

**School District No. 73**  
**School Library Procedures for Library Automation System Failures**

1. The Follett Destiny Library Automation System is shared between many buildings (schools, HGEC, SBO). Recent problems require all users to be watchful for unusual issues and ensure that these observations are shared. Direct contact with Follett is typically done by the HGEC library staff or the District IT department, so schools noticing issues should contact the HGEC library staff right away. The HGEC library staff and School District IT will contact Follett Destiny if Follett Destiny Tier 1 support is required. We will work together and communicate these issues as soon as possible.
2. If Follett Destiny Tier 2 or higher support is required School District IT will inform the HG library staff. The HG library staff will then communicate to schools the seriousness of the issue by:
  - posting a red banner on all school library screens, recommending that schools stop all transactions until the problem is resolved
  - following-up with school libraries and school secretaries by e-mail.
3. In the case of a pending library automation system failure where the system needs to be restored from a previous backup, the HGEC library staff will run the following reports centrally for school staff: library and textbook circulation, copies added, and copies deleted. These will be saved and emailed to school library staff once Destiny is restored. HG library staff will export recently added MARC records and save them for later import to the database.
4. Schools will develop additional in-house procedures in the event of a library system failure.
5. After a significant library automation system failure, school sites should conduct inventories to help recover lost resources.