

Category: Public Service
Policy Number: 6-11
POLICY Name: Inclement Weather
Revision: 2.0

Purpose

The library is a public service institution, and every effort is made to maintain access to library service for the public through regular hours of service. However, the library as a whole, or any one of its locations may close or postpone opening when adverse weather conditions exist, or when conditions are expected to deteriorate. This policy identifies the responsibility and the factors which inform a decision to close the library.

Policy

The CEO or her designate, in consultation with the Library Board Chair, is responsible for determining the operational status of the library during inclement weather.

This determination is made based on a number of factors, in combination:

- Weather forecast
- Present and projected road conditions
- Availability of public transit
- Service continuation or closure of comparable services within the City of Waterloo (eg. WMRC, RIM Park, AMCC)

In general, the library will not close prior to a similar decision being made by the City of Waterloo for its public facilities.

The safety of library staff and customers is a key concern. However, library staff must also use their own judgement regarding personal safety and transportation to and from work. Staff members seriously concerned for their safety who choose not to travel to work, or choose to leave work before their shift is over, should feel comfortable doing so, and should notify their Manager as soon as possible. Compensation and scheduling options under these circumstances are described in the library's *Staff Manual*.

Recognizing that staff work in shifts, the library will communicate to staff in as timely a manner as possible the operational status of the library during inclement weather conditions.

The library will make a public emergency closure announcement when a decision has been made to close due to inclement weather.

In the event of an unscheduled closing due to inclement weather, the following means of communication will be used:

- Staff email
- Local radio broadcast
- Signage at library entrances
- Posting on library social media (website, Facebook, Twitter, etc.)
- Announcement on the library telephone answering service

Revision Level	Revision Date	Change
1.0	September 26, 2007	Initial Release
2.0	July 27, 2015	Reviewed & Updated