

Auto-Graphics COVID-19 Response

As Auto-Graphics (A-G) responds to Coronavirus (COVID-19), the health and safety of our employees and customers remains our top priority. The pandemic sweeping the country is a situation many of us have never experienced and is causing the closure of public facilities, disrupting communities. A-G is committed to safe working principles for our libraries, our staff and the industry. We are adjusting our business to minimize the impacts and spread of COVID-19. We are carefully monitoring and following the guidelines from the Center for Disease Control and the State of California's Department of Health.

A-G operates with staff across the US which necessitates having remote, virtual connectivity. As city, county, state and federal government entities dictate transportation, movement and group settings, please know that A-G is fully capable of operating our cloud, support and administrative staff from remote locations. The safety of our staff as well as coordinating with our vendors to ensure we are fully supporting all customers remains our top priority. A-G is taking the following actions:

Supporting customers and communities

All services were designed to be operated from locations other than our corporate office in the event of local or national events, and we will continue to monitor and adjust as necessary. We encourage all our customers to utilize our staff resources and your library system or government entity is addressing the ramifications of COVID-19.

To minimize the risk of our staff contracting COVID-19, we have canceled travel through April 30, 2020 and will evaluate that deadline as the situation continues to evolve. In the meantime, the company is fully capable of providing and special assistance via phone or interactive web sessions using GOTOMEETING.

A-G Staff Support

As most of you are aware many of our staff currently work remotely – from their homes. However, most of our staff work out of our office in Rancho Cucamonga, CA. We want to reassure everyone that our remote staff are still online and will be available as needed.

We are implementing part of our Business Continuity Plan which focuses on extending our work-from-home capabilities to our office staff. We are not locking our staff from our home office but attempting to mitigate spread of the virus. We have a few skeleton staff that will continue to work in the office. We will remain open if it is deemed safe and is within the local, state or federal guideline during this crisis.

In addition to transferring employee phones to remote (home) locations, we have also forwarded employee direct company extensions to their individual cell phones as a fall back connection. Our virtual provisioning (remote access phone and computer) resources, will allow us to implement a work-from-home policy. The staff in our Customer Support department will still be available to assist our customers and their communities.

Customer Support Contact

Phone: 800-852-8686

Email: helpdesk@auto-graphics.com

COVID-19 Resources

Information regarding the coronavirus is updated and maintained by the [World Health Organization](http://www.who.int) and [Center for Disease Control](http://www.cdc.gov).

Paul R. Cope
President
Auto-Graphics