# Appendix C: Communication Plan

In most cases telephone systems and other communication services will be operating routinely when recovery procedures are initiated. Once the Library Director declares a disaster and initiates the disaster plan, notify team members according to the following plan:

1. The Director will notify the Disaster Team, as appropriate:

<table>
<thead>
<tr>
<th>Name/Title</th>
<th>Office Phone</th>
<th>Home Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elizabeth Scott</td>
<td>x2540</td>
<td>899-4717</td>
</tr>
<tr>
<td>Laura Crain</td>
<td>x2388</td>
<td>899-5479 / cell: 316-2522</td>
</tr>
<tr>
<td>Mark McAteer</td>
<td>x2403</td>
<td>660-2690 / cell: 233-0129</td>
</tr>
<tr>
<td>Denise Groll</td>
<td>x2621</td>
<td>879-6841</td>
</tr>
<tr>
<td>Naomi King</td>
<td>x2414</td>
<td>372-4539</td>
</tr>
</tbody>
</table>

Full contact information for each of those is available in the Staff List (Appendix A2).

2. If any of those first-phase contacts cannot be reached within 1 hour s/he will then attempt to reach the person designated as that person's alternate in the Disaster Team List (Appendix A1).

3. Senior staff members will call members of their teams

## Alternative Communications in Natural Disasters

A major natural disaster is likely to disrupt telephone service, which will complicate the notification of disaster team members.

1. **When There is Forewarning:**
   - The organization will generally have forewarning of disasters such as area flooding, hurricanes, and wildfires. In those cases, the following steps will be taken:
     - Prior to closing the building, the Chief Administrator will inform the staff when and where to rendezvous.

2. **Without Forewarning:**
   - In the event of a significant disaster such as an earthquake, much will depend on timing. If it occurs during working hours, most staff members will be on-site. If it occurs after-hours, all staff members will be asked to report for duty with the exception of (a) personnel on authorized leave and (b) personnel who have had family injuries or sustained property damage.
If notification is required and phone service is unavailable, staff members should monitor one of the following radio stations for announcements:


**Media Communications**

This generally will not be a concern in routine emergencies. In the event of a large-scale disaster, communication with print and electronic media may serve several purposes:

- to let users/constituents know about the event, and provide updated progress reports to them about the extent of damage, expected re-opening date/time, alternate points of service, etc.;
- to solicit (directly or indirectly) volunteer workers and contributions of goods, services, and space; and
- to communicate with staff when phone service is inoperable.

This plan will be used when media communications are warranted:

1. SMC Director of Marketing and Communications, Becky Watson in consultation with the Chief Administrator, will be responsible for preparing and distributing all media communications, including print and electronic.
2. All communications, including requests for interviews, will be channeled through the LIS Director.