



Emergency Operations Policy

Adopted: June 23, 2020
Revised: August 26, 2025

1. Purpose

To establish the protocol to be used in the event of a short or long term emergency. During emergencies the Library may operate on limited staffing or take unique measures to prevent potential harm to staff and public. Measures may include service restrictions, limited hours of operation, and/or closure.

2. Library Closures

The Keene Public Library will close to the public in the event of a mandate order. The Library may close under a recommendation for closure issued by public health or government officials on the local, county, or state level. Emergencies may include, but are not limited to, pandemic, civil unrest, fire, flood, inclement weather, to keep the streets clear in the event of local emergencies, or if a safe staffing level cannot be maintained.

3. Discretionary Service Level Changes

At the discretion of the Library Director, the Library may close, reduce its operating hours, and amend or limit services temporarily if there is not sufficient staff to maintain appropriate staffing levels or local conditions present unsafe conditions for people in the building. Services may be delayed or reinstated according to the nature of the emergency and the resources available to the Library. The staff will have a written plan outlining potential changes in services for the various stages associated with an emergency.

4. School Closure

If the SAU29 School District is closed, the Library will remain open, but with changes to services according to conditions at the time, unless one of the aforementioned requirements for closing is also met.

5. Staffing

In the event the Library closes, and Staff are unable to do public facing support work or work within the Library, they may be assigned to work from home, including, monitoring communications at all hours that the Library would ordinarily be open. Staff hours may be cut and/or some Staff may be furloughed if the closure is expected to last for an extended period.

6. Communication

In the event of potential closure or reduction in operating hours, the Library Director or designee will attempt to confer with the Board President, or Vice President in their absence, before taking action. The Director will maintain communication with staff, Library Board of Trustees, and the City Manager throughout the duration of the emergency.



In the event of closure, effective communication about any changes in services or open hours will be announced to the public in a timely manner. Library Staff will notify the public via local media, social media, and the Library's website. If safe for staff to do so, notice will also be given via signage at the entrances and on the phone answering system.