Greenville Public Library

Emergency Response Procedures

Quick Reference Guide

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Revised February 2003
EVACUATION PROCEDURES

I. Evacuate

1. Automatically evacuate the building when a fire alarm goes off.

2. Evacuate when asked to by the Director, Assistant Director, or person in charge of the building.

II. Procedures:

1. Staff should assist public in leaving the building by the nearest exit as quickly as possible.

2. Assist handicapped individuals.

3. Do not use elevators.

4. Stay at least 100 feet from building, meeting at a designated place* outside the building.

5. Wait to re-enter the building until authorized to do so.

III. Person in charge of building:

1. Make sure every department is notified to evacuate; check restrooms and other public areas.

2. Report refusals to leave to police/fire officials immediately.

3. Meet with staff at designated area* outside the building for a head count.

4. Notify the Director.

Designated area:  * Employee parking area
SECURITY

I. Threats to Building and Personal Security:

   A. Serious, immediate threats

       1. Stay calm and think before acting.
       2. Call 911, if possible, and provide details of threat.
       3. Do not resist or confront violator.
       4. Use panic button if at Circulation or in Staff Lounge.

   B. Bomb threat

       1. Keep caller on phone and write down as much of the following as possible:
          --- Time of call
          --- Time bomb is set to go off
          --- Location of bomb
          --- Kind of bomb
          --- Reason bomb was set
          --- Other useful information (name, address of caller)

       2. Try to remember the voice (male, female, husky, squeaky etc.) and any background noise.

       3. Follow evacuation procedures.

       4. Call 911.

   C. Anthrax threat by mail

       1. Do not handle mail piece or package suspected of contamination.

       2. Notify supervisor, person in charge of building, or Director, who will notify police, Inspection Service, or Health Dept.

       3. Isolate suspected package.

       4. Ask everyone who touched the mail piece to wash their hands with soap and water.

       5. List names and phone numbers of all who touched mail piece and provide list to Inspection Service.

       6. Shower as soon as possible. If medicine is provided, take it until it runs out or unless instructed otherwise.
Fire Safety

I. General fire safety:

1. Report fire.

2. Keep your back to escape route.

3. Do NOT attempt to extinguish a large fire.

4. Use fire extinguisher; remember P.A.S.S.

   Pull    Aim     Squeeze    Sweep

II. Fire in Building:

1. Pull fire alarm if it has not already sounded.

2. Follow evacuation procedure.


4. Never allow a fire to come between you and an exit.

5. Notify the Director.
MEDICAL EMERGENCY

Determine severity of the injured person.

MAJOR MEDICAL EMERGENCY
(including unconsciousness, death, etc.)

1. Call 911.
2. State the location and medical emergency clearly.
3. Notify the person in charge and the Administration.

MINOR MEDICAL EMERGENCY

1. Retrieve First Aid Kit (located in the workroom).
2. Fill out an accident report form (if necessary).
3. Notify the person in charge and the Administration.
POWER OUTAGE

DURING THE DAY POWER OUTAGE

The person in charge should report the outage to Narragansett Electric.

   - Narragansett Electric Customer Service 1-800-322-3223
   - Account Number 607029598000

The elevator should be checked for patrons. Refer to Chapter 9 in the Disaster Manual “Elevator Stoppage” section.

The incident should be reported to the Director.

DURING AN EVENING POWER OUTAGE

The person in charge should notify the Administration and report the outage to Narragansett Electric.

Lightsticks are available at the Circulation desk.

Flashlights are available at the Circulation desk.

The Elevator, restrooms, meeting rooms & stairwells SHOULD be evacuated.

The phone will continue to work and can be used to call out.

If power outage lasts for more than 15 minutes the building should be evacuated.

The incident should be reported to the Director.
ELEVATOR STOPPAGE

1. Notify the person in charge. (In the event of a Fire Alarm, there is a reset mechanism located in the Handicapped entrance)

2. The elevator repair service should be contacted.
   Thyssen Elevator 1-800-553-3538

3. An “Out of Order” sign should be posted.
   (Remove “Out of Order” sign when the elevator is working again)

4. If a patron is in the elevator, call the elevator repair company.

5. When the elevators are not working for an extended period of time, staff may need to assist handicapped patrons down the stairs.

6. In the event of a POWER FAILURE, the elevator will stop wherever the car was when the power went off.

7. In the event of a FIRE ALARM, the elevator will go to the floor furthest away from the alarm, the doors will open and then the elevator will shut down. The doors will remain open.

8. Report the incident to the Director.
HVAC/MECHANICAL

(HVAC/Mechanical failure is defined as any unusual noise, unusual smell, or extreme temperature change.)

1. Report to the person in charge any problems with the physical plant.

2. The person in charge will then get in touch with the personnel authorized to initiate the work. The person in charge will also get in touch with the Administration for further directives.

3. DO NOT attempt to fix the situation yourself. DO NOT reset the thermostats. Notify the person in charge when authorized people have arrived.

4. The person in charge should then report the incident to the Director.

HVAC/Mechanical Repairs are handled by:
Cam Air Conditioning & Heating 232-7230
COLLAPSE OF SHELVING

1. Determine if any patrons or staff have been injured.

2. Partition off the area of the collapse.

3. Report the collapse to the person in charge and to the Director. The Fire Department will also need to be notified.

4. The person in charge or the Director will then coordinate the removal of the books, and materials affected.

5. The shelving then should be reinforced or braced and ultimately repaired. Once the shelving has been determined sound, the books and materials can then be reshelved.
Lost or Unattended Child

I. Lost Child (Adapted from Cranston PL’s Proposed Lost Child Policy - Central Library)
   1. The parent should immediately be escorted to the Circulation Area.
   2. An announcement requesting the child’s presence at the Circulation Desk should be made.
   3. The parent should remain there to observe all those who leave the building.
   4. The staff person whom the parent reported to should get a clear description of the missing child.
   5. This staff member should alert all other staff, asking one person from each service area to thoroughly search their section, including behind large objects and under desks and tables.
   6. Notify the person with the highest authority in the building of the situation.
   7. If possible, one staff member should check the entire outdoor perimeter of the building.
   8. The Smithfield Police should be notified (9-1-1).
   9. If the child is found before the police arrive, the police station should be notified.
   10. The person with the highest authority in the building should complete an incident report with as much detail as possible if the child is not found.

II. Unattended Child
   1. An unattended child found in the Library should be taken to the staff member on hand in the Children’s Room.
   2. The staff member will bring the child around the building to connect with parent or caregiver. A staff member should stay with the child at all times.
   3. If a parent or caregiver cannot be found, an announcement requesting their presence at the Circulation Desk should be made.
   4. If no response is made to the announcement, the police should be called.

III. Child Remaining at Library at Close
   1. If a child is left unattended at closing time, staff should attempt to find the parent or caregiver in the building.
   2. If the parent or caregiver is not in the building, the child should call home to remind the caregiver to come and pick him or her up.
   3. If the parent or caregiver cannot be reached, the police should be called to come pick up the child.
   4. Under no circumstances shall the child be taken out of the building or given a ride by a staff member.
VIOLENT BEHAVIOR

1. Notify person in charge of building of any hostile behavior by patrons.

2. Call police if disruptive patrons do not leave the building when asked.

3. Do not escalate the situation by talking back, arguing, touching or insulting the disruptive person.

4. Try to project calmness, reassuring angry patron.

5. Listen to complaint/ criticism.

6. Bring in another staff member for support.

7. Situate yourself so your access to an exit is not blocked.
DISRUPTIVE BEHAVIOR

1. Do not tolerate the following behavior in the building:
   --Cursing, running, hitting, name-calling, eating/drinking in the main library, throwing objects, cell phone use in the main library.

2. Warn patrons of offensive behavior and ask that it be stopped.

3. Notify person in charge of building of patrons not cooperating with these restrictions.

4. Expell any patrons who refuse to discontinue offensive behavior after being warned.

5. Call the police if patron refuses to leave the building.

6. Record incident on behavior policy form.
PROCEDURES FOR LAW ENFORCEMENT INQUIRIES

I. If any staff member is approached by a law enforcement officer, the officer’s identification should be requested and presented.

2. The staff member should immediately contact the director or person in charge.

3. No staff member is allowed to provide any information in regards to users’ records, in accordance with the library’s confidentiality policy and the state’s confidentiality policy.

4. A law enforcement officer can not be given any information without a subpoena or a warrant.

PROCEDURES FOR LAW ENFORCEMENT INQUIRIES WITH A SUBPOENA

1. If any staff member is approached by a law enforcement officer with a subpoena, the officer’s identification should be requested and presented.

2. The staff member should immediately contact the director or person in charge.

3. Legal counsel should be called once the subpoena has been served. (There is generally a one week period of time to respond to a subpoena).

4. No staff member is allowed to provide any information in regards to user’s records, in accordance with the library’s confidentiality policy and the state’s confidentiality policy.

PROCEDURES FOR LAW ENFORCEMENT INQUIRIES WITH A SEARCH WARRANT

1. If any staff member is approached by a law enforcement officer with a warrant, the officer’s identification should be requested and presented.

2. The staff member should immediately contact the director or person in charge.

3. Once the warrant has been served the law enforcement officer may begin to search the library records.

4. Inquire if library counsel can be present before the search begins in order to allow counsel to examine the search warrant and to assure the search conforms to the terms of the search warrant.
5. Cooperate with the search to ensure that only the records identified in the warrant are produced and that no other user’s records are viewed or scanned.

PROCEDURES FOR LAW ENFORCEMENT INQUIRIES WITH A WARRANT ISSUED UNDER THE FOREIGN INTELLIGENCE SURVEILLANCE ACT (FISA) (USA PATRIOT ACT AMENDMENT)

1. The same procedures can be used as under an inquiry with a “search warrant”.

2. A Search warrant issued by a FISA court also contains a “gag order.” This means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant.

3. The library and staff must comply with this order. No information can be disclosed to any other party, including the patron whose records are the subject of the search warrant.

4. The gag order does not change the library’s right to legal counsel. A request can be made to have legal counsel present during the search and execution of the warrant.
Natural Disasters

A. For all natural disasters, listen to local radio/television reports
B. Check battery-powered equipment such as radios, flashlights, etc.
C. Check Recovery Kit.
D. Turn off computers and file server.
E. Types of disasters:

1. Hurricanes
   a. Remove books, papers, etc. from window areas.
   b. Board or tape windows.
   c. Evacuate if advised to do so.
   d. Remain indoors.

2. Tornadoes
   a. Stay away from windows.
   b. Go into a room without windows; Homework Center is best place in Library.

3. Floods
   a. Remove books, papers, etc. from low areas.
   b. Disconnect electrical equipment. NOTE: Do not touch equipment which is wet or in water.
   c. Retreat to high areas of building, if necessary.
   d. Evacuate if advised to do so.

4. Earthquakes
   a. Take cover under heavy desk/table, in a supported doorway, or along an inside wall.
   b. Do not use candles, matches, or other open flame due to possible gas leaks.
   c. Do not dash for exits since stairways may be broken.
   d. Have more than one evacuation route.
   e. Never use elevators.
   f. Be aware of aftershocks.
Recovery Kit

A. Statement of Purpose

Most institutions are plagued by minor disasters: a pipe that leaks or a drain that has backed up. When this happens usually less than fifty books are damaged. It is a good idea to have a small store of recovery supplies available to handle these situations. A quick response will limit the amount of damage that is caused. The supplies should be stored in an easily accessible area. The kit should contain the most frequently used supplies, e.g. paper towels (see Suggested Inventory, p. 513). The kit should be inventoried on a regular basis (see Inventory Control Sheet, p. 50. As an extra precaution, the container should be sealed so that the contents aren’t taken. While this kit will not contain all the supplies that will ever be needed, it will give the staff the ability to respond to a problem the moment it is discovered.

There are several advantages to storing the kit in a plastic garbage can. It is easily portable and will protect the supplies in the event of water. If the problem is a leak, the emptied garbage can be positioned under the leak to collect the water. The garbage can will facilitate the clean-up of the area, as the debris can be collected in the container and removed from the recovery area.

Recovery Kit

B. Suggested Contents

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blotting paper (white)</td>
<td>50 sheets</td>
</tr>
<tr>
<td>Chemical light sticks</td>
<td>6</td>
</tr>
<tr>
<td>Duct tape</td>
<td>2 rolls</td>
</tr>
<tr>
<td>Extension cords (waterproof)</td>
<td>2</td>
</tr>
<tr>
<td>Flashlight with batteries</td>
<td>1</td>
</tr>
<tr>
<td>Freezer paper</td>
<td>1 roll</td>
</tr>
<tr>
<td>Paper towels (folded)</td>
<td>6 packages</td>
</tr>
<tr>
<td>Plastic garbage bags</td>
<td>1 box</td>
</tr>
<tr>
<td>Plastic sheeting</td>
<td>10 sheets</td>
</tr>
<tr>
<td>Rubber gloves</td>
<td>3 pair</td>
</tr>
<tr>
<td>Waterproof markers</td>
<td>4</td>
</tr>
<tr>
<td>Wax paper</td>
<td>5 rolls</td>
</tr>
</tbody>
</table>

The amount of paper towels can be increased if there is enough room.

The following written information should be stored in the kit: the location of mops, buckets, fans, dehumidifiers, pumps, wet vacs etc. and how to get to them. Also there should be a copy of Betty Walsh’s “Salvage at a Glance” (see p. 10F).

All of the above should be stored in a plastic garbage can with lid. The lid should be secured with string and the ends should be sealed with wax, so that the contents are not misappropriated.
Disaster Recovery Procedures

Synopsis

This synopsis provides only immediate guidance. The disaster recovery coordinator must be contacted immediately. The steps and tables below give immediate guidance for action to be taken. The disaster recovery coordinator will provide direction for implementing the recovery tactics below. Disaster recovery requires specialized knowledge. See the full text of chapter 10 for additional information.

The following are steps to be taken in the event of an incident:

1. Disaster is reported to staff members.
2. Appropriate sections of the disaster plan are implemented.
3. Staff member visits site to determine extent of problem.
4. The disaster recovery coordinator should fill out forms relating to the disaster.
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<tr>
<th>Manuscripts, documents and small drawings</th>
<th>Freeze or dry within 48 hours</th>
<th>Do not separate single sheets</th>
<th>Interleave between folders/pack in milk crates</th>
<th>Air, vacuum or freeze dry</th>
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<td>Watercolors, and other soluble media</td>
<td>Immediately freeze or dry</td>
<td>Don not blot</td>
<td>Interleave between folders/pack in milk crates</td>
<td>Air or freeze dry</td>
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<tr>
<td>Maps; oversize prints and manuscripts</td>
<td>Freeze or dry</td>
<td>Do not separate single sheets</td>
<td>Pack in map drawers, bread trays, flat boxes or poly covered plywood</td>
<td>Air, vacuum, or freeze dry</td>
</tr>
<tr>
<td>Books and Pamphlets</td>
<td>Freeze or dry within 48 hours</td>
<td>Do not open or close, do not separate covers</td>
<td>Seperate with freezer paper, pake spine down in milk crate or card-board box</td>
<td>Air vacuum or freeze dry</td>
</tr>
<tr>
<td>Leather and vellum binding</td>
<td>Immediately freeze</td>
<td>As above</td>
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