

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy: Business Continuity Policy**

**Policy Type: Board Operational Linkage**

**Policy No.: IP-A-02**

**Effective Date: November 23, 2017**

**Review Date: November 2021**

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### **PURPOSE:**

The purpose of this policy is to:

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

### **SCOPE:**

London Public Library's purpose is to strengthen people and neighbourhoods by creating connections that enrich lives, inspire discovery, foster creativity, and expand possibilities.

Business continuity is vital to achieving this purpose by 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** means the uninterrupted availability of all key resources supporting essential business functions.

**Business Continuity Plan or BCP** means a 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.

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

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

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

**Response** means the 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.

**Recovery & Evaluation** means 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.

### **POLICY STATEMENT:**

It is the policy of London Public Library that the Library will have a Business Continuity Plan (BCP).

LPL's business continuity objectives are to:

- Safeguard the health and safety of the LPL'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.

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The LPL BCP components will address: risk mitigation, preparedness, response, recovery and 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 LPL business operations. The CEO is accountable for:

- Development, maintenance, and testing of the *LPL Business Continuity Plan*;
- Declaration of an emergency/disruption;
- Implementing the BCP, providing strategic direction, and monitoring response and recovery;
- Leading a Business Continuity Disaster Response and Recovery Team (DRRT) in response to an emergency/disruption;
- Overseeing DRRT coordination with first responders and the City of London Municipal Emergency Control Group;
- 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 LPL'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

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**KEYWORDS:**

Business continuity, disaster planning; emergency response

**RELATED DOCUMENTS:**

City of London Emergency Response Plan  
Board-CEO Linkage Policy  
Communications Policy

**DOCUMENT CONTROL:**

Approved: April 16, 2008  
Reviewed: November 28, 2013 (L13/68.2)  
Reviewed: November 23, 2017 (L17/65.2)