

## **Automated Library Systems Calling Tree Procedures**

The purpose of the Calling Tree is to provide Automated Library Systems (ALS) staff with a relatively quick method of communicating important messages about the shared system and/or the telecommunications network to the libraries that use it. When all procedures are followed, it can be an effective way for relaying critical system information.

Calling trees are our primary method for communicating systems problems to you. Email may not be an option if the system and/or telecommunications network is down. We are all dependent upon each other for this method of communication to work.

Please follow these procedures when your library receives its calling tree message:

1. Take down the message as accurately as possible.
2. Call the next library or libraries on the Tree immediately.
3. Relay the message as accurately as possible.
4. If the library you call is not yet open, immediately fax that library the Calling Tree message.
5. If the library you are responsible for contacting is not yet open, call or fax the libraries below it on the Calling Tree.
6. Make sure to inform all relevant staff in your own building of the Calling Tree message.
7. If your library is the last library on a Calling Tree branch, fax UPRLC with the Calling Tree message you have received. Include your library name on the fax.
8. If the library you are responsible for contacting is not yet open and you have faxed that library, AND that library is the last on the Calling Tree branch, fax UPRLC as in Step 7.

The only way that this method of communication can be effective is if all the libraries involved commit to relaying any Calling Tree messages received as quickly and accurately as possible.

Thank you for sharing these procedures with all staff.