

East Troy Lions Public Library Continuation of Service & Emergency Closing Policy

Original Policy Approved: 10-13-2009 (Originally titled Continuation of Service Policy)
Policy Updated and Reviewed: 07-11-2017, 07-14-2020, 4-12-2022
Updated Policy Approved: 07-14-2020, 4-12-2022

When faced with a natural disaster or an epidemic that covers a large area, the described course of action will be followed by the Library Staff to ensure continuation of service:

1) Criteria for closing the library:

- A request made by Local, State, or Federal government.
- Too few staff available to maintain open hours (2 staff members must be on duty at all times).

2) Employee procedures:

- Employees must stay home if they are ill.
- Employees will be sent home if they exhibit signs of illness.
- Employees can apply sick leave where applicable.
- Village of East Troy Personnel Policies governs employee benefits.
- In the event that a natural disaster or a pandemic closes the Library, but the Library Director and Staff are able to work (in the Library Building or from Home), when filling out time cards, the Library Director or Staff shall enter unused vacation time and personal days before claiming emergency pay for hours not worked.
- Employees can work from home when the library closes if tasks are compatible.
- Employees should be cross-trained in essential duties so that other staff may take over for ill employees.

3) Circulation Procedures:

- Loan periods on library materials may be extended beyond the current time limit if the library is closed or the patron is ill.
- Fines may be forgiven if the library is closed or the patron is ill.

4) Discretionary service level changes:

- Recommended or mandated protocols from Local, State or Federal government for janitorial cleaning, hygiene, and distancing will be followed.

5) Patron Attendance:

- Patrons demonstrating active symptoms of a communicable disease will be asked to leave.
- Library staff may remove chairs to discourage lingering.

- Library staff may limit the number of people allowed in the building at one time (this should be left to the Library Director's discretion).
- If schools close because of illness, children under the age of 18 must be accompanied by a parent or legal guardian in order to enter the library.

6) Criteria for suspending Programming:

- A request made by Local, State, or Federal government.
- Schools closed because of reported illness.
- Library Board Recommendation.

7) Schedule for seeing to the critical needs of the facility if the Library is closed for an extended period of time:

- Building Checks (Daily) – Library Director or designated Staff Member.
- Book Drop Check (Daily) – Library Director or Staff residing in the Village of East Troy.
- Payroll – Library Director or designated Staff Member.

8) Communication Plan:

- Notifying the Staff – phone tree or email (as assigned)
- Notifying the Library Board – phone tree or email (as assigned)
- Notifying the Public – via the Library Website and Facebook page, changing the phone message, and placing front door signage.