



SCUGOG MEMORIAL PUBLIC LIBRARY

POLICY TYPE / NUMBER:	BOARD 'B20'		
POLICY TITLE:	'Operational Continuity Plan'		
AUTHORITY / CREATED:	Board	March 19, 2020	Updated: April 8, 2020

POLICY STATEMENT:

The Operational Continuity Plan provides guidelines to aid in the continuing operation of some or all of the Library’s functions should there be a major emergency. In the event of an emergency situation or disruption of Library operations which interferes with Scugog Memorial Public Library Board’s (“SMPLB”) ability to conduct business, this plan is to be used by the responsible individuals to coordinate the business recovery of the Library and its services. 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.

GENERAL OVERVIEW:

Business Continuity Management, also referred to as Continuity of Operations Planning is a process of identifying potential risks that could threaten business operations of the Library and the development of plans to respond to such incidents. Business Continuity Management includes:

- Risk assessment and management
- Personnel management
- Supply chain management
- Facilities management
- Safety management
- Security management
- Disaster recovery

A robust business continuity plan must consider all potential risks to an organization and ensure that critical activities are maintained even during an interruption.

DEFINITIONS:

Operational Continuity means the uninterrupted availability of all key resources supporting essential business functions.

Operational Continuity Plan (“OCP”) means 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.

Operational Continuity Coordinator is the Chief Executive Officer of the Scugog Memorial Public Library, or their designate.

Critical Activity: a vital function or service provided to members of the public or to Library staff that must be maintained during an interruption to normal business. Critical activities are categorized in three levels:

- **Priority 1 Critical Activities:** are activities, services and/or legislated functions that must be maintained throughout a pandemic.
- **Priority 2 Critical Activities:** are activities and/or services that may be curtailed for a short period of time
- **Priority 3 Critical activities:** are activities and/or services that may be curtailed for a long period of time

Primary Threat: a primary threat during an outbreak or pandemic is high employee absenteeism that strains the delivery of critical activities.

Priority staffing allocations and resources will be implemented based on the Level of Pandemic Alert as initiated by either of the World Health Organization, Health Canada or Province of Ontario’s Commissioner of Emergency Management or Chief Medical Officer of Health.

Pandemic Phases: There are six recognized Pandemic Phases. This report is prepared to address Pandemic Phase 6 in which flu symptoms are increasing and there is sustained transmission in the general population in North America.

Period	Phase	Description
Inter-pandemic	1	No new influenza virus subtypes have been detected in humans. May be present in animals. If present in animals the human risk is considered low.
	2	No new influenza virus subtypes have been detected in humans, however a circulating animal influenza virus poses a substantial risk to humans.
Pandemic Alert	3	Human infections with a new subtype, but no human-to-human spread or at most rare instances of spread to a close contact.
	4	Small cluster(s) with limited human-to-human transmissions; but spread is highly localized, suggesting the virus is not well adapted to humans.
	5	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk)
Pandemic	6	Increased and sustained transmission in general

Period		population.
Post-pandemic		Return to inter-pandemic period.

RESPONSIBILITIES:

The Operational Continuity Coordinator (CEO) is responsible for:

1. Ensuring the Operational Continuity Plan 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 plans.
3. Periodically reviewing the adequacy and appropriateness of its Operational Continuity strategy.
4. Assessing the impact on the Operational Continuity Plan of additions or changes to existing business functions, SMPL procedures, Board Policies, equipment, and facilities requirements.
5. Keeping recovery team personnel assignments current, taking into account promotions, transfers, and terminations.

The Management team is responsible for ensuring the workability of the Operational Continuity Plan. The Management team should ensure that the personnel who would carry out the Operational Continuity Plan are sufficiently aware of the plan’s details. This may be accomplished in a number of ways including; training, practice exercises, participation in tests, and awareness programs conducted by the Operational Continuity Committee.

ACTIVATION OF THE OPERATIONAL CONTINUITY PLAN:

The Operational Continuity Plan will be activated by the Operational Continuity Coordinator, who will advise the Library Board accordingly.

The responsibility to activate the Operational Continuity Plan lies with:

Primary: Operational Continuity Coordinator (CEO)

Secondary: Manager of Public Services

If the above people are not available, then a combination of the Library Board Chair and the most senior member of the information staff may activate the plan.

The email account info@scugoglibrary.ca will be used by administrative staff to keep a running journal of what procedures have been undertaken should the OCP be activated. Any management or information staff can access this account so that if one person becomes ill, another can readily take over for them and know what has already been done.

OBJECTIVES OF THE LIBRARY'S OPERATIONAL CONTINUITY PLAN:

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

1. EMPLOYEE PROTECTION MEASURES

Scugog Memorial Public 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 local Health Authorities, Municipal staff, and/or Emergency Measures, the Library will uphold its responsibility, legislatively and humanely, to provide employees with a safe and healthy environment during a pandemic or disaster.

Staff members should ensure that they are familiar with their leave entitlements as set out in the Scugog Memorial Public Library Collective Agreement and the Employment Standards Act.

Other protection measures may include:

- a) provision of items such as hand sanitizer, use of gloves and/or face masks
- b) reduction or cancellation of programs that involve groups of people
- c) closures or reduction of hours

Responsibility for this task lies with:

Primary: Operational Continuity Coordinator (CEO)

Secondary: Manager of Public Services

If the above people are not available, then a combination of the Library Board Chair and the most senior member of the information staff may assume these responsibilities.

CONTINUITY OF CRITICAL ACTIVITY PLAN SUMMARY:

Function/Service:	Chief Executive Officer Role	
Priority 1 Critical Activity:	Lead, direct and manage all organizational and operational services. Signing authority.	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternate:	Sarah White	Cell#: 905-213-2271

Function/Service:	Administration and Logistical Support & Managing the Business of the Library Board	
Priority 1 Critical Activity:	Provide administrative and logistical support to the Library Board.	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternates:	Sarah White	Cell#: 905-213-2271

Function/Service:	Communications	
Priority 1 Critical Activity:	Maintain public information for updates, web news and social media. Maintain internal communications.	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternates:	Sarah White	Cell#: 905-213-2271

Function/Service:	Finance, Treasurer	
Priority 1 Critical Activity:	Direct and manage all payments (salaries, utilities, vendor contracts), procurement, and risks of the organization. Approve and sign accounts payable cheques and maintain accounting functions. Review and approve payroll.	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternates:	Sarah White	Cell#: 905-213-2271

Function/Service:	Payroll	
Priority 1 Critical Activity:	Tracking time of employees and sending timesheets to accounting firm (DAFRS). Maintain oversight of payroll functions.	
Manager/Supervisor/Lead:	Sarah White	Cell#: 905-213-2271
Designated Alternates:	Amy Caughlin	Cell#: 289-314-8420

Function/Service:	Facilities	
Priority 1 Critical Activity:	Operation and maintenance of Library Building.	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternates:	Sarah White	Cell#: 905-213-2271

Function/Service:	IT Systems Administration	
Priority 1 Critical Activity:	General operational function of the IT system including network, hardware, software and hosted integrated library system (ILS)	
Manager/Supervisor/Lead:	Amy Caughlin	Cell#: 289-314-8420
Designated Alternates:	Sarah White	Cell#: 905-213-2271

Function/Service:	Human Resources Role	
Priority 1 Critical Activity:	Human Resources coordination including employee and labour relation, isolation, sick leave and return to work.	
Manager/Supervisor/Lead:	Sarah White	Cell#: 905-213-2271
Designated Alternates:	Amy Caughlin	Cell#: 289-314-8420

LIBRARY CORE SERVICES TO THE PUBLIC

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

Hours & 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.

If directed by a health authority or government to close immediately, the Operational Continuity Coordinator (CEO) will inform the Board. If the order allows, branch staff may still be required to report to work and will be assigned tasks to be completed while the library remains closed.

If directed by a health authority or government that home isolation is preferred, the Operational Continuity Coordinator (CEO) will inform the Board. At this point the CEO, with consultation and input from the Board, may choose to maintain staff work assignments at home, permit staff to take appropriate designated emergency leave (as per the Employment Standards Act) or proceed to give 30 days notice of temporary layoffs.

Cancellation of programs and/or closure of the Library and reassignment of staff can only be undertaken with permission. Responsibility for this task lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services

If the above people are not available, then a combination of the Library Board Chair and the most senior member of the information staff may assume these responsibilities.

Acquisitions and Bibliographic Services

It is expected that there will be a reduction in the volume of new items received for processing and the ability of other library systems to fill Interlibrary Loan requests. Staff may be asked to fill other positions as necessary to maintain operations.

Responsibility for this assignment lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services

If the above people are not available, then a combination of the Library Board Chair and the most senior member of the information staff may assume these responsibilities.

Fines & Holds

The Library will be flexible about fines and overdue books if items cannot be returned due to illness or natural disaster. Fines may be waived.

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 as timely a manner as possible.

Responsibility to suspend Fines policies lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services

If the above people are not available, then a combination of the Library Board Chair and the most senior member of the information staff may assume these responsibilities.

Electronic Resources & Digital Services

In the event of a closure of the building and physical services, staff will move to full delivery of services online through the library website and social media channels, including live stream programming, WiFi services, online registration and promotion and maintenance of online services.

Responsibility for updating this task lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services
Tertiary: Library Technician II (Adult/Teen Programmer)

Public Communications & Reference

Staff will be able to access up-to-date information from the public website and their web-based email. Patrons will be able to access up-to-date information from the public website and social media channels (Facebook, Twitter, Instagram).

Responsibility for updating this task lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services
Tertiary: Library Technician II (Adult/Teen Programmer)

Telephone

The main switchboard number 905-985-7686 is automated so it should continue to operate so that employees and patrons can receive information about closures and other issues of importance at that time. The switchboard phone message can be updated from a remote location if necessary.

Responsibility for updating the switchboard voice mail message lies with:

Primary: Operational Continuity Coordinator (CEO)
Secondary: Manager of Public Services

Contact Person:
Cross Manual Reference:
Relevant Forms:
Approval Date:
Review Dates:
Revised Date:
Approved by: