

Burk's Falls Armour & Ryerson Union Public Library Board Policy Manual

Section:

Number: B - 5

Administration

Title:

Operational Continuity Plan

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Adopted: June 17, 2020

Reviewed:

Revised:

Policy

The Operational Continuity Plan provides guidelines to aid in the continuing operation of some or all Library's functions should there be a major emergency. In the event of an emergency situation or disruption of library operations which interferes with the Burks' Falls Armour & Ryerson Union Public Library's (BARUPL) ability to conduct business, there will be a plan in place to be followed by the CEO and staff to coordinate business recovery. The plan will be designed to contain, or provide reference to, all information that may be necessary at the time of business recovery.

The plan will apply to all situations where Library facilities, assets, employees, volunteers, services and patrons are affected as a result of the business disruption. This plan will ensure that the Library is prepared to provide the best possible services in an emergency. Considerations made in the design of the plan include: staff being unable to report to work; businesses, social organization or schools are being required to close by order of local public health officials and other 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 the activation of the Operational Continuity Plan (OCP).

It is important to ensure that the core business activities of the Library can be maintained for several weeks or months with limited staff due to a pandemic, natural disaster or other type of emergency.

Procedures

1. Responsibilities

- a. The CEO
 - will ensure that the OCP is documented and updated, as applicable, including all appendices to the plan
 - Coordinating implementation of and changes to the Plan and communicating them to the board and staff when changes occur.
- b. The BFARUPL Board of Trustees
 - Approve and periodically review the adequacy and appropriateness of the OCP

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2. Activation of the Operational Continuity Plan

Activation of the OCP lies primarily with the CEO, in consultation with the Chair of the BFARUPL Board or Executive Committee of the Board. If the CEO is not available, activation of the Plan will be the responsibility of the Board.

3. Objectives of the Library's Operational Continuity Plan

The following criteria must be considered in the event of an emergency and in the development of the plan:

- a) Staff safety and protection
- b) Library Core Services to the public
- c) Essential Services to employees

a) STAFF SAFETY AND PROTECTION

Burk's Falls, Armour & Ryerson Union Public Library is committed to the health and safety of its employees, and will endeavour to take every step necessary to ensure this commitment is upheld. Depending on the circumstances and severity of the emergency, in addition to mandates communicated by local Health Authorities and /or Emergency Measures, the Library will uphold its responsibility, legislatively and humanely, to provide employees with a safe and healthy environment during a pandemic or disaster.

Other protection measures may include:

- The provision of items such as hand sanitizer, use of gloves and/or facemasks
- The reduction or canceling of programs that involve groups of people
- Closures or reduction of hours

Responsibility for this task lies with:

Primary: CEO

Secondary: Executive Committee Trustees

If the above people are not available, then a combination of two trustees may assume these responsibilities.

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b) LIBRARY CORE SERVICES TO THE PUBLIC

During an emergency the Library must allow directives from local health organizations and the government to ensure the safety of employees and the general public, which may mean cancelling programs or closing the Library. The following is a general outline of the core services, what may be cancelled, and by whom the decisions will be made.

Library and programs

In the event of a village-wide 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 programming.

Due to staff illness, the Library may have to operate with reduced hours or be closed. Closures will be undertaken after consultation with the Board Chair or, if unavailable, the Vice Chair. Every effort will be made to keep the Library open. Library closure will be considered when there is inadequate number of staff available to work.

Cancellation of programs and/or closure of the Library and reassignment of staff can only be undertaken with permission of the Board. Responsibility for this task lies with:

Primary: CEO

Secondary: Executive Committee Trustees

If the above people are not available, then a combination of two trustees will assume these responsibilities.

Acquisitions and bibliographic services

It is expected that there will be a reduction in the volume of new items received for processing and the ability of other library systems to fill Interlibrary Loan requests. Staff may be asked to fill other positions as necessary to maintain operations of the Library.

Primary: CEO

Secondary: Executive Committee Trustees

If the above people are not available, then a combination of two trustees will assume these responsibilities.

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Fines and holds

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

It is possible that holds for items may not be filled should there be a general break down of services. When regular hours and services resume every effort will be made to process holds and requests in as timely a manner as possible.

Primary: CEO

Secondary: Executive Committee Trustees

If the above people are not available, then a combination of two trustees will assume these responsibilities.

c) ESSENTIAL SERVICES TO EMPLOYEES

Two essential services have been identified as critical to Library employees:

Payroll

Payroll is identified as essential to the Library because during an emergency, the Library is responsible for continuing to pay employees.

Responsibility for this task lies with:

Primary: CEO

Secondary: Library Board Treasurer

Systems Administration

Systems Administration is identified as essential to the Library because during an emergency, the Library has to have a means of communication and continuation of bookkeeping responsibilities, which systems administration provides.

Primary: CEO

Secondary: Executive Committee Trustees

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Internal Communications

Staff and trustees will be updated through email communication and telephone when possible.

External Communications

Should libraries need to close, the Library's website and social media platforms will be an essential communication tool to both employees and the public. Staff responsible for updating the website may be required to work remotely if necessary.

Responsibility for updating the Library's website and social media platforms lie with:

Primary: CEO

Secondary: Library staff, Library Program Coordinator

RELATED DOCUMENTS:

-Reopening Plan & Procedures during a health emergency: June 17, 2020

-Safety, Security & Emergency in the Library: June 17, 2020