



# Library Operations Centre board education

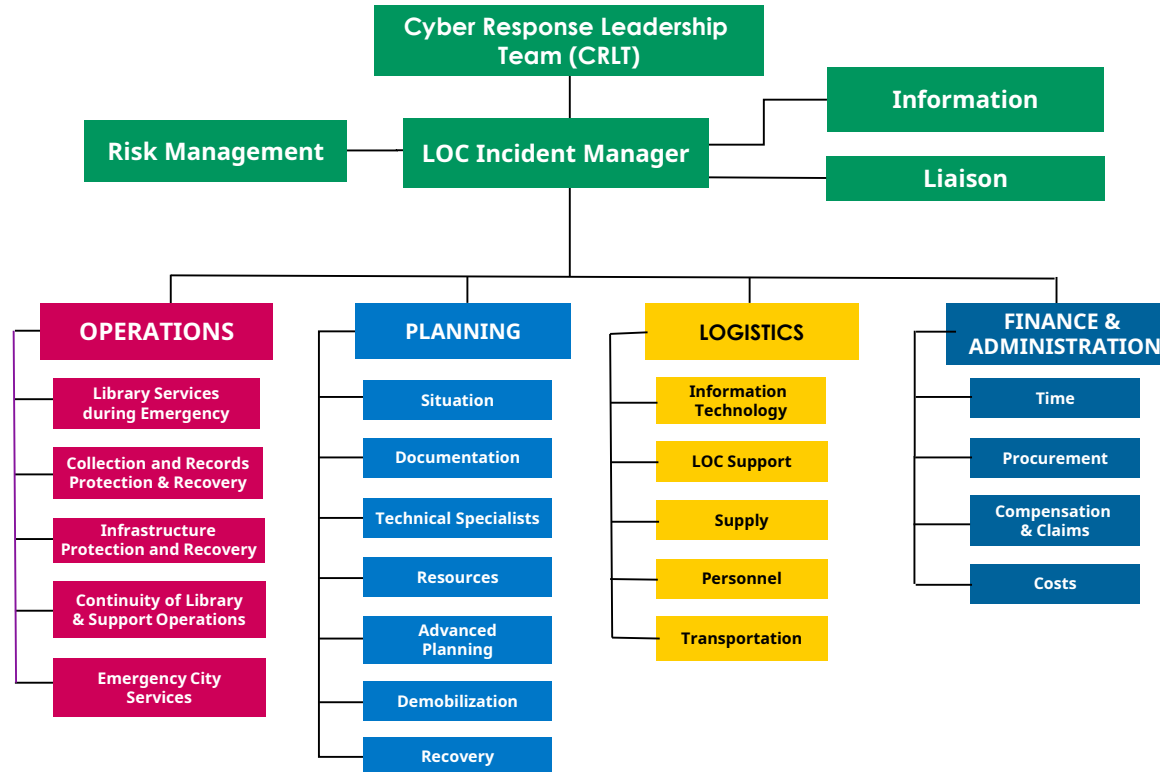
Toronto Public Library Board Meeting

Beth Kawecky, Library Operations Centre Incident Manager

February 2024



# Library Operations Centre Incident Management System



# Library Operations Centre

who we are

Emergency Management Unit comprised of:

**Core team members:** representatives from each of TPL's nine divisions

**Additional members:** subject matter experts

# Library Operations Centre

## what we do

### Business continuity

- service & operational workarounds
- situational awareness, issue resolution
- daily status reporting

### Service restoration

- recovery prioritization
- recovery planning
- progress reporting

### Coordination

- Internal communications
- Service orchestration across business teams

# Library Operations Centre

## how we do it

### Meetings

- Core team meets daily at 9:00am
- Additional meetings as needed
- Daily status updates with CRLT

### Tools

- MS Teams
- Weekly communications planner
- LOC email

# Library Operations Centre closure and evaluation

## Closing LOC

- Formal closure procedure
- CRLT decision
- Stand-down plan

## Evaluation

- Lessons learned
- Stakeholder consultations

Two solid blue circles are positioned on the left side of the slide, one above the other.

**thank you**  
questions?