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# Hamilton

## LIBRARY & INFORMATION TECHNOLOGY SERVICES

### 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.

Last Updated January 4, 2022  
Managed by the LITS Incident Management Team

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## Scope

This plan addresses the varying levels of support and services offered by the Library and Information Technology Services division. This plan serves as the Business Continuity Plan for the LITS division, including how services will be offered and the corresponding staffing levels.

This plan is reviewed at least annually.

## 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 on campus
2. Prepare to deliver 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 maps to the [College Operating Levels](#).

- **Normal Operating Levels**
  - **Access to Burke Library:** Unrestricted
  - **LITS Staffing:** fully onsite
  - **LITS Services:** fully supported
- **Blue Plan A Operating Status**
  - **Access to Burke Library:** Unrestricted if vaccinated or current Hamilton student, staff, faculty with approved exemption. Unvaccinated guest access not permitted.
  - **LITS Staffing:** primarily onsite
  - **LITS Services:** fully supported

- **Green Plan B Operating Status**
  - **Access to Burke Library:** Unrestricted if vaccinated or current Hamilton student, staff, faculty with approved exemption. Unvaccinated guest access not permitted.
  - **LITS Staffing:** primarily onsite, increased flexibility for remote work
  - **LITS Services:** fully supported
- **Yellow Plan C Operating Status**
  - **Access to Burke Library:** Restricted swipe access to current students, staff, faculty. No public or dependent access.
  - **LITS Staffing:** Onsite to support academic operations; remote work encouraged where possible. Student workers in-person work permitted to support academic operations.
  - **LITS Services:** Limited services
- **Red Operating Status (not documented as part of College Operating Status)**
  - **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.

Spring 2022 library hours will follow **NORMAL hours**, as listed below, unless the campus COVID alert level changes.

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
<b>NORMAL Hours (no classes)</b>	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
<b>NORMAL Hours (in-semester)</b>	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to 8:00 pm	10:00 am to 8:00 pm	10:00 am to midnight

<b>ANRR (in-semester)</b>	24/7	24/7	24/7	24/7	24/7	24/7	24/7
<b>Blue Plan A Hours (no classes)</b>	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
<b>Blue Plan A Hours (in-semester)</b>	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to 8:00 pm	10:00 am to 8:00 pm	10:00 am to midnight
<b>Blue Plan A ANRR (in-semester)</b>	24/7	24/7	24/7	24/7	24/7	24/7	24/7
<b>Green Plan B Hours (no classes)</b>	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
<b>Green Plan B Hours (in-semester)</b>	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to midnight	8:00 am to 8:00 pm	10:00 am to 8:00 pm	10:00 am to midnight
<b>Green Plan B ANRR (in-semester)</b>	24/7	24/7	24/7	24/7	24/7	24/7	24/7
<b>Yellow Plan C Hours (no classes)</b>	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
<b>Yellow Plan C Hours (in-semester)</b>	Campus business hours	Campus business hours	Campus business hours	Campus business hours	Campus business hours	CLOSED	CLOSED
<b>Yellow Plan C ANRR (in-semester)</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
<b>Red Minimal Hours (no classes)</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
<b>Red MINIMAL Minimal Hours (in-semester)</b>	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED
<b>Red MINIMAL Minimal ANRR (in-semester)</b>	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

Meetings should accommodate any remote staff via Zoom, Google Hangouts, or some other service.

## Telephones

All LITS staff are expected to set up voicemail indicating when a response can be expected, and an extended absence greeting if necessary, if working remotely.

The following service point telephone lines will be available:

- Circulation - 315-859-4479
- Helpdesk - 315-859-4181
- Research and Instructional support - 315-859-4735

## Email

All LITS staff are expected to monitor email and voice communications. 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.

### Blue Plan A Staffing

During Blue Plan A staffing, Burke Library is accessible for current students, staff and faculty and vaccinated visitors. Unvaccinated guest access is not permitted. LITS staffing is normal. All LITS services and service points are accessible and staffed.

### Green Plan B Staffing

During Green Plan B staffing, Burke Library remains accessible for current students, staff and faculty and vaccinated visitors. Unvaccinated guest access is not permitted. Additional flexibility to support LITS staff members working remotely in a WFH environment. LITS staff continue to support onsite services and service points.

### Yellow Plan C Staffing

During Yellow Plan C 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. Remote WFH should be encouraged. No student workers permitted inside Burke Library.

### Red Minimal Staffing

During Red 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.

## 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	Blue Plan A Operating Level	Green Plan B Operating Level	Yellow Plan C Operating Level	Minimal Operating Level
Administrative Team	Joe Shelley	Normal Staffing	Normal Staffing	Remote	Remote
Information Security	Jerry Tylutki	Normal Staffing	Normal Staffing	Remote	Remote
Institutional Research	Jasmine Yang	Normal Staffing	Normal Staffing	Remote	Remote

**Hamilton College**  
**Library and Information Technology Services**

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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Remote support.
- **Red Minimal Plan:** Remote support.

### Contact Information

#### Incident Management Team:

- Jerry Tylutki, Incident Manager
- Beth Bohstedt, Incident Manager Backup
- Linda Lacelle
- Katrina Schell
- Kristin Strohmeyer
- David Swartz
- Marty Sweeney
- Mark Tillson

## Accessing Library Materials

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

### Availability

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Reduced, contactless pickups available.
- **Red Minimal Plan:** Electronic access supported; physical access not supported.

## Contact Information

### Manager(s):

Margie D'Aprix (ILL) - [askill@hamilton.edu](mailto:askill@hamilton.edu)

Christian Goodwillie (Special Collections) - [cgoodwil@hamilton.edu](mailto:cgoodwil@hamilton.edu)

Katrina Schell (Circulation) - [askcirc@hamilton.edu](mailto:askcirc@hamilton.edu)

## Acquisition of Library Materials

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

### Availability

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Available only as needed to support research and learning.
- **Red Minimal Plan:** Remote, electronic purchases for courses

### Staffing

**Manager:** Barbara Swetman - [bswetman@hamilton.edu](mailto:bswetman@hamilton.edu)

**Email:** [asktobuy@hamilton.edu](mailto:asktobuy@hamilton.edu)

## Audiovisual Services

Event support, classroom technology support, KTSA TV & Recording studio, Zoom support.  
[avs@hamilton.edu](mailto:avs@hamilton.edu)

### Availability

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Reduced staff presence, as needed for support.
- **Red Minimal Plan:** 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](mailto:thicks@hamilton.edu)

**Email:** [avs@hamilton.edu](mailto:avs@hamilton.edu)

## Desktop Computing Support

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

### Availability

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Intermittent on-campus presence, as needed to support academic and business continuity; on-campus support by-appointment only; remote virtual support.
- **Red Minimal Plan:** Supported by virtual appointment.

### Contact Information

**Manager:** tbd

**Email:** [dis@hamilton.edu](mailto: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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Available only as needed to support research and learning.
- **Red Minimal Plan:** Remote as possible.

### Staffing

**Manager:** Lisa McFall - [lmcfall@hamilton.edu](mailto: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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Remote support.
- **Red Minimal Plan:** Remote support.

## Contact Information

### Manager(s):

Marty Sweeney, Director EIS - [msweeney@hamilton.edu](mailto:msweeney@hamilton.edu)

Mike Sprague, Director BI,WS - [msprague@hamilton.edu](mailto:msprague@hamilton.edu)

**Emails:** [cis@hamilton.edu](mailto:cis@hamilton.edu)

[webhelp@hamilton.edu](mailto:webhelp@hamilton.edu)

[busintel@hamilton.edu](mailto: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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Minimal staffing Onsite
- **Red Minimal Plan:** Supported by virtual appointment.

## Contact Information

**Manager:** Scott Paul - [spaul@hamilton.edu](mailto:spaul@hamilton.edu)

**Email:** [helpdesk@hamilton.edu](mailto:helpdesk@hamilton.edu)

## Library Systems

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

## Availability

- **Normal:** Onsite support.

- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Available only as needed to support research and learning.
- **Red Minimal Plan:** Remote as possible.

## Staffing

**Manager:** Lisa McFall - [lmcfall@hamilton.edu](mailto: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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Onsite support.
- **Yellow Plan C:** Reduced staff presence, as needed for support.
- **Red Minimal Plan:** Staff on campus for critical functions only.

## Contact Information

**Manager(s):** Dave Roback - [drobback@hamilton.edu](mailto:drobback@hamilton.edu)

Jesse Thomas - [jthomas@hamilton.edu](mailto: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

- **Normal:** Onsite support.
- **Blue Plan A:** Onsite support.
- **Green Plan B:** Supported in-person and virtual appointment.
- **Yellow Plan C:** By in-person appointment only if needed; support by virtual appointment.
- **Red Minimal Plan:** Supported by virtual appointment only.

## Contact Information

**Manager:** Nhora Serrano (RID), [nserrano@hamilton.edu](mailto:nserrano@hamilton.edu)

**Email:** [askus@hamilton.edu](mailto: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
July 2021, August 2021	Jerry Tylutki, Kristin Strohmeyer	Modifications throughout to match College Fall 2021 COVID plan and operating levels. Review and updates from SLT and LITS Directors.
January 2022	Kristin Strohmeyer	Updates to reflect changes for spring 2022