

**Category:** Public Service  
**Policy Number:** 6-11  
**Policy Name:** Emergency Closures

### Purpose:

Waterloo Public Library is a public service institution, and every effort is made to maintain access to service for the public through regular hours of operation. However, the Library system, or any one of its locations may close when adverse weather conditions exist or are expected to deteriorate, or when other situations affecting public or staff safety arise, such as building maintenance issues, power outages and other emergencies. This policy identifies the responsibility and the factors which inform a decision to close or postpone opening 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 an emergency situation.

In the case of 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 the event of an unscheduled closing, the following means of communication will be used:

- Local radio broadcast
- Posting on Library social media (website, Facebook, Twitter, etc.)
- Announcement on the Library telephone answering service

### Document Record:

September 2007	Initial Release
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July 2015	Reviewed
June 2019	Reviewed