Title:	Unexpected Closures Procedure
Effective Date:	6-2021
Authorized By:	Library Board of Trustees/Library Director
Date of Last Revision:	6-2021

The library may close depending on a variety of events, such as:

- Inclement weather;
- Power outage lasting more than one hour;
- Furnace outage resulting in the building being below 60 degrees;
- Or any other event that prevents staff from providing services to the community.

In the event of the Library Director making the decision to close, members of the MCPL staff will contact the following people:

Library Director:

- Will contact the Library Services Manager.
- Will contact the Support Services Manager.

Library Services Manager:

- Will contact the Branch Lead.
- Will contact the Library Services Team.

Support Services Manager:

- Will contact the Support Services Lead.
- Will contact the Circulation Lead.
- Will contact the Page Lead.
- Will contact the library consortium of the closure.
  - The library consortium will be responsible for cancelling deliveries for that day.

Branch Lead:

- Will contact the Branch Coordinators.

Branch Coordinators:

- Will contact the Branch staff.

If only one location is closing, the affected Branch Coordinator (or other location staff) will contact the Library Services Manager and location staff.

In the event of inclement weather or other closures MCPL staff will complete the following tasks:

Administrative Coordinator:

- Will attempt to contact groups who have the meeting rooms reserved to inform them of closure.

Library Services Staff:

- Library Services staff will be responsible for cancelling any scheduled events or appointments.
- If internet is available, the Library Marketing Specialist will update the library's social media accounts to announce the closure and contact the local media outlets.
- If internet is available, the Library Services IT Technician will update the library's website to indicate the closure.
- Assist patrons in completing their tasks and ensure patrons exit the building.
- Normal closing procedures such as: turning off computers, shutting off lights, and returning money to the safe.

Children's Staff:

- Will assess the aquarium needs and make arrangements.
- Assist patrons in completing their tasks and ensure patrons exit the building.
- Normal closing procedures such as: turning off computers, shutting off lights, and returning money to the safe.

Support Services Staff:

- Will post signs at the drive thru indicating the library is closed.
- Will update the Library's phone message to indicate the closure.
- Normal closing procedures such as: turning off computers, locking drive-thru window, and shutting off lights.

Circulation Staff:

- Will announce over the PA the closure and indicate that the patrons should complete their tasks.
- Will post signs at the main doors indicating the library is closed.
- Assist patrons in completing their tasks and ensure patrons exit the building.
- Normal closing procedures such as: locking the front doors, turning off computers, shutting off lights, and returning money to the safe.

Page Staff:

- Normal closing procedures such as: turning off computers and cleaning out bins.

Branch Staff:

- Will contact the Library Service Manager or Library Marketing Specialist to update the library's social media accounts to announce the closure.
- Branch staff will be responsible for cancelling any scheduled events or appointments.
- Will post signs at the main doors (and drive-thru if applicable) indicating the library is closed for the day.
- Will update the library phone's message to indicate the closure.
- Assist patrons in completing their tasks and ensure patrons exit the building.
- Normal closing procedures such as: locking the doors, turning off computers, shutting off lights, and returning money to the safe.