in other media for a fee. Call 8037776841 or email MIRC@mailbox.sc.edu to discuss your needs.

Scholars wishing to consult the library for an extended period of time or to examine a large volume of materials should contact a curator to make arrangements.
E. Music Library Visitor Policy

Music Library is primarily for use by students, faculty, staff and other members of the University of South Carolina community. Researchers and scholars not affiliated with the University, however, may utilize the library's collections under the guidelines set forth below.

Visitors should register at the circulation desk at the library entrance. A picture ID is required. Visitors under the age of fifteen must be accompanied by an adult. The library reserves the right to restrict or modify guest access during times of peak library use.

Two computers are available for searching the online catalog, on the second level of the library. Ten additional computers on the first and second floor are available for library research. The visitors are restricted to 30 minutes of use per day. Guest wireless service is available for computers throughout the building but does not provide access to licensed resources. Visitors are welcome to use library copiers and scanners.

Material checkout privileges are reserved for members of the University of South Carolina community and visitors enrolled in institutions with a reciprocal borrowing agreement. All others can secure borrowing privileges by becoming members of Thomas Cooper Society.
F. Annex and Conservation Lab

University affiliates such as: Faculty, Staff, Graduate or Undergraduate students, Thomas Cooper Society members, and Alumni members, who wish to consult large works may request that items be held at one of the two Library Annex reading rooms. Please note that the Library Annex does not have checkout capabilities, thus materials must be used onsite.

Nonuniversity affiliates who wish to consult large works may also request that items be held at one of the two Library Annex reading rooms. However, please note that photocopy services may be limited for nonuniversity affiliates. Consult Library Annex management for more details.

Because the Annex is a high density storage facility and not a browsing library, the stacks area is closed to the public. All retrieval of requested material is taken care of by the staff members. It would be most efficient if a patron provides information for requested materials at least two hours in advance. The Library Annex will then have the materials ready when the patron arrives. Walkin requests will be placed into work orders and will be processed by priority. In such case, a patron will have to wait for the retrieval to be carried out.

The Library Annex reading rooms are equipped with a desktop computer, 13inch TV, VCR and DVD player making it possible for users to get online, view videos and DVDs held at the Annex.
### III. Emergency Phone Numbers

#### A. Emergency Contacts

**DISASTER PREPAREDNESS & RECOVERY COMMITTEE**

<table>
<thead>
<tr>
<th>Name</th>
<th>Work</th>
<th>Home</th>
<th>Cell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tim Harmon</td>
<td>7771667</td>
<td></td>
<td>(803)6738894</td>
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</tbody>
</table>

#### OTHER IMPORTANT EMERGENCY NUMBERS

<table>
<thead>
<tr>
<th>Name/Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>USC Emergency Services</td>
<td>(803)7779111</td>
</tr>
<tr>
<td>Law Enforcement &amp; Safety (nonemergency)</td>
<td>(803)7774215</td>
</tr>
<tr>
<td>Worker’s Compensation</td>
<td>(803)7773824</td>
</tr>
<tr>
<td>USC Health &amp; Safety Director</td>
<td>(803)7775269</td>
</tr>
<tr>
<td>USC Fire Safety</td>
<td>(803)7771640</td>
</tr>
<tr>
<td>USC Parking</td>
<td>(803)7775160</td>
</tr>
<tr>
<td>USC Police Chief of Police</td>
<td>(803)7778245</td>
</tr>
<tr>
<td>USC Facilities Director</td>
<td></td>
</tr>
<tr>
<td>USC Facilities Work Request</td>
<td>8037774217</td>
</tr>
<tr>
<td>USC Custodial</td>
<td></td>
</tr>
<tr>
<td>Marty Frick (facilities area manager)</td>
<td>8039170442</td>
</tr>
<tr>
<td>Ward Schumpert (facilities director)</td>
<td>8039170606</td>
</tr>
<tr>
<td>Don Gibson (assistant director of facilities)</td>
<td>8039172107</td>
</tr>
<tr>
<td>Tom Knowells (custodial supervisor)</td>
<td>8039206543</td>
</tr>
<tr>
<td>Marion Morris (asst. custodial supervisor)</td>
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### B. Library Administration

<table>
<thead>
<tr>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Tom McNally</td>
<td>7776212</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beki Gettys</td>
<td>7773142</td>
<td></td>
<td>(803)4294401</td>
</tr>
<tr>
<td>Mary Horton</td>
<td>7773142</td>
<td>(803)7081656</td>
<td>(803)7673468</td>
</tr>
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### C. Library Emergency Contacts

<table>
<thead>
<tr>
<th>Department</th>
<th>Name</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Dean’s Office</td>
<td>Tom McNally</td>
<td>(803)3485531</td>
</tr>
<tr>
<td>Dean’s Office</td>
<td>Lisa Wrightenberry</td>
<td>(803)4477032</td>
</tr>
<tr>
<td>Admin Director</td>
<td>Mary Horton</td>
<td>(803)7673468</td>
</tr>
<tr>
<td>Associate Dean</td>
<td>Beki Gettys</td>
<td>(803)4294401</td>
</tr>
<tr>
<td>Circulation</td>
<td>Tucker Taylor</td>
<td>(803)2604759</td>
</tr>
<tr>
<td>Reference</td>
<td>Sharon Verba</td>
<td>(803)7435958</td>
</tr>
<tr>
<td>Cataloging</td>
<td>Scott Phinney</td>
<td>(803)3868727</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>Amber Cook</td>
<td>(864)8846289</td>
</tr>
<tr>
<td>Government Documents</td>
<td>Bill Sudduth</td>
<td>(803)2402873</td>
</tr>
<tr>
<td>Annex</td>
<td>Nelson Rivera</td>
<td>(803)6032472</td>
</tr>
<tr>
<td>Music Library</td>
<td>Ana Dubnjakovic</td>
<td>(504)3385260</td>
</tr>
<tr>
<td>Facilities</td>
<td>Tim Harmon</td>
<td>(803)6738894</td>
</tr>
<tr>
<td>Systems</td>
<td>Glenn Bunton</td>
<td></td>
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<tr>
<td>Systems</td>
<td>Randy Heard</td>
<td>(706)9515080</td>
</tr>
<tr>
<td>Systems</td>
<td>Lance DuPre</td>
<td>(803)3387368</td>
</tr>
<tr>
<td>Department</td>
<td>Name</td>
<td>Phone</td>
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<tr>
<td>-------------------------</td>
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</tr>
<tr>
<td>Systems</td>
<td>Josh Garris</td>
<td>(803)4147225</td>
</tr>
<tr>
<td>Development</td>
<td>Carol Benfield</td>
<td>(803)3155536</td>
</tr>
<tr>
<td>Events</td>
<td>Christine NicolMorris</td>
<td>(803)9316227</td>
</tr>
<tr>
<td>Communications</td>
<td>Beki Gettys</td>
<td>(803)4294401</td>
</tr>
<tr>
<td>Collections Development</td>
<td>Gary Geer</td>
<td>Cell: (803)5567046</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home: (803)2540509</td>
</tr>
<tr>
<td>Acquisitions</td>
<td>Joe Pukl</td>
<td>Cell: (803)4229401</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home: (803)7722748</td>
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<tr>
<td>Acquisitions</td>
<td>Paul Cammarata</td>
<td>Cell: (803)3183278</td>
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<tr>
<td></td>
<td></td>
<td>Home: (803)6952196</td>
</tr>
<tr>
<td>Assessment</td>
<td>Megan Palmer</td>
<td>(803)5309225</td>
</tr>
<tr>
<td>Rare Books</td>
<td>Elizabeth Sudduth</td>
<td>(803)7604767</td>
</tr>
<tr>
<td>SCPC</td>
<td>Herb Hartsook</td>
<td>Cell: (803)5186194</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home: (803)7327270</td>
</tr>
<tr>
<td>Digital</td>
<td>Kate Boyd</td>
<td>(803)3151765</td>
</tr>
<tr>
<td>MIRC</td>
<td>Heather Heckman</td>
<td>(630)4847407</td>
</tr>
<tr>
<td>MIRC</td>
<td>Lydia Pappas</td>
<td>(502)5104902</td>
</tr>
<tr>
<td>SCL</td>
<td>Henry Fulmer</td>
<td>(803)3188838</td>
</tr>
<tr>
<td>SCL</td>
<td>Beth Bilderback</td>
<td>(803)3603720</td>
</tr>
<tr>
<td>SCL</td>
<td>Elizabeth West</td>
<td>(803)3614679</td>
</tr>
<tr>
<td>SCL</td>
<td>Fritz Hamer</td>
<td>(803)2568931</td>
</tr>
<tr>
<td>S/R</td>
<td>Dale Glover</td>
<td>(803)6067707</td>
</tr>
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</table>
### D. Hollings Library Emergency Phone List

<table>
<thead>
<tr>
<th>Office</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Carolina Political Collections</td>
<td>Herb Hartsook</td>
<td>Home: (803)7327270</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: (803)5186194</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office: (803)7770577</td>
</tr>
<tr>
<td>South Carolina Political Collections</td>
<td>Dorothy Walker</td>
<td>Cell: (803)3195757</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home: (803)77705825</td>
</tr>
<tr>
<td>South Carolina Political Collections</td>
<td>Kate Moore</td>
<td>Home: (803)7388211</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: (803)9794702</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office: (803)7770578</td>
</tr>
<tr>
<td>South Carolina Political Collections</td>
<td>Chelsea Grayburn</td>
<td>(252)2271755</td>
</tr>
<tr>
<td>South Carolina Political Collections</td>
<td>Sarah Lerch</td>
<td>(412)2000694</td>
</tr>
<tr>
<td>South Carolina Political Collections</td>
<td>M.K. Steele</td>
<td>(803)3125161</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Elizabeth Sudduth</td>
<td>Home: (803)6619561</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: (803)7604767</td>
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<tr>
<td></td>
<td></td>
<td>Office: (803)7775487</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Jeanne Britton</td>
<td>Home: (803)5206761</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cell: (315)3955971</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office: (803)7779145</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Jeffrey Makala</td>
<td>Cell: (803)5468421</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office: (803)7770296</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Mary Anyomi</td>
<td>Office: (803)7778575</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Jessica Dowd Crouch</td>
<td>Cell: (803)5531845</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Office: (803)7776356</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Kelsey Crump</td>
<td>(843)4523421</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Zella Hilton</td>
<td>Home: (803)7501410</td>
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<tr>
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<tr>
<td></td>
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<td>Office: (803)7778240</td>
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<td></td>
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<td>(803)7775588</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Paul Schultz</td>
<td>Cell: (803)2379491</td>
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<tr>
<td></td>
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<td>Office: (803)7770327</td>
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<tr>
<td>Department</td>
<td>Name</td>
<td>Home Phone</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Robert Smith</td>
<td>(803)8345546</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Donald J. Greiner</td>
<td>(803)7827366</td>
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<tr>
<td>Rare Books and Special Collections</td>
<td>Patrick Scott</td>
<td>(803)7823712</td>
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<tr>
<td>Digital Collections</td>
<td>Kate Boyd</td>
<td>(803)9310663</td>
</tr>
<tr>
<td>Digital Collections</td>
<td>Ashley Knox</td>
<td>(919)8203040</td>
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<tr>
<td>Digital Collections</td>
<td>Virginia Pierce</td>
<td>(803)5288273</td>
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<td>SCPC Work Area</td>
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<td>Reading Room</td>
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<tr>
<td>Receiving</td>
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<td>(803)7772276</td>
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<tr>
<td>Level 4 Stacks</td>
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<tr>
<td>Visual Materials</td>
<td>Beth Bilderback</td>
<td>(803)3603720</td>
</tr>
<tr>
<td>Visual Materials</td>
<td>Edward Blessing</td>
<td>(803)6083934</td>
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<tr>
<td>TCL Circulation</td>
<td></td>
<td>(803)7773145</td>
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<tr>
<td>Conservator</td>
<td>Lawryn Henderson</td>
<td>Office: (803)8960783</td>
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# E. Library Partners

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<th>Partner</th>
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<th>Department</th>
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<tr>
<td>Career Center</td>
<td>Tom Halasz</td>
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<td>7773971</td>
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<tr>
<td>CTE</td>
<td>Christina Friend</td>
<td>7778276</td>
<td>7778322</td>
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<tr>
<td>Custodial Services</td>
<td>Tomika Johnson</td>
<td>7774223</td>
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IV. Evacuation Procedures

Evacuation procedures must be posted in each work area.

General Evacuation Procedures
1. Close all doors behind you and quickly and orderly proceed to your nearest stairwell exit.
2. Tell patrons in your path to the stairs to exit via the stairs. Do not delay in exiting the building. Maintain a calm and orderly evacuation.
3. Exit through the closest stairwell.
4. Guide disabled patrons to the nearest enclosed stairwell and alert the Fire Department or USC Police.
5. Assemble at your department’s designated meeting spot. Notify appropriate library staff in charge of evacuation if you are missing any staff or saw any problems with the evacuation. You may also notify USC Police or the Fire Department.
A. Thomas Cooper Library

1. You may have to exit up instead of down. Look to the signs in the stairwells for directional assistance.
2. Your closest exit may be level 5 if you are on a lower level. Look to the exit signs and the signs in the stairwell for directional assistance.
3. Assemble on the steps beyond the reflecting pool. Notify the Circulation representative at the top of the stairs of Thomas Cooper Library if you are missing any staff or saw any problems with the evacuation. You may also notify USC Police or the Fire Department.

Mezzanine
B. Hollings Special Collections Library

1. In the event of a fire alarm when the fire detection system senses smoke near the entrance of the Hollings Library, the fire door across the bridge will deploy, and the Reading Room staff member must leave via the Sumter St. exit located on Level 4 via stairs and join Hollings’ patrons and staff at the bus stop on Sumter St.

2. If the Hollings Library needs to be evacuated and the fire detection system does sense smoke near the entrance of the Hollings Library, then the Hollings Library reading room staff will shut the gate to prevent patrons from entering a building that is under evacuation. The Reading Room staff member must exit via Thomas Cooper, closing the mall gate and notifying Circulation and Reference before exiting to meet Hollings’ patrons and staff at the bus stop on Sumter St.
1. Use stairs to exit to level 3, and use nearest exit to level 1.

**Level 5**

1. Use nearest stairs to exit to main level.
D. MIRC

1. All staff and patrons must meet outside in the “d” lot on the west side of the building for roll call.
E. Music Library

1. Staff will assemble at ?? to determine if all staff members evacuated.

1. Use stairs to the 1st floor, and exit via the nearest exit.
F. Annex and Conservation Lab

1. Staff will assemble at ?? to determine if all staff members evacuated.

Main Level

Mezzanine Level
V. Manmade and Natural Disasters

A. What to do in the event of a Facilities Issue

1. Emergency

In the event of an emergency that threatens life or safety, call the appropriate emergency personnel. Then call the library facilities manager and the appropriate management representative from the area affected. If you are unable to contact either the facilities manager or the appropriate management representative from the affected area, continue to call this phone tree until you reach a person. A serious issue is any issue that could conceivably cause damage or result in a problem that creates a life safety hazard if not addressed. Almost any leak over books or equipment will meet this criteria, as well as any leak from a pressurized line (ie a supply line to a sink).

It is expected that staff will take any obvious steps to mitigate further damage or risk. For example, asking patrons to leave an area where water is pooled around an electrical outlet, or unplugging equipment in the vicinity of a leak. Staff may also be directed to help in recovery from disasters.

2. NonEmergency

Please fill out a ticket via the online ticket system at http://delphi.tcl.sc.edu/ticket/

If there is an issue that does not pose a safety risk or further damage, but yet still creates a nuisance or substantial inconvenience, especially to patrons, then please call 7774217. An example would be an overturned, full trash can on the main floor, or a bird in the building. It is expected that any staff will take any obvious steps to mitigate further damage or risk.

To determine if you need to call someone, ask yourself the following questions:

- Is there a current safety concern?
- If not addressed, could the issue pose a safety concern?
- If not addressed, could the issue get worse?
- Is the issue a nuisance or substantial inconvenience, especially for patrons?

If the answer to any of these questions is yes or maybe, then refer to phone tree in section.
B. What to do in the event of an Earthquake?

1. If you are inside, stay inside; if outside, stay outside. Do not attempt to enter or exit a building during an earthquake. The greatest danger is from falling objects.
2. Immediately drop and seek cover under a desk or table and cover your head. If you cannot do this drop and cover your neck and head near an interior wall. Never stay next to an exterior wall.
3. Avoid book stacks, windows, and computer equipment.
4. Earthquakes are often followed by aftershocks; do not try to leave the building until it has been declared safe and the earthquake is over.
C. What to do in the event of a Hurricane?

1. Hurricanes generally offer adequate warning to prepare.

2. If USC Administration decides, the library should close, the Disaster Team can:
   a. Anticipate flooding by using plastic sheeting or sandbags in known flooding areas.
   b. Stay on alert for probable cleanup.
D. What to do in the event of a Tornado?

1. Proceed to the lowest floor possible.
2. Stay in the middle of the building away from all windows.
3. If possible go below ground or find cover under a table or anything else that can provide some amount of protection.
E. What to do in the event of an Active Shooter?

Remember to always follow directions sent out through the CarolinaAlert System.

Depending on time and ability library staff will as much as possible to secure our building. If the shooter is not in the library remember to get away from windows and lock office doors when possible.

The following instructions are given by USC Division of Law Enforcement and Safety.

If an active shooter is OUTSIDE your building:
1. Proceed to a room that can be locked.
2. Close, lock, and barricade windows and doors.
3. Turn off the lights.
4. Get down low, ensuring you are not visible from the outside.
5. Silence all cell phones and remain quiet.
6. Have one person call 911.
7. Do not unlock the door or respond to voices unless absolutely certain it is the police.

If an active shooter is INSIDE your building:
1. Determine whether the room can be locked.
2. If so, follow the instructions above.
3. If not, determine if there is a nearby room that can be locked and whether it is safe to proceed or whether it is safe to escape outside.

If an active shooter enters your room:
1. Try to remain calm.
2. If possible, dial 911. If you cannot speak, leave the line open to allow the dispatcher to hear what is going on.
3. If you are unable to escape or hide, act within your abilities, but do not do anything to further jeopardize your safety.
4. If the shooter leaves, proceed immediately to a safer location.
F. What to do in the event of a Bomb Threat?

1. Policy: All bomb threats must be taken seriously.
2. Procedure: Remain calm. Listen carefully; do not interrupt the caller. While on the phone alert another staff member to notify Campus Police. Follow evacuation procedures as directed by police. If you have noticed any strange packages or things out of place notify the police.
3. Notify:
   a. Campus Police 7779111
   b. Circulation Supervisor (Thomas Cooper Library) 7773145
G. Thomas Cooper Library
Security Response Procedures

In the event of an emergency, contact USC Law Enforcement by dialing 911 or USC Police Dispatch at 777-4215. The Circulation Department monitors security for the building. A Circulation supervisor should be notified of security incidents after you have called Law Enforcement or to discuss security concerns.

The below are the procedures that the Circulation Department will follow in the event of an incident. We have put them here for the sake of transparency so that staff will know what to expect. These are checklists of what should be considered, but not all actions would be appropriate depending on the specifics of the incident.

I. Guide to Approaching People

1. Let them know what the policy is.
2. Let them know why we have the policy.
3. Make sure that they are aware of the consequences.
4. Enforce the consequences.
5. Make sure someone knows where you are going.
   a. Preferably a supervisor. If there is not another staff member or supervisor in the department, let reference know.
   b. Take a walkie, cell phone, and keys.
   c. If you need to make a call and are out of cell phone range, use keys to get into an office to use a land line, or pick up the red phone by the elevator.
6. Wear your nametag. People need to be able to tell that you are a library employee.
7. Treat people respectfully.
   a. Even if they are not giving you the same courtesy, do it regardless of if you think they deserve it, it will help the situation resolve more quickly and calmly for all.
   b. Avoid jargon and words like “policy”
      i. People will think that you are not there to help and immediately shut down. Talk with them; don’t simply recite policies at them. They will be more likely to cooperate if you are attentive to how you say things.
      ii. Explain to the person why we have the policy. Often people are unaware that what they are doing affects others.
   c. Assume that the person is unaware that they are doing something wrong.
8. Take another person with you if the situation warrants it.
9. Take another person with you if the situation warrants it.
10. Take the person somewhere else if they are upset, like an empty study room or the circulation office.
11. If they are upset, encourage the patron to sit down to help them calm down.
12. Always have an exit. NEVER allow yourself to be cornered no matter how safe you feel.
13. Let them talk; never interrupt.
14. If they are not listening to you, try to get someone else to talk with them. Sometimes they just need to hear it from someone else.
15. Don’t argue with the person.
II. Documenting Incidents
1. Try to start writing things down as soon as possible!
2. Grab an incident report form from the file folders next to the Lost and Found.
3. Fill out the form completely.
4. Always write more than you think you need.
5. Attach all photos, copies of trespass letters, and any other paperwork related to the incident to the incident report with a paper clip.
6. If the persons drivers license or Carolina Card is made available to you, make a copy.
7. Find the video of the incident and record the VIDEO timestamps on the incident report.
   a. Export the video from the time of the incident saving it to the appropriate folder and titling it with the suspect name and date.
   b. Print a still photo of the suspect from the video.
8. If the person was trespassed, be sure to make a copy of the banned letter that you hand them.
   a. The blank form ban letters are located in the file folders on Chad’s desk next to the Lost and Found.
9. Be sure to record the responding officers and the case number if USCPD was contacted.
10. Log all the information into the access database.

III. Debriefing
1. Speak with all staff/students who were involved in the incident.
2. Have the pertinent people fill out incident reports to keep with the Supervisors report of the incident.
3. Be sure to obtain a case number if there is one.
4. Notify all circulation staff members as well as other library departments.
5. Follow up with RCPL if the situation warrants it.
6. Obtain the official USCPD report after it has been generated.

IV. Guide to Banning People
1. People may be banned for doing something forbidden in the building use policy, or for not using the facility for its intended purpose.
2. We would be more likely to ban a member of the community before a University Community Member (faculty, staff, student) because the latter are the primary group we support, and we have other means of working through issues with these groups (human resources, student judicial, bit team, etc...)
3. With good cause you can ban someone from the library and place them on permanent trespass notice.
V. Fire

1. Activate the big red button.
2. Grab the fire packet and note the location of the alarm from the panel in Tucky’s office.
3. Close all of the shutters and lock the cash register.
4. Have all staff members grab a walkie.
5. Unlock and open all of the doors at the entrance.
6. If you are able, grab the wheelbarrow to collect reserve items should people not want to wait.
7. Get everyone off of the patio.
8. Send someone out to the LLot to get people away from the building.
9. Call dispatch 7774215 and tell them the location from the panel so they can relay to first responders.
10. Call Tim Harmon.
11. Have someone do a lap of the building to ensure that everyone is away.
12. Help emergency personnel if asked.
13. Keep everyone away from the building until you are given the all clear

After the incident

1. Deactivate the big red button.
2. Get someone stationed at the exit gate.
3. Reset all of the doors.
4. Send people around with walkies and L13’s to turn off the audible alarms on the emergency exit doors.
5. Reopen Circulation.
6. Complete a library incident report.
7. Debrief with staff.
8. Log into the Access database.
9. Email library staff/discuss at supervisors.
10. Obtain a copy of the USCPD report if there is one
VI. Medical
1. Call USCPD 7774215 (try to note the call time and arrival time).
2. Grab a walkie.
3. Use appropriate first aid training.
   a. Wearing gloves if appropriate.
   b. AED use.
   c. CPR.
4. Have someone wait with the person.
5. Notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
6. Send a student with a walkie to the LLot in case they come in the back door.
7. Keep the area clear so that emergency personnel have easy access.

   After the incident
1. Complete a library incident report.
2. File a BIT team report
3. Debrief with staff that responded.
4. Email library staff and administration/discuss at supervisors.

VII. Sleeping Patron
1. Let Circ staff know where you are going.
2. Take a walkie and be sure to wear your nametag.
3. Approach the patron.
4. Attempt to wake the patron without touching them.
5. If necessary, use items on the desk or nearby to nudge the patron.
6. If multiple attempts to wake the patron are unsuccessful, call EMS
VIII. Responding to a Noise Complaint

1. Be sure you have your name tag on.
2. Take a walkie with you.
3. Make sure that someone knows where you are going.
4. Proceed to the area.
5. Identify the individuals who are causing the problem.
6. Approach the group.
   a. If it is on a quiet floor, explain that they are on a quiet floor and no talking is permitted. Suggest that if they need to work together, they could move to levels 4Mezz or check out a group study room.
   b. If it is not on a quiet floor, ask them to please keep it down as others are trying to study. If they are violating a library use policy, i.e. playing music without headphones, keep that in mind as you are speaking with them. Be sure to make them aware of the fact that they are doing something that they are not supposed to be doing so that they know for the future.
   c. If the complaint is coming from a floor that is not a quiet floor, make sure that you make the complainant aware that they are not on a quiet floor and if the noise continues to be too much, they can move to levels 13, get an individual study carrel, or a group study room.
   d. If the problem is coming from a study room, make the patrons aware that the group study rooms are not sound proof and ask them to keep the noise down.
   e. Make sure that the individuals know what the consequences are for not following verbal instructions and written library policies. Explain that if the problem persists, the consequences will be enforced.

If the problem persists and:
1. The group is on the floor, approach them again and let them know that they need to leave. They were warned about the consequences for not following instructions. If they are being problematic, call USCPD.
2. The group is in a room, remove them from the room and direct them to the main floor to leave. If they are being problematic, call USCPD.
IX. Exit Gate Alarm

1. If the alarm goes off, ask the patron if they have any library materials.
2. If they say no then ask them to step back through the gate and exit again. If the alarm does not go off again, they are good to go.
3. If they say yes, check the due dates in all of their library materials. If there are any items whose due dates are past, send them back to the circulation desk to get the items restamped.
4. If there are any other problems, or if someone refuses to stop when they have set off the alarm, radio the circulation department. A supervisor will respond to the situation.
5. The supervisor should approach the patron refusing to comply.
X. Theft of a Wallet, Purse, or Backpack

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. Get all of the victims information, especially good contact info.
4. Work with the victim to determine what was stolen.
5. Give them access to a computer/phone to check accounts and report cards lost/stolen.
6. Ask about car/house keys.
7. USCPD will need to get a monetary value for what was stolen, so if you can do so in the process of determining what was taken, do so.
8. If it has just happened and there is a description of the person who may have taken it, notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
9. Search the building.
   a. Start with the floor where the victim was studying at the time of the theft.
   b. Be sure to check in trashcans and the restrooms.
   c. Look carefully in any place that would be easy/ideal for someone to hide something.
   d. Check the stairwell.
   e. Talk to patrons in the area to see if they heard/saw anything.
   f. Was anyone suspiciously walking around?
   g. Did they actually see someone picking up anything?
10. Contact Calvin Gallman USCPD victim advocate

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XI. Theft of a Personal Textbook

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. If it has just happened and there is a description of the person who may have taken it, notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
4. Call the bookstores to report it.
   b. SC Bookstore.
   c. Adams Bookstore.
5. Search the building.
   a. Start with the floor where the victim was studying at the time of the theft.
   b. Be sure to check in trashcans and the restrooms.
   c. Look carefully in any place that would be easy/ideal for someone to hide something.
   d. Check the stairwell.
   e. Talk to patrons in the area to see if they heard/saw anything.
   f. Was anyone suspiciously walking around?
   g. Did they actually see someone picking up anything?
6. Get all of the victims information, especially good contact info.
7. Contact Calvin Gallman USCPD victim advocate

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XII. Vandalism

1. Call USCPD 7774215 (try to note the call time and arrival time).
2. Grab a walkie.
3. Photograph and document damage.
4. Call University Risk Manager if it is necessary to file an insurance claim.
5. Talk to patrons and staff in the area for details.

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
12. Put in a ticket if appropriate to have damage repaired.
XIII. Inebriated Person

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. Notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
4. Search the building.
   a. Talk to patrons in the area to see if they heard/saw anything.
   b. Was anyone suspiciously walking around?

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XIV. Stalking

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. Take the victim away from the desk.
4. Notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
5. Search the building.
6. Talk to patrons in the area to see if they heard/saw anything.
7. Offer USCPD/Staff to escort the victim.
8. Contact USCPD victim advocate and/or Sexual Assault and Violence Intervention and Prevention 7778248 or 7774125 and ask for the SAVIP advocate on call.
9. Do an anonymous report to sexual assault services if the victim does not want to be named.
10. Notify library Director and HR representative if appropriate

**After the incident**

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
   a. [http://www.housing.sc.edu/bit/incidentreport.php](http://www.housing.sc.edu/bit/incidentreport.php)
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XV. Sexual Harassment

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. Take the person reporting behind the circulation desk immediately.
   a. Make sure they are out of view of the front counter meaning billing or Tucky’s office.
4. Notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
5. Search the building.
6. Talk to patrons in the area to see if they heard/saw anything.
7. Offer USCPD/Staff to escort the victim.
8. Contact Calvin Gallman USCPD victim advocate or Sexual Assault and Violence Intervention and Prevention 7778248 or 7774125 and ask for the SAVIP advocate on call.
9. Do an anonymous report to sexual assault services if the victim does not want to be named.
10. Notify library Director and HR representative if appropriate.

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XVI. Simple Assault

1. Call USCPD 7773145 (try to note the call time and arrival time).
2. Grab a walkie.
3. Grab keys.
4. It might be easiest to get them away from one another quickly through the use of nearby classrooms/study rooms.
5. Notify desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
6. Search the building.
7. Talk to patrons in the area to see if they heard/saw anything.
8. Offer USCPD/Staff to escort the victim.
9. If both parties were equally involved, try to keep them separated to avoid further confrontation.
10. Contact Calvin Gallman USCPD victim advocate or Sexual Assault and Violence Intervention and Prevention 7778248 or 7774125 and ask for the SAVIP advocate on call

After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
XVII. Banned Person Returns to TCL

1. Call USCPD 7774215 (try to note the call time and arrival time).
2. Grab a walkie.
3. Notify all desk staff.
   a. Exit gate first!
   b. Circulation desk.
   c. Reference desk.
   d. Lounge staff 70244.
4. Identify the location of the banned person.
5. If you have the person in your sight, keep them there.
6. If you do not, search the building.
7. Ask patrons in the area for details.

   After the incident

1. Complete a library incident report.
2. File a report with the office of student judicial service.
3. File a BIT team report.
4. Debrief with staff that responded.
5. Find and save video.
6. Print a still photo to log with the incident report.
7. Obtain a copy of the USCPD report.
8. Log into the Access database.
9. Email library staff and administration/discuss at supervisors.
10. Check to see if incident makes Daily Gamecock or the crime alerts on LES’ webpage.
11. If the person was arrested, print the incarceration report from the local authorities database.
VI. Closing the building during a weather emergency, power outage, or other disaster

A. Decision Making
1. Dean
2. Facilities Manager
3. Director of Administrative Services
4. Associate Dean/Director of Thomas Cooper Library

B. Telephone tree
Notify all in decision making list as well as:
1. Head of Circulation
2. Director of Communications
3. Head of Library Technology
4. USC Police Department

C. University Libraries: Inclement weather procedures
1. In every case, when the University is closed, all library locations will close. When the University reopens, all library locations will reopen.
2. If the University closes during normal class hours 8 a.m. to 8 p.m., all University libraries will close and will not reopen until the University reopens.
3. If the weather conditions look threatening between 8 p.m. and 2 a.m., the Dean of Libraries will issue a directive that all libraries will close and will reopen either at 8 a.m. (if the University is open) or at such time the University opens for the day.
4. If the library does not close by 2 a.m. and the University closes at 6 a.m., the University police will close the Cooper Library and all other libraries will remain closed until the University reopens.
5. During regular session 24 hour schedules, weekend closings and subsequent openings will be at the direction of the Dean of Libraries.
6. From Monday through Friday during interim periods, the library will open and close according to the University being open or closed. During weekend interim periods, the Dean of Libraries will determine if the libraries will be open or closed.

D. Communications

Email will be sent to all library employees and partners within the library. Appropriate notice will be made to the campus community through Communications department.