

GOODNOW LIBRARY UNEXPECTED CLOSURE PROCEDURE

PURPOSE

Library staff will endeavor to keep the library open during minor emergencies such as automated system downtime, breaks in telephone service or minor power outages. However, there may be occasions when library closure and evacuation of the building is necessary. Emergency situations could include lengthy power outages, lack of functioning bathroom facilities, excessive heat or cold, or other emergency situations.

The primary factor in a decision to close will be the safety of library patrons and staff. The library will inform the public of an emergency closing, and reasonable efforts will be made to notify individuals or groups scheduled to attend a program or use a meeting room. Methods of communication may include a sign on the lobby door, a message on the website or social media sites, or a recording on the automated phone system. If an emergency closing occurs, staff will be paid for their regularly scheduled hours.

The decision to close the library under adverse conditions rests with the Director or, in the Director's absence, the Assistant Director or Librarian-in-Charge. If any of these individuals are unavailable and emergency personnel believe that remaining open would risk personal safety, another staff member may make the decision to close and should notify the Library Director of the closure as soon as possible.

IMPORTANT CONTACT NUMBERS

Police non-emergency line - 978-443-1042

Eversource - electric - 1-800-592-2000

National Grid - gas - 1-800-465-1212

Sudbury Water Department - 978-443-6602

Director - Amy Stimac - 617-388-2900

Assistant Director - Karen Tobin - 508-926-9592

Facilities Director - Sandra Duran

978-440-5465 (office)

978-405-4753 (work cell)

978-502-6902 (personal cell)

To call Sandra's work cell phone, dial the office phone, wait for voicemail and press 7. This will automatically forward to the cell phone.

Town IT Director - Mark Thompson

978-639-3306 (office)

978-314-0203 (cell)

Brian Powell

978-639-3305 (office)

To call Mark or Brian's work cell phone, dial their respective office phone number, wait for voicemail and press 7. This will automatically forward to the cell phone.

Alarm Company - Alarm Central - 1-800-982-2010
(account number 71-1810) password 5269

POWER OUTAGE

Library phones are on a 20 min backup power supply. Phones should work within this initial time frame.

In the event of a power outage, staff, headed by the Director, Assistant Director or Librarian-in-charge, is to observe the following procedure:

1. The Director, Assistant Director or Librarian-in-charge will call Eversource at **1-800-592-2000** to advise them of the outage and to determine if power will be restored shortly.
2. If the outage will be longer than 15 mins, begin closing the building.
3. Flashlights at each desk should be used by staff to clear the building.
4. One staff member will station themselves in the outer lobby of the building to inform arriving patrons that the building is now closed.
5. Post a sign on the front door notifying customers of building closure. Suggested wording: "The library is closed due to a Power Outage. Please use the bookdrop to return materials. We appreciate your understanding." This can be handwritten if necessary.
6. Contact staff and volunteers scheduled to work later in the day and tell them not to report to work because the library will be closed.
7. Contact anyone who has reserved the meeting room to notify them of the closure (if able to access Assabet).
8. Once the building is cleared, staff should use the special chain lock located in the Circulation office to lock the outer lobby doors upon leaving. (code is 24866)
9. The Director, Assistant Director or Librarian-in-charge will call IT Director Mark Thompson (978-314-0203) to alert him to the building closure and discuss making changes to the automatic door lock schedule.
10. After leaving the premises and finding access to a power source, the Director will update the library's phone recording and the Assistant Director will post a building closure notice to social media, send out an eblast, and update the website. If both are not present, the Librarian-in-Charge will reach out and ask them to complete these tasks.

LACK OF WATER/FUNCTIONING BATHROOMS

Staff, headed by the Director, Assistant Director or Librarian-in-charge, is to observe the following procedure:

1. The Director, Assistant Director or Librarian-in-charge will call the Director of Facilities (Sandra Duran - 978-405-4753) or Water District (978-443-6602) to inform them of the issue.
2. If all seven bathrooms are out of service, or there is visible sewage in any bathroom, begin closing the building.
3. The Director, Assistant Director or Librarian-in-charge will call IT Director Mark Thompson (978-314-0203) and ask for the building doors to be locked.
4. If town IT cannot be reached, Circulation staff should use the special key card located in the Circ office to lock the building by taping the pad twice.
5. Reference staff should initiate closing announcements via the intercom system.
6. Staff may also need to walk around to inform patrons of the building closure.
7. Post sign....Post a sign on the front door notifying customers of building closure. Suggested wording: "The library is closed due to a plumbing issue. Please use the bookdrop to return materials. We appreciate your understanding." This can be handwritten if necessary.
8. Contact staff and volunteers scheduled to work later in the day and tell them not to report to work because the library will be closed.
9. Contact anyone who has reserved the meeting room to notify them of the closure.
10. The Director will update the library's phone recording to reflect the closing.
11. The Assistant Director will post a building closure notice to social media, send out an eblast, and update the website.
12. Once the building is closed, if no one from Town IT has been reached, the Director, Assistant Director or Librarian-in-charge will continue to call IT Director Mark Thompson to alert him to the building closure and discuss making changes to the automatic door lock schedule.

HVAC FAILURE

Staff, headed by the Director, Assistant Director or Librarian-in-charge, is to observe the following procedure:

1. The Director, Assistant Director or Librarian-in-charge will call the Director of Facilities (Sandra Duran - 978-405-4753) to inform them of the HVAC issue.
2. If the HVAC issue is not easily resolved and will continue throughout the day (i.e. the furnace or AC units need extensive service) begin closing the building.
3. The Director, Assistant Director or Librarian-in-charge will call IT Director Mark Thompson (978-314-0203) and ask for the building doors to be locked.

4. If town IT cannot be reached, Circulation staff should use the special key card located in the Circ office to lock the building by taping the pad twice.
5. Reference staff should initiate closing announcements via the intercom system.
6. Staff may also need to walk around to inform patrons of the building closure.
7. Post a sign on the front door notifying customers of building closure. Suggested wording: "The library is closed due to an HVAC issue. Please use the bookdrop to return materials. We appreciate your understanding." This can be handwritten if necessary.
8. Contact staff and volunteers scheduled to work later in the day and tell them not to report to work because the library will be closed.
9. Contact anyone who has reserved the meeting room to notify them of the closure.
10. The Director will update the library's phone recording to reflect the closing.
11. The Assistant Director will post a building closure notice to social media, send out an eblast, and update the website.
12. Once the building is closed, if no one from Town IT has been reached, the Director, Assistant Director or Librarian-in-charge will continue to call IT Director Mark Thompson to alert him to the building closure and discuss making changes to the automatic door lock schedule.