

# Pembroke Public Library

## Minimum Staffing Policy

- I. Purpose**
- II. Required Staffing Level**
- III. If Staffing Falls Below the Minimum**
- IV. Notification of Closure**

### I. Purpose

- a. The Pembroke Public Library is committed to maintain a staffing level that will ensure its ability to provide quality customer service as well as protect the personal safety of patrons and staff.

### II. Required Staffing Level

- a. A minimum of three (3) staff members should be present in the Library at all times. A staff member is defined as a paid employee who provides regular Library services to patrons.
  - 1. It is preferred that one of the staff members be a supervisor.

### III. If Staffing Falls Below the Minimum

- a. The two (2) remaining staff members will, following the Staff Substitution Procedure, attempt to call in a staff member. The Director or Assistant Director will be notified and kept apprised.
  - 1. The maximum time acceptable to be open without 3 staff members present is thirty (30) minutes.
  - 2. During this short staffing period, the two (2) staff members will be stationed at the Main circulation desk to ensure that they are within eyesight of each other.
- b. In the event that no replacement staff member can come in the Library will be closed.

#### IV. Notification of Closure

- a. A sign will be posted on the main door of the Library.
- b. The Pembroke Police Department and the Town Manager's office will be notified.
- c. Any persons with meeting room reservations or passport appointments will be contacted.
- d. Dependent upon staff availability, notification will be posted as soon as possible on the Library website and on social media platforms.
- e. The Trustees will be notified by the Director or Assistant Director.

Approved and Voted by the Trustees 11-8-23