

Effective Date:	Neillsville Public Library Standard Policies & Procedures SECTION 15: DISASTER POLICY			
Page 1 of 5	Initiated by: (Library Board) Approved by: (Library Board)			
Date of Review & Initials				

All library staff will be trained to handle emergencies. At no time, however, should an employee place him/herself in danger as they follow these procedures. Common sense should always be used. Follow these three rules:

- Assess your own safety and act accordingly
- Get help from a co-worker or another person in the area
- Act to protect lives and then physical property

A complete accident report should be submitted after each incident. Forms are available from the City Clerk's office. Injured persons, when medically able, will be directed to report to City Hall or contact the City Treasurer or Deputy Clerk Treasurer for incident reporting.

Emergencies included in this policy include the following:

- I. Fire
- II. Flooding
- III. Power Outages
- IV. Tornado Warnings
- V. Medical Emergencies
- VI. Bomb Threats
- VII. Suspicious Persons or Activities
- VIII. Dangerous or Life-Threatening Situations

I. FIRE

There are fire alarms in four (4) locations in the library building:

- 2 fire alarms on the main floor,
 - 1 located in the front entrance of the library
 - 1 by the restrooms
- 1 fire alarm on the landing between the two flights of stairs leading to the basement
- 1 fire alarm in the basement- inside and to the left of the door at the bottom of the stairwell leading into the basement room

In the event of a fire:

Actions:

- **Pull the fire alarm, call 911. An attempt may be made to put the fire out with a fire extinguisher if the fire is small and contained. In NO case should a staff member endanger him/herself to fight a fire.**
- **Evacuate patrons through the emergency exits as well as through the front door to a distance of at least 100 feet away.**
- **Wheelchair patrons, if front entrance (where the ramp is located) is blocked, take patron to the back stairwell, push alarm button, and close fire door. The alarm button will cause an alarm to ring by the circulation desk that will notify the emergency crew that there is someone waiting for assistance in the back stairwell.**
- **Library staff will meet in the gazebo with evacuated *underage* library patrons and account for all staff. Seek medical attention for any injuries sustained**
- **Provide information to fire department as requested. Remain with underage library patrons. Notify Library Director when able, if not present. When time appropriate, inform Library Board President of fire incident and status.**
- **Request fire dept to reset all fire alarms when appropriate.**

FIRE DRILLS

The Library Director will facilitate at a minimum 1 fire drill per year or more as directed by the Fire Dept. Chief.

II. FLOODING

If possible, attempt to remove any endangered library materials from the immediate area to avoid damage.

Report incident to the Library Director (if not present) and to City Hall. Request City Hall to notify the Public Works Dept. if flooding is water supply based.

Move library patrons, who are near the flooded area to another part of the building. If damage or flooding is severe, request patrons to leave the library and close until repairs/clean up is complete. Notify Board president of closing. Post signage on library door.

III. POWER OUTAGE

Notify EXCEL Energy (1-800-895-4999) for an estimated time of repair.

Notify the Library Director or the President of the Library Board who will make a determination about closing the library based on the circumstances.

Shut down all computers using the correct procedures.

Move library patrons to the main entrance area until a decision is made to close the building.

Staff should secure the office area and remain in the area of the circulation desk until receiving further instructions.

Remain with underage patrons until guardians return for transport if applicable.

IV. HAZARDOUS WEATHER

A. Severe Thunderstorm Watch or Warning

The Library Director and staff will monitor weather reports on the radio and/or the Internet, and be prepared to respond if the situation turns threatening.

B. Tornado Warning

Staff will monitor weather reports on the radio and/or the Internet.

In the event of a tornado warning:

All library staff will report to the circulation desk to assist in evacuation to basement. Patrons and staff will be evacuated to the basement and to the interior portions of the building away from windows.

If there are patrons in the library who are unable to evacuate to the lower level, a member of the library staff will stay with them in the restroom.

If possible, monitoring of radio reports should continue until an “all clear” announcement is made by Emergency Management or the National Weather Service.

C. Snow Storms

Closing will be at the discretion of the Library Director. Patrons will be informed that the Library is closing due to inclement weather. Librarians and staff will stay at the Library until all unattended child patrons are picked up by their parent or guardian. Signage will be posted on entrance door indicating closure.

V. MEDICAL EMERGENCIES

Call 911. Report the following to 911 dispatch:

- Identity of caller and victim if known**

- **Library location and request ambulance**
- **Known circumstances of emergency**
- **Library staff will meet emergency crews at the main entrance**

Keep the victim of the emergency comfortable and observe until help arrives so that pertinent information may be given to the emergency crew. Only persons with CPR or First Aid training should provide interventions.

VI. THREATS

A. Telephone Threat

The staff member receiving the call should:

- **Remain calm**
- **Attempt to get information on the location, type, detonation time if explosives are involved**
- **Motive**

Record the exact words of the caller, as closely as possible, while he/she is still on the phone. Try to gain attention of other staff to call 911.

Evacuation procedures should begin immediately to the gazebo. Maintain calm environment for patrons. Do not discuss nature of the threat or evacuation with patrons. Provide all pertinent information to law enforcement.

B. Mail Threat

The United States Postal Service has issued special guidelines for handling mail threats or suspicious packages. This section will cover what should be considered suspicious and what to do if you receive a suspicious package.

- 1.) What should make me suspect a piece of mail?**
 - a. It's unexpected or from someone you don't know.**
 - b. It's addressed to someone no longer at your address.**
 - c. It is handwritten and has no return address or bears one that you cannot confirm is legitimate.**
 - d. It's lopsided or lumpy in appearance.**
 - e. It's sealed with excessive amounts of tape.**
 - f. It's marked with restrictive endorsements such as "Personal" or "confidential".**
 - g. It has excessive postage.**
- 2.) What should I do with a suspicious piece of mail?**
 - a. Do not handle a letter or package that you suspect is contaminated.**

- b. Don't shake it, bump it, or sniff it.**
- c. Wash your hands thoroughly with soap and water.**
- d. Notify local law enforcement authorities.**

C. Bomb Threat

If a threat is received in the mail, the letter should be taken immediately to the Library Director who will notify police (911 or 743-3122). Do not touch or handle the envelope or contents any more than absolutely necessary once the threat is recognized. If the threat is received by phone follow phone threat guidelines.

VII. SUSPICIOUS PERSONS OR ACTIVITY

Do not confront a person who appears to be violent or presents potential physical danger to themselves, others or to library materials.

Go to the nearest phone and call 911. Stay calm. Report all facts to law enforcement. Keep patrons away from agitated person(s).

Notify the Library Director if not on premises.

If a patron reports the incident, request that the patron remain until law enforcement arrives.

VIII. DANGEROUS OR LIFE-THREATENING SITUATIONS

If a library staff member is faced with a situation such as an armed person, robbery, or the like, the staff member should respond as follows:

- Remain Calm**
- Cooperate with request**
- Call 911 as soon as possible**

