



## Closures and Delays Policy

### BOARD POLICY

Pikes Peak Library District (PPLD) is committed to the safety of our patrons and staff across El Paso County. Since access to the public is paramount, our Library facilities, mobile services, and off-site activities (Libraries) will remain open for normal hours, outside of scheduled closings and delays, as long as it remains safe. On occasion, however, weather conditions or other situations may require a delayed opening or closure of some or all of our Libraries. PPLD staff establish and follow procedures for all closures and delayed openings, as well as communicate such information across the service area.

### PROCEDURES

#### I. Notifying Patrons

When PPLD decides to close or delay opening for one or more Libraries, staff make this information available to the public as soon as possible in a number of ways:

- A. An alert is posted on the home page of [ppld.org](http://ppld.org).
- B. The main phone line at (719) 531-6333 is updated with a recorded message.
- C. Posts are made to PPLD's primary social media accounts on [Facebook](#) and [Twitter](#).
- D. Local media outlets receive a notice to publicize through their broadcast services and websites, which PPLD staff monitor to ensure accuracy.

#### II. Types of Closures and Delays

There are two primary types of closures and delays that can occur at one, some, or all Libraries:

- E. Expected closures and delays are scheduled and shared in advance due to facility renovations, staff meetings and trainings, and major holidays, including: New Year's Day, Martin Luther King Jr. Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas.
- F. Unexpected delays and closures can occur before or during normal operation hours due to inclement weather (i.e., snowstorms, flooding, and wildfires), power outages and other facility issues, community emergencies, or other situations.

### III. Decision-making for Closures and Delays

With Libraries in various geographic locations across El Paso County, PPLD staff consider a number of factors before deciding if a delayed opening or closure is necessary:

- A. Other closures and delays: We monitor delays and closures of municipal services and school districts across El Paso County, particularly in situations of inclement weather. As a general rule, we will close or delay openings when municipalities close or delay their openings in all or part of Pikes Peak region. For example, if the City of Fountain closes due to inclement weather or another situation that impacts our facility, we will close Fountain Library. If El Paso County offices close due to inclement weather, we typically close all Libraries as well.
- B. Timing: PPLD staff seek to make an informed decision about a delayed opening or closure of one or more Libraries as early as possible. If inclement weather arises overnight, PPLD strives to make a decision by early morning. If weather conditions worsen during the day or evening, PPLD staff may decide to close early in order to accommodate safe travel of patrons and staff.
- C. Accessibility: Each library facility and service can be affected differently by weather and other factors. PPLD may delay opening or close Libraries, even if conditions are not consistent throughout the county. When specific Libraries are closed, patrons can still make use of other facilities and services as they are able.
- D. Off-site activities: PPLD, in conjunction with community partners, host events, classes, and other activities at various locations throughout the year. For delays and closings that may impact such scheduled activities, PPLD will either: 1) cancel in advance and notify the location; 2) the location closes and, as a result, PPLD must cancel the activity; or 3) PPLD notifies the instructor or event host, and they make the decision to cancel or not.

Please direct inquiries about this policy to PPLD's [Communications Office](#).