Emergency closure procedures: for libraries who must **close the library for an emergency that will last longer than one day**.

1. **Contact the SCLS Help Desk**
     i. **During regular office hours (M-F; 8:30 - 5:00) call 608-242-4710 (local) or 855-583-2435 (Toll free)**
     ii. **Outside those hours call the On Call number 608-571-7243 (PAGE)**
2. **Contact Delivery**
     i. Call (608) 266-6039 (Toll Free: 855-872-3218)
     ii. [General Delivery Email](#)
     iii. Arrange to suspend the pickup and delivery of items to your library OR
     iv. If this is a longer term closure, arrange to send items arriving to fill holds to a nearby library location and request that Delivery store items owned by your library. You will need to arrange the nearby holds pickup location yourself.
3. IF NECESSARY, SCLS will contact your library's network provider and inform them that you have turned off the network equipment.
     i. If you must move your equipment, please contact the Help Desk for assistance.
4. IF YOU HAVE ACCESS TO YOUR EMAIL, send an email to scls-announce explaining your library's closure and the estimated amount of time your facility will be closed.
5. IF YOU HAVE INTERNET ACCESS, notify patrons of your closure via your library's Facebook or other social media accounts, add information to your website, contact your local news agency and put signs on the door(s) of the building.
6. Help Desk or ILS staff will:
     i. Post the library closure on the SCLS status wiki.
     ii. Post the library closure on LINKcat Facebook and Twitter. **
     iii. Post a slide about the closure in the LINKcat carousel. Library should provide an estimated amount of days that it will be closed. **
     iv. Change the open hours in library's MyPC account. **
7. Call the Help Desk with periodic updates on the extent of your closure and the date of your re-opening.

ILS related tasks
1. OPTIONAL: If library does not or will not have access to Koha, submit a request to the ILS staff that all hold alerts on your Holds Queue report be passed for all the days of the library's closure. **
2. Update your Koha Calendar to add your Closed days as Unique Holidays.
3. Check in all the items on your hold shelf to extend the expiration date by one week. If there are any holds that have already expired they will either go into transit or register as Available in your library.
     i. If your library does not or will not have access to Koha, submit a request to ILS staff to perform this action for them. This can only be done remotely for the holds that have not expired. **
4. If you do not have access to the Internet or your Email access, you can request that these tasks be performed by SCLS staff on behalf of your library.

** [*Note: will be done next business day*]