

Keene Public Library Emergency Operations Policy

(Policies: Appendix A10)

I: Purpose To establish the protocol to be used in the event of a short or long term emergency. During emergencies the Library may operate on limited staffing or take unique measures to prevent potential harm to staff and public. Measures may include service restrictions, limited hours of operation, and/or closure.

II: Library Closures

The Keene Public Library will close to the public in the event of a mandate order. The Library may close under a recommendation for closure issued by public health or government officials on the local, county, or state level. Emergencies may include, but are not limited to, pandemic, civil unrest, fire, flood, to keep the streets clear in the event of local emergencies, or in the event that a safe staffing level cannot be maintained. Recovery from a pandemic may be slow, as compared to a natural disaster or other physical crises.

Discretionary Service Level Changes At the discretion of the Library Director, the Library may close, reduce its operating hours, and amend or limit services temporarily in the event that there is not sufficient staff to maintain appropriate staffing levels or local conditions present unsafe conditions for people in the building. The staff will have a written plan outlining potential changes in services for the various stages associated with an emergency.

In the event of potential closure or reduction in operating hours, the Library Director or designee will attempt to confer with the Board President, or Vice President in his/her absence, before taking action. The Director will maintain communication with staff, Library Board of Trustees, and the City Manager throughout the duration of the emergency.

III: School Closure

In the event that the SAU29 School District is closed, the Library will remain open, but with changes to services according to conditions at the time, unless one of the aforementioned requirements for closing is also met.

IV: Staffing

In the event the Library closes, and staff are unable to do public facing support work within the Library, they may be assigned to work from home. Staff hours may be cut and/or some staff may be furloughed if the closure is expected to last several weeks.

If the Library is closed or hours reduced, staff will monitor communications on all days that the Library would ordinarily be open and do other work from home as necessary, such as publicizing available services.

V: Communication In the event of closure, effective communication about any changes in services or open hours will be announced in a timely manner. Library staff should follow the normal procedure used for any unexpected closure/program cancellation, which includes posting with local media, social media, and the Library website.