

Topic: Workplace Health & Safety

7.10 Continuity of Operations Plan

Board Motion Number:	20.081
Date of Original Board Motion Number:	September 22, 2020
Date of Current Issue:	September 22, 2020
Date of Next Review:	2021
Attachments:	Sample Closure Poster

Signature of Board Chairperson (and Date):

Purpose

The Continuity Plan provides guidelines to aid in the continuing operation of some or all of the Library's functions should there be a major emergency. During an emergency the Library must follow directives from local health organizations and the government to ensure the safety of employees and the general public.

Scope

The plan applies to all situations where Library facilities, employees, volunteers, services and patrons are affected as a result of a business disruption. Ensuring that a plan is in place is imperative for the Library to be prepared to provide the best possible services during an emergency. Considerations made in the design of this plan include staff being unable to report to work and public health measures that may include limiting or canceling social and public gatherings, requiring quarantines and/or other social distancing measures. Other situations such as a natural disaster or damage to a library building could necessitate activation of the Plan.

Library Closure

North Kawartha Public Library may temporarily close or limit services because of an emergency in the event that any of the following occur:

1. A mandate, order, or recommendation for closure is issued by the Township of North Kawartha, provincial or federal health or other government officials.
2. If a Library employee has been diagnosed with an infectious disease.
3. At the direction of the Library Board
4. At the discretion of the CEO/Librarian

In the event of cancellation of services, programs, meeting room usage or library closures, library staff, at the direction of the CEO/Librarian will:

1. Notify staff, board members, township staff and the public via e-mail, social media and the North Kawartha Public Library website
2. Call or e-mail scheduled program presenters, room reservations, program attendees (if we have contact information)
3. Provide information regarding the emergency on the library's website homepage
4. Create signage for updating patrons inside the library and on the outside of the building

Library Board

The CEO/Librarian will continuously update the Board Chair. Meetings may have to be held by teleconference or a virtual meeting service.

Staffing

Due to staff illness or to stop the spread of a contagion, branches may have to operate with reduced hours or be closed. Staff may then be required to work in other branches. The priority will be to keep the main Apsley Branch open. Service may be provided from the Woodview Branch if the Apsley Branch building is not functional and vice versa. If directed to close and if the order allows, staff may still be required to report to work and will be assigned tasks to be completed while the library remains closed to the public. If staff are required to work from home, they will use their work laptops.

Payroll

During an emergency, the Library is responsible for continuing to pay employees. The Township Deputy Treasurer is responsible for the library payroll. The CEO/Librarian is responsible for submitting staff timesheets.

Library Core Services to the Public

It is essential that the library continue to function as a community resource during emergencies, even if the buildings are closed.

Technical Services

The Technical Services Coordinator is responsible for maintaining the Library ILS, telephones, e-mail, website and social media during an emergency. The telephones, website and social media are vital links in providing information to our patrons. E-mail is an indispensable tool for communicating amongst staff and with the public. They may need to work from home to provide these services if the buildings are not accessible.

Wifi

If possible wifi at both branches will remain available outside 24/7.

Digital Resources

Access to digital resources is by membership card. The membership number can be provided on request by e-mail or phone if the buildings are closed to the public.

The provision of digital services during a building closure is important so that patrons continue to have access to free reading material. Money may have to be redirected to pay for more digital resources.

Programming

In the event of a township or province-wide Public Health Emergency, defined by the Health Protection Act as “an imminent and serious threat to the public health that is posed by a dangerous disease or health hazard”, the Library will cancel all in-person programming.

The Programming & Outreach Coordinator will be responsible for virtual programming when required. They may have to work from home to provide this service if the buildings are not accessible and this will require support and coordination with the Technical Services Coordinator.

Fines, Holds and Returns

The Library will be flexible about fines and overdue books if items cannot be returned due to illness or natural disaster. Fines may be waived. In the event of closure, overdue fines will be suspended.

Holds/Reserves on items will not be fulfilled until at least partial resumption of service.

The exterior book drop may be closed or kept open and cleared periodically.

Acquisitions and Interlibrary Loans

It is expected that there will be a reduction or cessation in the volume of new items received for cataloguing and processing.

The ability of library systems to fill Interlibrary Loan requests may be reduced or cease temporarily as well.

The staff responsible for these tasks may be re-assigned.

LIBRARY CLOSURE

To support community efforts to curb the spread of the COVID-19 virus, North Kawartha Public Library is closing its branches to the public, effective Saturday, March 14th at 2:00 pm.

All programs, events and room rentals are also cancelled during the closure.

Item due dates will be extended until the Library reopens.

Digital services will continue to be provided and supported.

Sincerely,

North Kawartha Public Library Staff and Board