Lanark Highlands Public Library

Policy Type:	**Operational**	Policy Number:	**OP-13**
Policy Title:	**Business Continuity Plan Policy**	Initial Policy Approval:	**March 2021**
		Revised:	**October 2026**
		Year of Next Review:	**September 2029**

Section-1 Purpose

This policy ensures that all library personnel, patrons, assets and facilities are safeguarded during an emergency or disruption to library operations and guidelines are in place to direct continuity of critical business processes and crucial data systems.

Section-2 Scope

This policy applies to all situations where Library assets, facilities, personnel, services and patrons using the Library are affected because of a business interruption.

Lanark Highlands Public Library's purpose is to celebrate ideas, promote creativity, connect people and enrich lives by providing access to information and changing technology. Business continuity is vital to achieving this purpose by ensuring that a framework is in place to respond to an emergency/disruption and for the Library to continue essential activities in the face of disruptive challenges.

The Business Continuity Plan (BCP) deals with the four distinct phases of integrated emergency management: risk mitigation, preparedness, response and recovery.

Section-3 Definitions

Business continuity - the uninterrupted availability of all key resources supporting essential business functions.

Business continuity plan or BCP - a collection of procedures and information that directs decisions and actions in the event of a business interruption, emergency or disaster.

Risk mitigation - includes actions taken to eliminate or reduce the degree of risk to human resources, capital assets and technology systems.

Preparedness - the actions taken in advance of an emergency to develop operational capacities and facilitate an effective response in the event an emergency occurs.

Response - the actions taken immediately before, during or directly after an emergency occurs, to minimize damage, reduce risk to lives and enhance the effectiveness and speed of recovery.
Recovery and evaluation - activities initiated to return vital systems to minimum operating standards and long-term activity designed to return functionality to normal or improved levels. Evaluation includes actions taken to debrief the response and identify improvements that could be made to processes or systems.

Section-4 Policy Statement

It is the policy of Lanark Highlands Public Library that the Library have a Business Continuity Plan which contains appropriate operational policies, guidelines, measures and procedures to safeguard the health, safety and welfare of staff, volunteers and patrons and to protect property within the Library facilities when an emergency occurs which threatens continuity in business operations.

Lanark Highlands Public Library's business continuity objectives are to:

- Safeguard the health and safety of the LPL's employees, volunteers and contractors; members of the public; and others present on Library property during times of emergency/disruption response and recovery;
- Provide for the health and safety of first responders;
- Protect the Library's assets, including but not limited to: property, infrastructure, systems, collections, technology equipment, equipment and furniture;
- Give priority to mission critical activities; and
- Mitigate interruption to services and operations to a reasonable level.

The BCP shall address: risk mitigation, preparedness, response, recovery, and evaluation.

Section-5 Accountability

The CEO acts with the authority provided through the Library Board's *GOV-06: Board-CEO Partnership Policy* to ensure the continuity of LHPL business operations. The CEO is accountable for:

- Ensuring that the BCP is developed, maintained and reviewed alongside the Business Continuity Policy
- Declaration of an emergency/disruption;
- Implementing the BCP, providing strategic direction, and monitoring response and recovery;
- Overseeing coordination with first responders and the Township of Lanark Highlands Emergency Control Group;
- Advising the Board about major business interruptions and engaging the Board where governance action is required;
- Overseeing internal and external communications in the context of the emergency/disruption and in accordance with LPL's Communications Policy and protocols; and
- Overseeing recovery and restoration of services and operations.

The CEO may delegate responsibilities to members of Library staff in their respective areas of expertise.

Section -5 Adoption and review of the policy

This policy will be reviewed by the Board every three years. Revisions will be made as necessary.

Related Documents:

Risk Management Program
Business Continuity Plan
Pandemic Policy
GOV-06: Board-CEO Partnership Policy

Lanark Highlands Public Library

Business Continuity Plan

Purpose of the Plan

The Business Continuity Plan (BCP) provides guidelines to aid in the continuing operation of some or all of the Library's functions should a major emergency occur. In the event of an emergency situation or disruption of Library operations which interferes with the Library Board's ability to conduct business from one, or all of its locations, this plan is to be used to coordinate the Library's business recovery.

The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery. It shall ensure that all library personnel, patrons, assets and facilities are safeguarded during an emergency or disruption to library operations, and provide guidelines to direct continuity of critical business processes and crucial data systems.

Definitions

Business continuity - the uninterrupted availability of all key resources supporting essential business functions.

Business Continuity Plan or BCP - a collection of procedures and information that directs decisions and actions in the event of a business interruption, emergency or disaster, and supports an orderly return to business operations.

Risk mitigation - includes actions taken to eliminate or reduce the degree of risk to human resources, capital assets, and technology systems.

Preparedness - the actions taken in advance of an emergency to develop operational capacities and facilitate an effective response in the event an emergency occurs.

Response - the actions taken immediately before, during, or directly after an emergency occurs, to minimize damage, reduce risk to lives and enhance the effectiveness and speed of recovery.

Recovery and evaluation - activities initiated to return vital systems to minimum operating standards and long-term activity designed to return functionality to normal or improved levels. Evaluation includes actions taken to debrief the response and identify improvements that could be made to processes or systems.

Scope

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

The BCP applies to all situations where Library assets, facilities, personnel, services, and patrons using the Library are affected because of a business interruption. The BCP deals with the four distinct phases of integrated emergency management: risk mitigation, preparedness, response, and recovery.

Responsibilities

The Board of Directors is responsible for:

1. Reviewing the BCP every three years in conjunction with the Business Continuity Policy.

The CEO is responsible for:

1. Ensuring the BCP is updated, as applicable, including all appendices to the plan.

2. Coordinating changes and communicating to the staff when certain changes require them to update their work processes.
3. Actively engaging in risk mitigation.
4. Responding promptly during emergencies, activating the BCP.
5. Notifying the Board, Township CAO, and media of the impact of the emergency to Library services.
5. Engaging in recovery processes to return the Library to ordinary operations.
6. Evaluating the effectiveness of the BCP once activated and post recovery.
7. Ensuring the workability of the BCP.
8. Ensuring that staff are sufficiently aware of the plan's details.
9. Keeping staff informed during the application of the BCP.
10. Ensuring that the Library website and Social Media is updated regularly once the BCP is activated.
11. Evaluating the various processes of the BCP once activated and post recovery.

Pre-Disaster Activities

In preparation for any disaster/emergency the following activities need to be maintained:

- Conduct an annual inspection using a Risk Prevention Checklist (see Appendix A)
- Backup CEO files regularly
- Keep updated patron records in our ILS
- Keep board minutes up-to-date & available to the public
- Know the location of the Business Continuity Plan

Plan Activation Triggers

Trigger Criteria Include:

- Infectious Disease Outbreak
- Terrorist Attack/Bomb Threat/Violence
- Fire/Smoke
- Severe Weather
- Widespread Vandalism

Activation of the Business Continuity Plan

During an emergency, the BCP will be activated jointly by the CEO and the Board Chair or Vice Chair who will subsequently advise the Board of Directors accordingly.

If the CEO is not available, becomes incapacitated, or dies, the Board Chair or Vice Chair may activate the plan.

Significant consideration must be given to the decision to activate the plan. The risks inherent with the delay in implementing the plan must be considered and conversely, the premature activation of the plan. Regular updates should be sought through the Township office, Leeds, Grenville & Lanark District Health Unit and any other applicable government organization.

The Library CEO shall have the authority to suspend the delivery of services based on the resources available and to redeploy staff as necessary.

Once the plan has been activated, communications with staff (both at work and at home) and with contracted services must be maintained.

Objectives of the Business Continuity Plan

This BCP is intended to:

- Safeguard the health and safety of the LHPL's employees, volunteers, contractors; members of the public; and others present on Library property during times of emergency/disruption response and recovery;
- Provide for the health and safety of first responders;
- Protect the Library's assets, including but not limited to: property, infrastructure, systems, collections, technology equipment, equipment and furniture;
- Define critical operations that must be continued, those operations that can be postponed for a period of time and those operations that can be postponed indefinitely.
- Provide a planned transition for normal operations to emergency operations
- Manage successfully through the emergency and reduce the disruption to services.

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

1. Employee Protection Measures
2. Library Core Services to the Public
3. Essential Services to Employees
4. Recovery

1. Employee Protection Measures

The 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 Leeds, Grenville Health Unit, Township office, and/or various levels of government, the Library will uphold its responsibility, legislatively and humanely, to provide employees with a safe and healthy environment during a pandemic, civil unrest and/or disaster.

Staff members should ensure that they are familiar with the Leave Entitlements as set out in their employment agreements and the Library's HR policies.

Protection Measures

Other protection measures may include but are not limited to:
a) the provision of PPE (Personal Protective Equipment) items such as hand sanitizer, use of gloves, eye protection, and/or facemasks
b) review and adjustments to Individual Accommodation Plans (IAPs)
c) the reduction or cancelling of programs that involve groups of people
d) the suspension of certain library services
e) staff being instructed to use telephones, conference calls and the Internet to conduct business whenever possible rather than direct contact with other staff or members of the public
f) staff who are ill being restricted from returning to work until deemed healthy with medical clearance from a medical practitioner to ensure the worker is healthy and poses no health risk other staff or the public
g) staff working from home
h) closures or reduction of hours

Staff Responsibility

Staff who become symptomatic or injured during an emergency situation should immediately seek medical assistance and notify the CEO or another member of the team.

Layoffs

In the event of an extended closure, effort will be made to keep staff meaningfully employed. If the nature of the emergency cannot support meaningful employment either directly or due to budget restraints, work schedules may be reduced, or layoffs may occur.

Emergency Shelter

In the event of an emergency and it is unsafe for staff to leave work, the library may act as an emergency shelter for staff. If the library is deemed an emergency shelter by the CEO and Board Chair, or their designates, it shall be locked and closed to the public.

2. Library Core Services To The Public

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

Critical Needs of the Facility

When Facility is Closed & Staff are on-site

In the event of the closure of the library due to lack of staff, during any emergency listed in **GOV-07: Risk Management Plan, Appendix B** or an inability to provide protective measures:

- The book-drop must be emptied and materials checked in
- Mail from Canada Post will be checked and processed
- Facility functions of climate control, security, water and hydro will be checked and any problems reported to the Township
- Cleaning procedures if needed will be conducted

When Facility is Closed & Staff are away

The facility needs to be checked every other day for security purposes (if safe to do so). Key functions during the inspection visit are:

- Complete walk through of the site for inspection purposes & identifying any emergent needs
- Sign off on any inspection sheets
- Emptying book-drop and check materials in

Public Service and Programs

In the event of a city-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.

In addition, the Library may have to operate with reduced hours, modify services or be closed. The Library may also be closed due to damage to the facility resulting from a natural disaster. Closures will be undertaken after consultation with the municipal Township office, the Board Chair or, if unavailable, the Vice Chair.

Every effort will be made to keep the library open. Staff may be redeployed to another location or be asked to work from home due to closures. Closures will be considered when there is inadequate numbers of staff available to work, closure in the interest of public health, or if it is unsafe to work at the branch due to damages to the facility.

When the Library is damaged or destroyed due to fire, flooding and/or some other cause, the CEO, with the assistance of the Library Board and Township office, shall investigate temporary branch options. If feasible, a temporary library branch will be created until the former is restored/rebuilt.

If a health authority such as Leeds, Grenville and Lanark District Health unit or another level of government mandates the closure of the Library, and if permitted by the order, 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.

Lending Services

Lending services are core to the Library's operations. Should collections be destroyed or become inaccessible due to an emergency, staff will continue to offer and promote access to the Library's digital collections and databases. Recovery efforts shall focus on rebuilding and/or enabling access to Library collections.

Fines
The Library will be flexible about fines and overdue items if items cannot be returned due to illness or natural disaster. Fines will not be incurred while the Library is closed due to an emergency. (See Appendix A of OP-10: Borrowing Library Resources)

Holds
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 a timely a manner.

Interlibrary Loans (ILL)
ILLs may be suspended due to service disruption.

Computer & Internet Services
Computer and some internet services may be temporarily suspended during a health emergency. Whereas the internet is an essential mode of communication, the Library will make every reasonable effort to maintain computer and internet services to the public, including free Wi-Fi, during an emergency.

Visiting Library Services
Visiting Library Services may be temporarily suspended.

Notification
The CEO is responsible for the suspension and reinstatement of the above mentioned services. The CEO will notify the Board of Directors and media about the impact of the emergency to Library services and will ensure that notices are posted at the entrances of each location, on the Library's website, and on the Library's social media sites.

3. Essential Services To Employees

Four essential services have been identified as critical to Library employees which are:

a) **Payroll**
Payroll & Finance are identified as essential to the Library because during an emergency the Library will make every attempt to keep staffing levels and resulting wages consistent and the Library must pay suppliers for goods and services ordered and received.

The responsibility of this task lies with the CEO & Treasurer.

In the event that the CEO is ill, weekly payroll submission will be verified and submitted to the Treasurer by designates in the following order:

1. Customer Service Assistant
2. Program Coordinator

Payroll submission will be verified by the CEO and/or Treasurer upon return to work.

b) **Systems Administration**
Systems Administration is identified as essential to the Library because during an emergency, the Library must have a means of communication, which systems administration provides. The Library's website and online resources are also key services which can be provided to the community while library locations are closed.

The responsibility for this task lies with the CEO, or if ill, will designate the Program Coordinator.

Internal communications is essential in order to keep staff aware of current service levels, duty assignments and chain of authority. A current list of all staff is maintained by the CEO and circulated via email and a copy is kept on the bulletin board in the staff office. This list must be kept near the telephone for easy reference.

Staff have the ability to access their email remotely. It is their responsibility to ensure that they are familiar with accessing their email remotely and to check it regularly during emergency situations.

Employee's home phone number and/or cell phone number is available to the CEO and other members of the team. It is the responsibility of each employee to ensure that the Library has up-to date contact information. Each staff person should have contact information for the CEO.

Website
Should the library need to close, the Library's website 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. Laptops may be provided for this purpose.

The CEO will maintain the critical parts of the website, or if ill, will designate the Program Coordinator to maintain the critical parts of the website such as the home page and announcement areas.

Social Media
Should the library need to close, Social Media will also be an essential communication tool to the public. Staff responsible for updating the Library's Social Media, may be required to work remotely.

Responsibility for updating the Library's Social Media lies with the CEO & Program Coordinator.

c) CEO Duties:
Deadlines for grants, board reports, subscription expirations/registrations and Ministry reporting must be maintained as well as participation in the township's Municipal Emergency Control Group.

4. Recovery

As the emergency abates, it will be important to get Library employees back to work (if they had been laid off) and re-establish regular Library services.

Facilities
All affected facilities should be thoroughly cleaned before reopening. In the event of a natural disaster, any repairs that are needed should be done as quickly as possible when safe to do so.

The CEO/Treasurer will contact the CAO/Treasurer at the Township of Lanark Highlands if an insurance claim needs to be made.

Facilities may reopen fully or in part, and staff may return to work, only when it is confirmed safe to do so. A building inspection may be required prior to reoccupation.

Employees
Employees will be recalled to work as soon as possible. Employees may be required to report to work prior to the Library being reopened to the public to assist in service recovery.

Recall is the responsibility of the CEO.

Any extra hours related to the recovery process must be approved by the CEO.

Services
Lending services and public computer access are of the highest priority when re-establishing Library services. Other services such as programming, Visiting Library Service, and ILLs are secondary but should be re-established as soon as possible.

In the event that collections are damaged or destroyed during an emergency, additional library staff may be reassigned to assist the CEO in disposing and rebuilding those lost collections.

The CEO will keep the Board of Directors and Township office appraised of the Library's recovery efforts and notify all parties and media when services are restored.

RELATED DOCUMENTS

OP-13 Business Continuity Plan Policy
OP-12 Pandemic Policy
GOV-07 Risk Management Plan

Sources: Sault Ste. Marie Public Library
London Public Library
Oshawa Public Library
Blue Mountains Public Library

Appendix A: Risk Prevention Checklist

Strategic risks

Internal or external uncertainties, whether event or trend driven, that impact the Library's strategy or implementation of strategy/strategic initiatives. Examples include governance and effectiveness of the Board and CEO, stakeholder and relationship management, controls established to achieve strategic objectives, maintaining relevance, and reputation (public image).

Item	Person(s) Responsible	Complete
Development of a Strategic Plan & Action Plan	Board/CEO/Staff	☐
Annual Report to the Community/Municipality	Board/CEO	☐
Good News Presentation to Council	Board/CEO	☐

Compliance risks

Legal, legislative, by-law and policy compliance, including directives from Township Council and financial accountability

Item	Person(s) Responsible	Complete
Scheduled policy updates	CEO/board	☐
PLOG (Public Library Operating Grant)	CEO	☐
Annual Survey of Public Libraries Report	CEO	☐
Public Library License Royalty Report	CEO	☐
On-board training Programs • *Walking & working surfaces, slips, Trips & Falls, and Stools and Ladders* • *AODA (Accessibility for Ontarians with Disabilities Act) Training – specifically the General Requirements, Information & Communication Standards, & Customer Service Standards* • *Ontario Human Rights Code* • *Bill 168: Workplace violence & harassment & Bill 132: Harassment and Sexual Violence in the Workplace* • *WHMIS (Workplace Hazardous Materials Information System)* • *CASL (Canada Anti-Spam Legislation)* • *Worker Health & Safety Awareness in 4 steps*	CEO	☐
Up-to-date MSDS sheets	CEO/Staff	☐
Annual WHMIS (Workplace Hazardous Materials Information System) training for all staff	CEO/Staff	☐
Review all Ministry of Labour, Training & Skills Development and Ontario Health & Safety Act documents	CEO	☐

Financial risks

Risks associated with monetary loss or fraud.

Item	Person(s) Responsible	Complete
Monthly reconciliation of accounts/financial report to the board *Compare budget to actuals, require explanation for variances*	Treasurer/CEO/Board	☐
Up-to-date fiscal policies	CEO/Board	☐
External Financial Audit	CEO/Treasurer	☐
Approval of Timesheets by CEO	CEO	☐
Separation of Duties *Purchasing Functions separate from payable functions, separate handling functions from record keeping functions*	CEO/Staff	☐
Credit Card Authorization Forms/Staff Reimbursement Forms Authorized by CEO	CEO	☐
Protect on-site cash *Locked cash box, require receipts for all petty cash disbursements, reconcile petty cash monthly*	CEO	☐
Quarterly Building Inspection *Check windows, flooring, leaks, plumbing, cleanliness, safety concerns, lights*	CEO/Staff	☐

Operational risks

People, capital assets, processes, intellectual property

Item	Person(s) Responsible	Complete
Ensure assets are used only for official business *Maintain equipment list & periodically complete an equipment inventory*	CEO	☐
Regular backups of data files	CEO	☐
Updated Contractor Contact List	CEO	☐
Updated Vendor List	CEO	☐
Regular overdue/Lost Item Procedures	CEO/Staff	☐
Up-To-Date Master Password List	CEO	☐
Building Security *Individual alarm codes, logins to insignia, adequate training on hire*	CEO	☐
Procedures for termination of employees to protect building/data, etc. *Set up cancellation of alarm code, Insignia logins, change social media/email passwords, obtain keys*	CEO	☐
Employee Evaluations	CEO	☐
Incident Reports *Ongoing incident reports & yearly report to board*	CEO/Staff	☐
Annual Domain Name (.ca & .com) renewal	CEO	☐
Ergonomic Review	CEO	☐