**Procedures**

**System-wide Closure:**

To ensure orderly communication regarding any closure due to inclement weather or other emergency situations, we will use the following procedures:

1. The Executive Director, or their designee, makes the decision regarding any closure of libraries during inclement weather.
2. If the library is open at the time of the decision, the Executive Director’s office will send an email notification to all correspondents. We will not be using the automated notification system when the library is open.
3. The Deputy Executive Director/Information Technology, or their designee, initiates the automated emergency notification system that will alert staff of the closure via their choice of communication: text, phone, email.
4. The Director of Marketing & Communications immediate notifies Oklahoma metro media outlets. This automatically puts out an alert to all Oklahoma media outlets.
5. The Manger of Web Development & Support immediately posts on the MLS webpage an announcement stating that all library facilities and offices will be closed due to inclement weather.
6. The Call Center Manager immediately posts the announcement on our primary social media sites: Facebook & Twitter.
7. The Network Systems Coordinator in Information Technology will update the telephone automated attendant for all libraries to indicate closure due to inclement weather and will remove the message when the libraries reopen.
8. If the decision is made when the library is open, staff will post “Closed Due to Hazardous Weather” signs at their library entrance before departing the premises. Signs can be downloaded from the Intranet under Human Resources>Inclement Weather.

For the above communications plan to be effective, employees must adhere to certain rules:

1. The employee must keep contact information current using the Metropolitan Library System Contact Info portal. (Visit the intranet page for instructions and links: <http://my.metrolibrary.info/drupal/inclement-weather>
2. Managers are to keep an up-to-date listing of their staff members’ telephone numbers, along with a copy of this memo, at home and work.
3. DO NOT call your supervisor. The emergency notification system auto-dialer will notify you.
4. Visit <http://www.metrolibrary.org> or monitor local radio and television broadcasts for closing announcements on possible inclement weather days. **If the closing is shown on the library’s website, consider if official, even if you have not received a call; there is always a chance that the notification system was unable to reach you.**
5. For a delayed opening, employees are to arrive at work one hour before scheduled time to open to the public.
6. Hourly employees electing not to come to work during a partial day closure will need to either 1) use leave to cover the missed portion of their scheduled day or 2) obtain supervisor approval for a workweek schedule adjustment to make-up the missed time, subject to the business needs of the Library System.
7. In the absence of any official closing announcement or telephone call, staff is expected to attempt to report for work at his/her scheduled time.

**Facility Closure:**

Evacuations due to emergency concerns such as threats of fire, tornado, bomb, etc. will follow authorities' instructions. Operational issues, such as insufficient staff reporting to work, are addressed immediately by the manager or his/her designee.

Utility outages can affect electricity, water, air conditioning, heat, sewage, and data circuits/computers. The following conditions are intended to serve as a guide in decision making, not a prompt for an automatic response.

* Extreme temperatures in the library: Temperatures of less than 58 degrees or greater than 86 degrees sustained for one hour regardless of daylight may justify closing the library. These temperatures are 10 degrees above/below the OSHA recommended thermal comfort range of 68-76. (Source: [OSHA Policy on Indoor Air Quality](https://www.osha.gov/pls/oshaweb/owadisp.show_document?p_table=INTERPRETATIONS&p_id=24602)). The manager or his /her designee will assess the temperature within the public area using a thermometer supplied by Maintenance.
* Loss of electricity occurring during daylight hours which impacts operations: The library may close after one hour of loss if warranted.
* Loss of electricity occurring when it is dark which impacts operations: The library may close after the process for closing announcements is complete if warranted.
* Loss of water and/or sewage which impacts operations: The library may close after approximately 30 minutes of loss as warranted, regardless of time of day.

Notifications and reassignment steps:

1. After the decision to close has been made, the closing library’s contact person (local library management team member or senior manager) sends an email to the Library Management Team group indicating the need to reassign staff and requests a quick reply by phone to work out the details.
2. The contact person will also communicate the impending closure to Maintenance and IT. The contact person must confirm these departments have received the message by either an email reply or phone conversation.
3. When the library closes, staff prepare for reassignment and leave after 30 more minutes if the situation is not corrected (utility restored, sufficient staff arrive to work, systems begin to work and improve the temperature inside, etc.). If the reason for closing is no longer valid prior to staff leaving, the library will reopen and the departments listed above must be notified.
4. The contact person will text or call the designated Web Development and Marketing contacts via cell phone and alert them to notify the public through the web and social media.
5. The contact person will ensure that an email is sent to all correspondents saying that the library is closed and at what time it closed.
6. The Senior Manager will keep the Chief Library Officer aware of the situation via text or call.
7. Any staff not needed to fill in staffing shortages will report to either the large library in their group (WR to DN, CL to CT) or to the closest large library (Edmond, Midwest City, Northwest, Southern Oaks or Downtown) as those locations are best able to absorb additional staff.
8. All staff must be ready to report back to their home location should the utility be restored. If the utility returns with three hours of normal operating time left, staff will return and reopen the library.
9. Maintenance and/or IT will assist in monitoring the status of the outage and notifying the contact person when the utility is restored. When power is known to be restored, the contact person will be notified, and they in turn will notify the Library Management Team group and provide instructions as to whether reassigned staff are to return to their library(ies) and reopen.
10. When staff return and a library is reopened, the contact person will ensure that an email is sent to all correspondents saying that the library is open and at what time it opened.
11. The contact person will call the designated Web Development and Marketing contacts via cell phone so that they can notify the public through the web and social media.
12. If the utility goes out within three hours of closing, staff will be allowed to go home after the designated waiting period instead of being reassigned.

Any variation or questions related to these procedures can be discussed with the chief library officer or executive director.