



AUSTIN  
PUBLIC  
LIBRARY



# Heating and Cooling Center

**Cody Scott**





# Introduction

Cody Scott | Facilities Division Manager



MAINTENANCE



INVENTORY  
CONTROL



CONSTRUCTION



SECURITY



BUILDINGS AND  
GROUNDS



HEALTH AND  
SAFETY



# Cooling Center Info

Austin Public Library provided cooling for 8 weekends between May and September 2023

- All libraries were cooling centers during business hours
- 3 branches operated as extended relief on weekend from 5:00 PM to 8:00 PM
  - This provided relief for an average of 120 customers per location
- This resulted in 59 specific shifts, which included:
  - 2 Branch Associates
  - 1 Security Specialist
  - 1 Building and Grounds Assistant
- Modified Policies
  - Persons with a CTNA welcome
  - Personal belongs
  - Pets on leashes allowed



# What Worked



Communications – Social  
Media and Internal



Water and Snacks



Facilities Cool and  
Comfortable



Weekly HESM  
COA/Travis Meetings



# Issues

---

## Customer Needs

- Austin Public Library's success could benefit with additional support from outside agencies. The need for social workers, medical emergency personnel, and law enforcement would be of great benefit.
- Mental and physical health are the largest issues
- Supporting all customers during said events

## An excessive heat warning means nothing when you live outside.

- This summer, we nearly hit or hit the trigger defined by the heat plan every weekend. The community became reliant on cooling centers and if we did not activate, they suffered.



# Issues... continued

---

## Relief Notification

- APL needs to be notified no later than 8am Wednesday before the weekend
- Some weekends HSEM did not make their request until Friday afternoon
- APL decided to stay open most weekends, even without a formal request

## Snacks and Drinks are essential

- The snacks and drinks helped keep people comfortable and occupied
- Increasing availability of these resources

## There needs to be a more effective way get volunteers

- 8.6% of the 500 APL staff volunteered
- Additional support outside APL needed for social services and law enforcement



# Preparation

---

## Disaster and weather relief

- Continuity of Operations Plan (COOP) Team
  - Executive Team
  - Division Team
  - Branch Library Teams
  - Community Services Team

## Essential Supplies

- APL Zaragoza Warehouse
- Work with HESM to procure additional inventory

## Supporting Staff and Customers

- Clarity on Library policy and enforcement
- Additional buildings and grounds staff hired
- Actively seeking to add Social Worker position to APL staff
- Hiring Travis County Deputies
- Adjusting staff hours during emergency events to match EOC operational hours