



EMERGENCY CLOSURE POLICY

This policy outlines the procedures for closing the Custer County Library due to weather or other unforeseen emergencies while emphasizing the commitment to maintaining accessibility and safety for patrons and staff.

NORMAL OPERATIONS

Under most conditions, the library will remain open to serve the community. Please see *Hours of Operations Notice* for current hours and known closure dates.

CLOSURE CRITERIA

- *County Closure:* If the County Commission decides to close county offices, the library will close accordingly.
- *Planned Closure:* For planned closures, approval from both the Commission and Library Board is required in advance.
- *Discretionary Closure:* In emergency situations requiring immediate closure the director has the discretion to make that decision. If the director is not present to make that decision, staff will make attempts to reach the director. The assistant director will make the decision in place of the director when the director is unavailable. The director, or staff acting in their place, will notify both the Library Board and Commissioner Liaison of the closure in a timely manner.

CLOSURE NOTIFICATION

Closure updates will be communicated through multiple channels, including the library's social media outlets, voicemail greeting, and signage at the library building, ensuring patrons are informed of closures as effectively as possible. The library will utilize onsite updates whenever possible, but updates may be limited to social media channels.

LIMITED STAFFING DUE TO SICKNESS

In the event of insufficient staffing to maintain regular library operations, the library reserves the option to implement curbside service. Patrons may retrieve their holds and requested materials by contacting the library to arrange for pickup. This measure is implemented primarily in cases of staff illness to ensure continued service provision while mitigating safety concerns.