London Public Library

Business Continuity Policy

Effective Date: October 23, 2025 **Review Date: October 2029**

PURPOSE:

- To state London Public Library's (Library) commitment to strive for business continuity in response to an emergency or disaster;
- Achieve business continuity capability appropriate for the Library's purpose, values, services, operations and strategic priorities, along with its available resources; and
- Ensure that the Library has a Business Continuity Plan in place to confirm that business continuity activities are implemented and maintained in an agreed upon and consistent manner.

SCOPE:

Business continuity is vital to ensuring that a framework is in place to respond to an emergency/disruption and for the Library to continue essential activities in the face of disruptive challenges.

DEFINITIONS:

Business Continuity: uninterrupted availability of all key resources supporting essential business functions.

Business Continuity Plan (BCP): collection of procedures and information that directs decisions and actions in the event of a business interruption, emergency or disaster and supports an orderly return to business operations.

Library Property: Library-owned buildings (or space within a building) and land (surface and subsurface) and any associated rights, or any of them as appropriate.

Preparedness: actions taken in advance of an emergency to develop operational capacities and facilitate an effective response in the event an emergency occurs.

Recovery & Evaluation: activities initiated to return vital systems to minimum operating standards and long-term activity designed to return functionality to normal or improved levels. Evaluation includes actions taken to debrief the response and identify improvements that could be made to processes or systems.

Response: actions taken immediately before, during or directly after, an emergency occurs, to minimize damage, reduce risk to lives and enhance the effectiveness and speed of recovery.

Risk Mitigation: the actions taken to eliminate or reduce the degree of risk to human resources, capital assets and technology systems.

POLICY STATEMENT:

It is the policy that the Library will have a BCP.

The continuity objectives are to:

- Safeguard the health and safety of the Library's employees, volunteers, contractors and tenants, members of the public, and others present on Library property during times of emergency/disruption response and recovery;
- Provide for the health and safety of first responders;
- Protect the Library's assets, including but not limited to: property, infrastructure, systems, collections, technology equipment, equipment and furniture;
- Give priority to mission critical activities, and
- Mitigate interruption to services and operations to a reasonable level.

The Library BCP components will address: Risk Mitigation, Preparedness, Response, Recovery & Evaluation.

Accountability

The CEO & Chief Librarian (CEO) acts with the authority provided through the Library Board's *Board-CEO Linkage Policy* to ensure the continuity of Library business operations. The CEO is accountable for:

- Development, maintenance, and testing of the BCP;
- Declaration of an emergency/disruption;
- Implementing the BCP, providing strategic direction, and monitoring response and recovery;
- Leading a Response and Recovery Team in response to an emergency/disruption;
- Overseeing coordination with first responders and the City of London's emergency management leadership;
- Advising the Board about major business interruptions and engaging the Board where governance action is required;
- Overseeing internal and external communications in the context of the emergency/disruption and in accordance with the Library's *Communications Policy* and protocols; and
- Overseeing recovery and restoration of services and operations.

The CEO may delegate responsibilities to members of Library administration in their respective areas of expertise.

INQUIRIES:

CEO & Chief Librarian