

RAINY RIVER PUBLIC LIBRARY		
Category: PERSONNEL		Number: PE11
	Topic: Managing Emergencies – SCHEDULE A: Pandemic Service Continuity Plan	Page: 1 of 3
Date: June 9, 2020	Authorized by:	

This service continuity plan shall be implemented in the event a public health emergency, such as a pandemic, has been declared by public health authorities in Canada and/or Ontario. All other emergency situations shall be governed by the existing Policy PE11.

1. **The goal of the plan shall be to continue library programs and services as normally as possible while still complying with direction from public health authorities.** The CEO shall contact the Town of Rainy River to confirm the plan is in effect, and will maintain regular contact with Town staff and council to co-ordinate activities. The Library Board shall receive updates at least every three calendar days.

2. On declaration of a pandemic, staff may implement enhanced sanitizing procedures for library materials when practical. Items with plastic cases, plastic dust jackets or coated stock covers may be sanitized.

3. Special library programs shall be cancelled for the duration of the pandemic event. Patrons will be notified by social media and the Library’s static website of this, and any subsequent changes, to programs and services.

4. If the library is ordered to close by Rainy River Town Council and/or public health authorities, or, public health authorities confirm in writing that there is a case of community transmission of the pandemic virus in the Rainy River District:
 - a) Normal public service hours will be suspended until the closure is revoked by health authorities, or, in the absence of a closure order, for 14 calendar days. The closure may be extended if approved by the Library Board. During the closure, patrons shall not have access to the library facility. The library book drop shall remain available. Interlibrary loan services and WiFi access shall continue per normal. Staff shall implement enhanced sanitizing procedures for library materials when practical. Items with plastic cases, plastic dust jackets or coated stock covers shall be sanitized before and after circulation.

RAINY RIVER PUBLIC LIBRARY		
Category: PERSONNEL		Number: PE11
	Topic: Managing Emergencies – SCHEDULE A: Pandemic Service Continuity Plan	Page: 2 of 3
Date: June 9, 2020	Authorized by:	

Items that cannot be practically sanitized will not be offered for circulation until the emergency is over.

b) Staff shall continue to work in the library facility at their normal, approved hours until the closure exceeds 14 calendar days. Staff will be expected to clear the bookdrop daily, continue interlibrary loans, undertake collections maintenance, and complete administrative work.

c) At the CEO’s discretion, a pick-up/drop-off service for library materials may be offered, as long as only one patron (or family of patrons) is served at a time and patrons do not enter the library facility. Patrons must request materials in advance of visiting and will be served only during hours approved by the CEO. Deliveries for home-bound patrons will be filled using the same procedure.

d) For the duration of the closure, all items on loan shall be automatically renewed on their due dates (except for interlibrary loans). Late fines shall not be charged for any day the library is closed by the pandemic event. Damaged/replacement fines are not affected. Existing late fines and all damaged/replacement fines remain payable as levied.

e) At the CEO’s discretion, patrons resident outside the immediate Town area (defined as east of the intersection of Highways 11 and 621 and north of Wilson Creek Road) may request a books-by-mail delivery. This will be sent only to the address on file for the patron. The delivery will be provided on the usual terms of interlibrary loan services.

f) If the closure exceeds 14 calendar days, staff will be reduced to 66% of their normal working hours until the closure is revoked.

g) In the event both library staff are ill and unable to come to work, all services shall be suspended until one staff person is able to return. If this staffing gap exceeds two

RAINY RIVER PUBLIC LIBRARY		
Category: PERSONNEL		Number: PE11
	Topic: Managing Emergencies – SCHEDULE A: Pandemic Service Continuity Plan	Page: 3 of 3
Date: June 9, 2020	Authorized by:	

calendar days, a member of the Library Board shall be designated to empty the bookdrop and check the facility at least every second calendar day until staff return.

5. Library Board meetings and other Board activities are not subject to this plan unless the Board passes a motion stating otherwise.