2019 DISASTER PLAN POLICY
DISASTER PLAN / POLICY
RECORD OF CHANGES

When changes are made to this plan, the following procedures will be followed:

1. The Hayner Public Library District Administration will issue major changes on hard-copy pages. New pages and sections should be inserted as directed; old pages and sections should be removed and destroyed.

2. Plan-holders will be notified of pen-and-ink changes by memorandum. These changes should be made directly upon existing pages.

3. When any change is made, the entry should be made in the following log:

<table>
<thead>
<tr>
<th>Change Number</th>
<th>Date Entered</th>
<th>Page(s) or Section(s) Changed</th>
<th>Entered By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1/26/2017</td>
<td>Disaster Plan Policy implementation</td>
<td>Bernadette Duvernoy</td>
</tr>
<tr>
<td>2</td>
<td>10/26/2017</td>
<td>Disaster Plan Policy reapproved</td>
<td>Mary Cordes</td>
</tr>
<tr>
<td>3</td>
<td>9/24/2018</td>
<td>Disaster Plan Policy reapproved</td>
<td>Mary Cordes</td>
</tr>
</tbody>
</table>
RESOLUTION

WHEREAS, emergency response to critical incidents that affect The Hayner Public Library District and surrounding community, whether natural or manmade, requires integrated professional management; and

WHEREAS, a unified command structure of such incident is recognized as the management model to maximize the public safety response and recovery model; and

WHEREAS, the National Incident Management System, herein referred to as NIMS, has been identified by the Federal Government as being the requisite emergency management system for all political subdivisions, agencies, educational and private institutions; and

WHEREAS, failure to adopt NIMS as the requisite emergency Management System may potentially preclude reimbursement to institutions or agencies for costs expended during and after a declared emergency or disaster, for training and preparation such disasters or emergencies and may potentially delay response and recovery efforts.

BE IT RESOLVED BY THE TRUSTEES OF THE HAYNER PUBLIC LIBRARY DISTRICT that it shall be and is the public policy of The Hayner Public Library District to adopt and use the NIMS concept of emergency planning and unified command. It shall further be and is the policy of The Hayner Public Library District to train any staff or recovery teams in NIMS/ICS structure or any other specialized operations that will support a role responsible for any emergency management or recovery operation that may affect the District.

_______________________________
Kevin Botterbush—Board President

Date: ________________________
September 26, 2018

To The Hayner Public Library District Community:

The Hayner Public Library District understands their responsibility to protect the life and property of all patrons, staff and visitors to our Library and all of its branches. With this in mind, the following document has been prepared and is presented to all concerned and shall be known as the “The Hayner Public Library District – Disaster Plan Policy”.

The information presented in this document was developed following many of the standards set forth in FEMA’s State and Local Guide (SLG) 101 (1996) and IEMA’s Plan Development and Review Document (2004), to provide guidance on actions that can be taken to minimize the immediate impact of all types of hazards, whether they are natural, technological or national security in nature. The plan/policy was prepared with the belief that it will be of use to all who have responsibilities for the mitigation, planning, preparation, response to, and recovery from any disaster that might affect the Library District and all those who use it. This integrated emergency management system philosophy is the standard utilized by government departments, agencies, schools and private institutions as the basic concept of emergency planning.

The Hayner Public Library District has adopted this Disaster Plan Policy to include the National Incident Management System and will use the established Incident Command System for all emergency operations. The President of the Board of Trustees will, if necessary, serve as/or appoint his designee as liaison to the Alton Emergency Operations Center, the Madison County Emergency Management Agency, The Illinois Emergency Management Agency and the Federal Emergency Management Agency for state and federal disaster assistance.

A copy of this plan shall also be submitted to the City of Alton’s emergency management officials for reference or to ensure compliance during disaster response or recovery operations that may potentially affect the Library District.

Sincerely,

Kevin Botterbush
Board President
The Hayner Public Library District
## PLAN DISTRIBUTION LIST

<table>
<thead>
<tr>
<th>Issue Number</th>
<th>Distributed to:</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>The Hayner Public Library District – Board President</td>
</tr>
<tr>
<td>2</td>
<td>The Hayner Public Library District – Vice President</td>
</tr>
<tr>
<td>3</td>
<td>The Hayner Public Library District – Secretary</td>
</tr>
<tr>
<td>4</td>
<td>The Hayner Public Library District – Treasurer</td>
</tr>
<tr>
<td>5</td>
<td>The Hayner Public Library District – Executive Director</td>
</tr>
<tr>
<td>6</td>
<td>The Hayner Public Library District – Chief Financial Officer</td>
</tr>
<tr>
<td>7</td>
<td>The Hayner Public Library District – Asst. Director – Information Technology</td>
</tr>
<tr>
<td>8</td>
<td>The Hayner Public Library District – Asst. Director – Library Services</td>
</tr>
<tr>
<td>9</td>
<td>The Hayner Public Library District – Asst. Director – Acquisitions/Cataloging</td>
</tr>
<tr>
<td>10</td>
<td>The Hayner Public Library District – Asst. Director – Circulation/Strategic Svc.</td>
</tr>
<tr>
<td>11</td>
<td>The Hayner Public Library District – Volunteer Services Manager</td>
</tr>
<tr>
<td>12</td>
<td>City of Alton – Fire Chief/Emergency Management</td>
</tr>
<tr>
<td>13</td>
<td>Alton Square Security Department – Security Director</td>
</tr>
<tr>
<td>14</td>
<td>The Hayner Public Library District – Downtown Library</td>
</tr>
<tr>
<td>15</td>
<td>The Hayner Public Library District – Genealogy &amp; Local History Library</td>
</tr>
<tr>
<td>16</td>
<td>The Hayner Public Library District – Alton Square Library</td>
</tr>
<tr>
<td>17</td>
<td>The Hayner Public Library District – Legal Advisor</td>
</tr>
<tr>
<td>18</td>
<td>The Hayner Public Library District – Insurance Company</td>
</tr>
</tbody>
</table>
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THE HAYNER PUBLIC LIBRARY DISTRICT
DISASTER PLAN POLICY

PURPOSE AND SCOPE

Disasters can happen to all of us—in libraries large and small. Knowing what (and what not) to do before, during, and after a disaster will prevent panic, lessen damage, and enable library staff to implement an organized recovery. The following guidelines are offered to assist library staff in the event of a disaster as well as the organization of salvage procedures for our library; they are tailored to fit our needs and idiosyncrasies.

The staff member in charge has standing instructions, in the event of an emergency situation, to first protect library staff and patrons, and to then protect the collections and equipment. People come first, library materials second.

GENERAL EMERGENCY RULES

• In all cases, common sense should be the deciding factor as to when and/or who should implement emergency procedures.
• Know the locations of exits from the Library.
• Know the location of alarms in the Library—and how and when to use them.
• Know the contents of the first aid and Shelter-in-Place kits and where they are stored.
• When the immediate danger has passed, a report of the incident should be made to the Department Manager and to the Library Administrative Office. A written report using the Library Incident Report form should also be made within a few days of the emergency.

EMERGENCY EQUIPMENT

Every department of the Library should have the following emergency equipment on hand:

• Flashlights
• Battery-powered radio
• Extra batteries
• Portable fire extinguishers
• Basic first aid kit

Supplies should be kept at the Circulation Desks or shelter areas.

Supplies should be checked every six months to make sure items are fully stocked and in good working order.
EMERGENCY PHONE NUMBERS

Emergency phone numbers for police, fire, and rescue squad should be posted at every telephone in every department.

**Alton Police:** 911  
**Alton Fire and Rescue:** 911  
**Alton Ambulance:** 911

When phoning for help, be prepared to supply your name, location, phone number, nature of emergency, and type of assistance needed. Stay on the telephone until the dispatcher says it is no longer necessary.

DISASTER PREVENTION

Man-made disasters can often be prevented by routine inspections of a facility. Temperature and humidity, ideally, should be maintained at a constant 68 degrees and 50% relative humidity. Cleaning and spraying for insects and rodents should be performed on a regular basis. Materials should be properly stored and protected from fire, dust, and light. Ultraviolet filters should be placed over fluorescent lights and on windows. Leaky pipes, frayed electrical wires, untended machinery, open windows, and structural damage can result in unnecessary destruction of materials and possible loss of life. Aisles and work areas should be kept free of unprocessed materials and trash.

Machinery should be unplugged when not in use. Rules regarding food, beverages, smoking, and unauthorized access should be established and enforced. Security checks should be made at closing time to ensure that all exits and windows are locked, all appropriate equipment has been turned off, no cigarettes are smoldering in ashtrays or wastebaskets, and no unauthorized persons are in the building.

Disasters do not appear out of nowhere. Be aware of all hazards (situations that have the potential for causing damage) and correct them before they develop into disasters. Staff members should all be familiar with the layout of the building and possible danger areas. They should know the location of all fire extinguishers and alarms and how to operate them. Fire exits and alternate escape routes should be clearly marked. Evacuation procedures should be established and practiced regularly.

All suppliers should be contacted in advance to explain your needs and purpose. Sources should be contacted on a regular basis to determine whether those supplies and services are still available and to remind them of their commitment. Keep in mind that in a large scale, major disaster, your sources may not be available because they have their own damages to deal with or because they are assisting someone else. It is recommended that you keep as many recovery materials as possible on-site.
DISASTER PLAN FORM

I. **Name of institution:** The Hayner Public Library District

II. **Date of Completion or update of this form:** September 26, 2018

III. **Staff members to be called in the event of a disaster:**

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Home Phone</th>
<th>Library Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>Bernadette Duvernoy</td>
<td>463-0872</td>
<td>433-2857</td>
</tr>
<tr>
<td>In-House Disaster Recovery Team</td>
<td>Katie Schrimpf</td>
<td>466-9150</td>
<td>433-2860</td>
</tr>
<tr>
<td></td>
<td>Lauren Erwin</td>
<td>401-4554</td>
<td>433-2858</td>
</tr>
<tr>
<td></td>
<td>Jean Shimunek</td>
<td>466-2663</td>
<td>462-0677, ext. 2849</td>
</tr>
<tr>
<td></td>
<td>Sharon Windham</td>
<td>465-6463</td>
<td>462-0677, ext. 2861</td>
</tr>
<tr>
<td></td>
<td>Mary Cordes</td>
<td>670-5503</td>
<td>462-0677, ext. 2835</td>
</tr>
<tr>
<td></td>
<td>Julie Belk</td>
<td>467-2931</td>
<td>462-0677, ext. 2829</td>
</tr>
<tr>
<td></td>
<td>Lacy McDonald</td>
<td>550-6643</td>
<td>433-2859</td>
</tr>
<tr>
<td></td>
<td>Janet Schwegpe</td>
<td>465-2509</td>
<td>433-2875</td>
</tr>
<tr>
<td></td>
<td>Sue Hardin</td>
<td>789-4711</td>
<td>433-2856</td>
</tr>
<tr>
<td></td>
<td>Morgan Berry</td>
<td>806-5736</td>
<td>462-0677, ext. 2848</td>
</tr>
</tbody>
</table>

The Executive Director will call the In-House Disaster Recovery Team members. The In-House Recovery Team members will call their respective staff.
IV: Off-site services to be called in the event of a disaster:

<table>
<thead>
<tr>
<th>Service</th>
<th>Name of Contact</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alton Fire Department</td>
<td></td>
<td>911 or 463-3565</td>
</tr>
<tr>
<td>Alton Police Department</td>
<td></td>
<td>911 or 463-3505</td>
</tr>
<tr>
<td>Ambulance Service</td>
<td></td>
<td>911 or 463-7355</td>
</tr>
<tr>
<td>Insurance Company</td>
<td>Ron Peach</td>
<td>377-0767</td>
</tr>
<tr>
<td>Legal Advisor</td>
<td>Steven N. Mottaz</td>
<td>466-8484</td>
</tr>
<tr>
<td>Gas and Electric Utility</td>
<td>Ameren CIPS</td>
<td>1-800-789-2477</td>
</tr>
<tr>
<td>Water Utility</td>
<td>Illinois American Water District</td>
<td>1-800-422-2782</td>
</tr>
<tr>
<td>Electrician</td>
<td>Wegman Electric</td>
<td>258-1130</td>
</tr>
<tr>
<td>Plumber</td>
<td>GRP Mechanical</td>
<td>258-9000</td>
</tr>
<tr>
<td>Carpenter</td>
<td>Scott Darr Construction</td>
<td>251-4280</td>
</tr>
<tr>
<td>Exterminator</td>
<td>Imel Pest Control</td>
<td>377-2242</td>
</tr>
<tr>
<td>Mycologist</td>
<td>Graphic Conservation Co.</td>
<td>312-738-2657</td>
</tr>
<tr>
<td>Locksmith</td>
<td>Belle Street Key Service</td>
<td>462-5855</td>
</tr>
<tr>
<td>Janitorial Services</td>
<td>THPLD Part-time staff</td>
<td></td>
</tr>
<tr>
<td>Chemist</td>
<td>Graphic Conservation Co.</td>
<td>312-738-2657</td>
</tr>
<tr>
<td>Chemist</td>
<td>Midwest Freeze Dry</td>
<td>847-679-4756</td>
</tr>
</tbody>
</table>

Individuals and organizations to assist in clean-up:

<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends of Hayner Library</td>
<td>Carole Conley, President</td>
<td>462-4396</td>
</tr>
<tr>
<td>Library Volunteers</td>
<td>Stephanie Munson</td>
<td>462-0677, ext. 2882</td>
</tr>
<tr>
<td>Illinois State Library</td>
<td>Alyce Scott, Preservationist</td>
<td>217-558-2064</td>
</tr>
<tr>
<td>Water, Fire, Mold Services</td>
<td>CATCO</td>
<td>344-2484</td>
</tr>
<tr>
<td></td>
<td>CATCO (24 hour emergency)</td>
<td>1-800-642-2826</td>
</tr>
</tbody>
</table>
V. Upkeep Checklist

A. Daily Procedures
   - Locks on doors & windows secure, all keys accounted for
   - No pipes, faucets, toilets, or air conditioning units leaking
   - Electrical equipment unplugged; no frayed wiring in evidence
   - No signs of structural damage
   - No burning materials in wastebaskets

B. Periodic Procedures

   Date Checked
   - Emergency numbers posted by each phone:
   - Most recent inspection by fire department:
   - Carbon Monoxide operable:
   - Fire extinguishers operable:
   - Smoke alarms operable:
   - Sprinkler systems operable:
   - Water detectors operable:
   - Public address system operable:
   - Operable flashlights placed in every dept.:
   - Transistor radio operable:
   - Most recent fire drill:
   - Most recent civil defense drill:
   - Most recent tornado drill:
   - Staff familiarized (by tour, not map) with location of fire extinguishers, flashlights, radio, storm shelter, Shelter-in-Place, and how to reach members of the In-House Disaster Recovery Team
   - Most recent inventory (see IX below):

VI. Locations of in-house emergency equipment (Please note: Map/floor plans with locations marked/labeled located at end of Disaster Plan)

Cut-off switches and valves:

| Electric | ADMIN/GENEALOGY: Maintenance Closet and Janitor Closet |
| DOWNTOWN LIBRARY: Mechanical Room |
| ALTON SQUARE LIBRARY: Electrical Room |

<p>| Gas | ADMIN/GENEALOGY: Outside, 4th Street side of the building |
| DOWNTOWN LIBRARY: Alley outside Teen Area |
| ALTON SQUARE LIBRARY: N/A |</p>
<table>
<thead>
<tr>
<th>Equipment</th>
<th>Downtown Library</th>
<th>Alton Square Library</th>
<th>Admin/Genealogy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>Basement (directly at bottom of stairs)</td>
<td>Call Mall Security</td>
<td>Maintenance Closet and Janitor Closet</td>
</tr>
<tr>
<td>Sprinkler System</td>
<td>N/A</td>
<td>Call Mall Security</td>
<td>N/A</td>
</tr>
<tr>
<td>Extension cords</td>
<td>Garage</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Fans</td>
<td>GARAGE</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Fire alarms</td>
<td>Control panel in Maintenance Closet</td>
<td>Electrical Room</td>
<td>N/A</td>
</tr>
<tr>
<td>Fire extinguishers</td>
<td>Admin entrance and 4th Street entrance</td>
<td>Front door, Reference Desk, Staff Room, Multipurpose Room, KidSpace (by emergency exits)</td>
<td>Admin entrance and 4th Street entrance</td>
</tr>
<tr>
<td>First aid kits</td>
<td>Technical Services (Lauren’s Desk)</td>
<td>Customer Service Desk, Multipurpose Room</td>
<td>Service Desk</td>
</tr>
<tr>
<td>Flashlights</td>
<td>Staff Room, Work Areas</td>
<td>All Service Desks</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Mops
ADMIN/GENEALOGY: Maintenance Closet
DOWNTOWN LIBRARY: Janitor’s Closet (in Men’s Restroom)
ALTON SQUARE LIBRARY: Maintenance Closet

Paper towels
ADMIN/GENEALOGY: Staff Room Closet
DOWNTOWN LIBRARY: Garage and Staff Room Restroom
ALTON SQUARE LIBRARY: Staff Room

Plastic sheeting
FOR ALL: Garage

Plastic trash bags
ADMIN/GENEALOGY: Janitor’s Closet
DOWNTOWN LIBRARY: Janitor’s Closet (Men’s Room)
ALTON SQUARE LIBRARY: Staff Room

Rubber/Nitrile gloves
ADMIN/GENEALOGY: First Aid Kit
DOWNTOWN LIBRARY: First Aid Kit
ALTON SQUARE LIBRARY: First Aid Kit

Smoke alarms
FOR ALL: Throughout library ceilings.

Sponges, pails, brooms
ADMIN/GENEALOGY: Janitor’s Closet
DOWNTOWN LIBRARY: Janitor’s Closet
ALTON SQUARE LIBRARY: Maintenance Closet

Transistor radio
ADMIN/GENEALOGY: First Aid Kit
DOWNTOWN LIBRARY: First Aid Kit
ALTON SQUARE LIBRARY: First Aid Kit

Unprinted newsprint
FOR ALL: Admin/Genealogy Staff Room

Water detectors
FOR ALL: N/A

Water hoses
FOR ALL: Garage

Wet-dry vacuum
FOR ALL: Garage

Sources of off-site equipment and supplies (or where supplies may be purchased/rented)

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Source</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pallets</td>
<td>CATCO</td>
<td>1-800-642-2826</td>
</tr>
<tr>
<td>Paper towels</td>
<td>Metro Equipment &amp; Supply</td>
<td>465-0147</td>
</tr>
<tr>
<td>Plastic milk crates</td>
<td>CATCO</td>
<td>1-800-642-2826</td>
</tr>
</tbody>
</table>

13
List all locations where this plan and follow-up reports are filed

The plan shall be distributed either in digital or hardcopy form to all parties listed on the “plan distribution list” which can be found on page 5 in the front of this document. Additionally the plan will also be distributed in hardcopy form to:

A. In-House: Each building and/or department has a copy of this plan
B. Off-Site: Listed in front of this manual

VIII. Inventory/Salvage Priority Lists

With an inventory/priority salvage system use a “triage” approach and consider the following categories while prioritizing what materials to protect first:

Category I - Salvage at all costs:
*Materials that are used most often, essential for the library's operation, have significant monetary value, and support the library's mission.*
Example: Illinois room materials, especially materials in locked cases & all artwork

Category II - Salvage if time permits:
*Material that could be replaced, but replacement costs would exceed salvage costs.*
Example: Administrative files in office & all reference materials at all locations

Category III - Salvage as part of general clean up:
*Materials that can easily be replaced in the original or another format, or those with a high monetary value, but low value by other measures.*
Example: Any circulating materials

The Disaster Recovery Team members should consider intrinsic value, research value, and historical value, value to the collection, replacement cost, and availability in different format when setting salvage priorities. The following questions may be helpful in determining priorities:

- Is the item especially important to the community, perhaps a piece of local history?
- Can the item be replaced? At what cost? Can you afford it?
- Would the cost of replacement be less or more than restoration of the item?
• How important is the item intrinsically? To the collection? To researchers? Will insurance pay for one format and not another?

Special collections will most likely be second on your priority list. Staff should know, for example: That the unique local history materials should be salvaged before the National Geographic magazines.

DISASTER RECOVERY

If a disaster strikes when the building is occupied, your first concern should be for the safety of the individuals inside. Escape routes, alternate routes, and procedures for evacuating the building should be clear to all personnel and visitors. Practice drills should be conducted on a regular basis to eliminate panic during “the real thing.”

Most disasters tend to occur when the building is unoccupied—during the early morning hours, on weekends, or during holiday closings. In the event of a major disaster, do not enter the building until it has been declared safe to do so by emergency personnel.

Ninety-five percent of all disasters will result in water-damaged materials. Keep in mind that mold will form within 48 to 72 hours in a warm, humid environment. You must work quickly to salvage damaged materials and to prevent additional damage from occurring.

The following steps are recommended for an effective recovery operation:

I. Assess the damage

How much damage has occurred? What kind of damage is it? (Fire, smoke, soot, clean water, dirty water, etc.) Is it confined to one area or is the entire building damaged?

How much of the collection has been affected? What types of materials have been damaged?

Are the damaged items easily replaced or are they irreplaceable?

Can the in-house recovery team salvage the items, or will outside help be required?

II. Stabilize the environment

The environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65 degrees Fahrenheit and 50% relative humidity.

The following equipment should be readily accessible to help stabilize the environment:
- Portable generators, in case of power failure
- Pumps, to remove large quantities of standing water
- Fans, to circulate the air
- Thermometer, hygrometers, hygrothermographs and/or sling psychrometers, to measure the temperature and humidity.

Dehumidifiers can help to lower the humidity, but they usually are only effective in small, enclosed areas, and tend to increase the temperature in a room. They can also freeze-up in the lower temperatures required for salvage and recovery operations. Raising the temperature will not lower the humidity—it will only accelerate mold growth. Temperature and humidity should be monitored constantly.

Air should be circulated in the damaged area. This may be accomplished by running fans constantly. If possible they should expel the humid air from the area. Any standing water should be pumped from the area. Extreme caution must be taken, as standing water can conceal hazards.

III. **Activate the In-House Disaster Recovery Team**

Organize work crews and be sure their responsibilities are clearly defined. No salvage activity should begin until the team leader has determined a plan of action. Disaster and recovery areas should be inaccessible to the public. Frequent rest breaks should be provided for workers. Food and/or beverages should be available.

IV. **Restore the area**

After the damaged items have been removed and the environment has been stabilized, the area must be thoroughly cleaned. Walls, floors, ceiling, and all furniture and equipment must be scrubbed with soap and water and a fungicide. Carpeting, and especially the padding under it, should be carefully examined, as mold will develop rapidly. Only professionals should perform removal of smoke odor and fogging with fungicides or insecticides.

**SALVAGE PROCEDURES FOR WATER-DAMAGED MATERIALS**

A number of options are available for treating water-damaged materials. The choice of treatment will depend on the extent and type of damage incurred, and the manpower, expertise, and facilities available.

I. **Freezing**

Freezing wet materials will stabilize them and provide you with time to determine your course of action. Mold will not grow and further deterioration from water will not occur
when materials are in a frozen state. Books have been left in a freezer for ten years and successfully thawed and air-dried with no resultant damage. Freezing will also help to eliminate smoke odor from materials.

Rapid freezing is recommended to minimize damage from ice crystals (the faster the materials are frozen, the smaller the ice crystals will be). Temperatures below 15 degrees Fahrenheit will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15 degrees Fahrenheit, place the materials in a secure area outside. Cover them with plastic if rain or snow is expected.

II. Vacuum freeze-drying

Vacuum freeze-drying is the safest and most successful method, although it is also the most expensive. Materials must be already frozen when they are placed in a sublimation chamber. This type of chamber operates under high vacuum and high heat, and turns the ice crystals in and on the frozen material to water vapor. The vapor is then collected on a cold panel that has been chilled to at least 200 degrees F., so it cannot go back on the materials. If they are not frozen when they are put in the chamber, the material will freeze on the outside and the water molecules on the inside will be forced through the frozen barrier as the vacuum is pulled. This action will cause the book or document to “explode.”

When materials are removed from the vacuum freeze chamber, they will be very dry and should acclimate for at least one month before they are opened to avoid cracking the spine and/or binding (this is especially true for leather bindings). They may be placed in a high humidity room to accelerate the acclimation process but must be monitored closely for signs of mold.

Materials so treated will not look like new but will show signs of swelling and distortion. Stanford University Library staff members reported that they needed an additional 12% of shelf space for materials that had been treated in Lockheed’s chamber. Photographs will not be damaged by this treatment, but rubber cement will dissolve and stain the page to which it has been applied.

III. Air-Drying

Air-drying should be performed only in a stable environment to inhibit the growth of mold. The ideal environment for air-drying is 50–60 degrees F. and 25–35% relative humidity. Instructions are outlined in II below. This process is not recommended for coated stock materials such as art books (see III below).

IV. Vacuum drying

Vacuum drying involves the placement of wet materials in a chamber that pulls the moisture by means of vacuum. This method is not recommended, as the heat involved is
damaging to paper (especially bound paper) and photographic materials. Microwave ovens should not be used, for the same reason.

The following salvage procedures are recommended:

I. Volumes to be frozen

A. Removal

1. Clear the floor and aisles first.
2. Begin with the wettest materials. These will usually be on the lowest shelves, unless water has come in through the ceiling.
3. Dirt and mold should be removed and treated before freezing (see IIA and VI below). If time does not permit these activities, dirty and/or moldy books may be frozen (mud will easily brush off when it is dry). Silt should be washed out immediately, as it is almost impossible to remove it when it is dry.
4. Pack materials on-site if possible. If not possible, remove by human chain.
5. Keep accurate records of the location from which the materials are removed.

B. Packing

1. Remove volume from shelves in order.
2. Wrap freezer paper around each volume (waxed side next to the volume) and place in plastic crates spine down.
3. Pack crates one layer only, snugly enough that volumes will not slide or lean.
4. Wrap open book as found and place on top of packed container. Do not place more than one open volume in a container. Be sure there is a freezer paper barrier between the packed volumes and the open volume to prevent staining from binding dyes.
5. If books are stuck together, do not attempt to separate them, but pack as one volume.

C. Record keeping

1. Label each container with your institution’s name and assign it a number.
2. On a separate sheet of paper, record the box number, call numbers of the first and last volumes packed, and the total number of books in each container. If there is not a call number, note the location where found.
3. If the containers are sent to more than one freezer, note which container numbers are sent where.
4. Keep records of discarded items.

D. Transporting

1. Materials should be placed in a freezer facility as quickly as possible to prevent the growth of mold. Care should be taken that containers do not fall over during transport, as further damage may result.
2. Materials should be placed in refrigerated trucks if they cannot be frozen within 48 hours.

II. Volumes to be air-dried

A. Washing procedure (to be performed off-site only)

1. Keep the book tightly closed and hold it under cold, clean running water.
2. Remove as much mud as possible from the binding by dabbing gently with a sponge. Do not rub or use brush and do not sponge the pages or edges, as these actions can force the mud into the spine or wet pages, causing further damage to the volume. Let the motion of the running water clean off the dirt.
3. Squeeze the book gently and with even pressure to remove excess water and to reshape the binding.
4. Do not wash:
   a. Open or swollen volumes
   b. Vellum or parchment bindings or pages
   c. Full or partial leather bindings
   d. Fragile or brittle materials
   e. Works of art on paper
   f. Water-soluble components (inks, tempera, watercolors, dyes, charcoal, etc.)
   g. Manuscripts
   h. Non-paper materials

B. Saturated volumes

1. Do not open! Wet paper tears easily!
2. Set volumes on their heads on absorbent paper. Pages tend to droop within the binding when a volume is shelved upright, so setting it on its head will counteract this tendency. Plastic sheeting should be placed under the paper toweling or unprinted newsprint to protect tabletops. Turn the volumes right side up when changing the paper
beneath them. Their position should be reversed each time the paper is changed and the wet paper removed from the area.

3. Covers may be opened to support the volume.
4. Aluminum foil may be placed between the cover and the end leaf to prevent staining from the binding dyes.
5. When most of the water has drained, proceed as for “Damp volumes.”

C. **Damp volumes**

1. Very carefully open the book (not more than a 30 degree angle).
2. Begin interleaving from the back and keep the volume in an upright position.
3. Place interleaving sheets at intervals of 25 leaves (50 pages), unless this will distort the volume.
   Change interleaving frequently. Do not reuse unless the sheets are being impregnated with fungicide. Ontho-Phenyl Phenol (O-PP) has been found to be less toxic than thymol and is recommended. Mix one pound of O-PP to one gallon of acetone or ethanol (do not use methanol, as it will cause inks to bleed). Safety equipment (mask, eye goggles, and rubber gloves) should be worn when preparing and using this solution.
4. Continue to change the paper underneath and remove from the area.

D. **Slightly damp volumes/volumes with only wet edges**

1. Stand volume on its head and fan open slightly. Paperback books may support each other with barrier between or they may be wedged with Styrofoam pieces. Position volumes in the path of circulating air.
2. When almost dry, lay the volumes flat and place weights (not other drying books) on them to minimize distortion. **Do not stack wet volumes.**
3. Lightweight volumes (less than six pounds) may be hung on lines to dry.
   a. Use monofilament nylon lines, not more than 1/32” diameter, not more than five or six feet long, spaced approximately one-half inch apart.
   b. Do not line-dry a saturated volume, as the monofilament will cut through the wet paper.

III. **Volumes with coated stock paper**

Wet coated stock paper should be handled with care, as the print will slide off the wet page if it is rubbed. **Do not allow wet books with coated stock paper to dry in a closed state, as the pages will permanently bond together.** Almost all attempts to separate
stuck pages by rewetting them have failed. Boeing’s Document Reclamation Service reports that vacuum/ freeze-drying of coated stock volumes is rarely successful. Keep volumes submerged until the pages can be separated (IV B below). The only chance of saving such materials is to interleave every page and air-dry.

IV. Document/ unbound materials

A. Freeze as found

1. Do not remove from file cabinet drawers, document cases, or folders.
2. Do not turn container upside down to empty or drain.

B. Separation of wet sheets

1. Place a stack of polyester film on top of a stack of wet, unbound papers (or the first page of a bound volume).
2. Run gently with a bone folder—surface friction will cause the wet paper to adhere to the film.
3. Peel back the top sheet and place it on the top of a piece of polyester web.
4. Remove the polyester film.
5. Place another sheet of polyester web on top of the wet sheet.
6. Repeat the entire process, separating the wet sheets one at a time, and interleave them with polyester web. (Material may be frozen at this stage.)
7. Air-dry the sheets (supported by the polyester web) by placing them on absorbent paper on tables or on top of closely spaced monofilament lines. Air in the room should be kept circulating, but fans should not blow directly on the materials.
8. The papers may be flattened when they are almost dry, placing them between two sheets of blotting paper (to remove excess moisture) and applying even pressure with weights.

V. Non-Book Materials

A. Photographic Material (prints, negatives, slides, film)

Do not expect to salvage color photographs, as the colored layers will separate and the dyes will fade quickly. However, if you wish to try, freeze them immediately, or transport them (see 2 below) to a photographic laboratory. Photographic material should not be allowed to dry out after they become wet, as they will stick to the envelope or to each other. Any attempt to separate them after they have dried together will result in damage to the emulsion or the image. Remove the materials from their
protective enclosures and wash off any mud or dirt under cold running water.

The following options are available for salvaging photographic materials:

1. Air-dry either flat or on lines of monofilament (plastic spring-type clothespins may be used to hang them on the lines).
2. If there are too many to air-dry, they may be stored in cold water (65 degrees F. or below—cold helps to preserve emulsion). Ice may be added to the water, but **do not add dry ice or allow the materials to remain under water longer than three days**. Formaldehyde may be added to the water (15 milliliters to one liter) to help prevent the gelatin from swelling and softening. Black and white film could last three days in solution before the emulsion begins to separate; color film could last 48 hours.
3. Transport the material (in sealed polyethylene bags inside plastic garbage pails) to a professional laboratory within 24 hours, if possible.
4. If time does not permit air-drying, the materials may be frozen. As the emulsion may be damaged by the formation of ice crystals, freezing as quickly as possible is recommended (smaller ice crystals will cause less damage). Negatives should be separated before freezing, as they tend to stick together when thawed.
5. The Eastman Kodak Company provides free emergency service cleaning and drying on black and white roll microfilm. Contact the Chicago lab at **(773) 867-3500**.

B. Microforms

1. Silver halide microfilm
   a. Keep under water (see V. A. 2 above).
   b. Send to Kodak or professional micro-processing laboratory.
   c. Vesicular and diazo microfilm
2. Wash off mud or dirt under cold, clean running water
   a. Air dry or dry with cheesecloth.
3. Microfiche
   a. Treat the same as silver halide microfilm.
   b. Kodak will not treat microfiche, so send them to a professional micro-processing laboratory.

C. Tapes (audio, video, computer) and floppy disks
Water is especially damaging to magnetic materials. The longer they have been wet, the greater the damage will be. Do not attempt to play any damaged tapes or disks, as they can damage the equipment on which they are being played. The following procedures are recommended if you wish to attempt to salvage tapes:

1. Break open the cassettes.
2. Wash in clean or distilled water.
3. Air dry or dry with cheesecloth.

D. Sound recordings (discs)

Clean water probably will not damage sound recordings, but flood water carries silt, which will scratch a disk. Disks should be washed and dried with cheesecloth or a soft, lint-free cloth. Record jackets or paper protective sleeves should be discarded, as they can trap moisture and may develop mold. Record jackets could be photocopied to preserve the information they contain.

VI. Mold

Mold and mildew are interchangeable names for fungi. They can never be killed and can remain dormant for many years. Spores are always present in the air and will grow when the environment is warm and humid. Freezing will inhibit the growth of mold and is recommended if time does not permit immediate treatment.

1. Mold can develop within 48 to 72 hours in an environment where the temperature is over 75 degrees F. and the relative humidity is over 60%.
2. Separate the affected materials to prevent spreading.
3. If the materials are wet and mold is beginning to develop, interleave the volumes with papers impregnated with fungicide.
4. Keep the air circulating in the room.
5. Mold is easier to remove when it is dry. Vacuum or brush it off and remove the spores from the area.
6. Materials that will be fumigated should be removed from plastic crates, as plastic will absorb fumigants. Only a professional chemist or conservator should do fungicidal fogging.

VII. DO NOT UNDER ANY CIRCUMSTANCES:

1. Enter an area until it has been declared safe.
2. Attempt to open a wet book (one tear costs at least $1.00 to mend!).
3. Attempt to close an open book that is swollen.
4. Use mechanical presses on wet materials.
5. Attempt to separate books that are stuck together.
6. Write on wet paper.
7. Use bleaches, detergents, water soluble fungicides, adhesive tapes (or adhesives of any kind), paper clips, or staples on wet materials.
8. Use colored paper of any kind during salvage and recovery operations.
9. Pack newly dried materials in boxes or leave them unattended for more than two days.

**EARLY CLOSING DUE TO WEATHER**

In the event of inclement weather, the library may be closed early or not open at all. If this occurs, WBGZ Radio, 1570 radio, will be notified to include the library in their list of closing announcements. Staff should refer to the Personnel Manual for specific instructions concerning weather related library closings and attendance.

**BLOOD-BORNE PATHOGENS**

*Note:* For further information, please refer to the “OSHA Blood-borne Pathogen Standard” document. This document, along with the cleanup kit instructions, should be kept, at each site, near the first aid kit.

**How to handle**

Although the regulations governing the handling of blood-borne pathogens in libraries are covered by the Department of Labor, the policy followed here is based upon OSHA policy.

**Supplies needed for dealing with blood accidents**

- Nitrile gloves (use these rather than regular rubber gloves)
- Biohazard bags (red bags)
- Cleanup kit (located with the first aid kits in each building)
- Anti-bacterial soap (kept in the staff restroom at each site)

The above items are available from Metro Equipment & Supply *(465-0147).*

Wear nitrile gloves any time you are dealing with blood or saliva—even if the blood is just from a nosebleed. **Any and all** objects contaminated with blood (wet or dried) will be disposed of in a special red bag. In Illinois, the red bags can be disposed of in regular trash; however, it is recommended that bags be delivered to OSF Saint Anthony’s Health Center. The bags must be put in the trunk of the vehicle when taken to the hospital for disposal.

One person shall be designated at each site to be in charge of cleanup. The designees are:
In the absence of one of the designees, the senior staff person on duty will be in charge of cleanup.

**Cleanup Procedures**

- Use the cleanup kits from Metro Supply that should be kept with the first aid kit at each site.
- Wash your hands as soon as possible, using antibacterial soap.
- When taking off the special rubber gloves, do not touch your skin. Pinch one glove and pull it off, then take your finger and put it under the second glove to remove that glove.

**Taking care of people exposed to blood**

If you have a cut on your hand that came in contact with blood from someone else, **you must fill out an incident report.**

We will immediately contact the Occupational Health Department at OSF Saint Anthony’s Health Center for consultation and direction on possible testing and vaccination.

If blood gets on books or other library materials, the materials should be discarded in the red bags.

In case of vomit, cleanup can proceed as usual unless it contains blood. If you see blood in the vomit, follow the procedures outlined in the kit. It is our policy to abide by OSHA guidelines in case of exposure to blood-borne pathogens. If an employee is exposed, he/she will contact OSF Saint Anthony’s Health Center within 24 hours of said exposure.

**BOMB THREAT**

If a bomb threat is received, get maximum information.

1. Keep the caller on the telephone if possible and write down as much information as can be obtained (e.g., Where is the bomb? When will it explode? What kind is it? etc.)
2. Pay attention to any strange or peculiar background noises such as motors running, music, or any other sound that might give a clue as to the location from which the call is being made.
3. Listen closely for any vocal clues that may help to identify the caller: A. Is it a man or a woman’s voice?
B. Is there anything distinctive about the voice tone or quality?  
C. Is there any accent or speech impediment?

4. **DOWNTOWN AND GENEALOGY:** Call 911.  
**ALTON SQUARE LIBRARY:** Call 911 first and then call Mall Security at: (706) 830-4669.

5. Notify the Director or Administrative Office as soon as possible.

6. If the supervisor or senior staff member in charge of the department feels that danger is imminent, or if the police advise that danger is imminent, have staff members go through the building and notify all patrons that there is an emergency that requires immediate evacuation of the building.

7. Have patrons gather up their personal belongings, and escort them to the exit. Direct patrons to clear the immediate area of the building. No one should be closer than 1500 feet of the building.

**DOWNTOWN AND GENEALOGY:** Evacuate to lower public parking lot.  
**ALTON SQUARE LIBRARY:** Evacuate building to the islands in the parking lot nearest the Post Office exit.

8. Two staff members should be detailed to collect together, escort from the building, and supervise any unaccompanied children under the age of twelve. Keep the children together, get names and telephone numbers of responsible adults, and try to contact the adults to come and pick up their children. Remain with the children until someone has arrived to collect them.

9. When all patrons have left the building, staff should collect their personal belongings and evacuate the building.

10. **Do not** allow anyone except authorized bomb squad personnel to enter the building.

11. **Do not** touch any unfamiliar devices in the area around the building.

12. **Do not** operate, or allow anyone else to operate, any electronic devices in the area such as 2-way radios or cellular telephones.

13. The supervisor or senior staff member on duty should identify him/herself to the responding officers. The staff member who handled the threatening call, and the record of the call, should be made known to the officer in charge. All staff members should cooperate with the responding officers at the scene. Members of the press should not be allowed access to the building. All press inquiries should be referred to the Executive Director.

14. If any patron reports a suspicious object, or if any staff member finds a suspicious object in the building, no one, under any circumstances, should touch or handle the object. This is a job for the police or bomb squad.

**Remember, it is better to be too cautious than not cautious enough.**
EARTHQUAKE

The main concern during an earthquake is shielding yourself from falling objects. The movement of the earth is rarely the cause of death or injury. During an earthquake:

1. Remain calm. Do not panic or run. By staying calm you will be able to better assess your situation. If you feel the building begin to shake or jolt, shout out for everyone in the building to take cover immediately.
2. If you are inside the building, stay there and find a safe place. Stand against a wall near the center of the building if possible. Get under a table or desk if possible. Get as far away from the book stack areas as possible. Crouch down with your back to any windows and cover your head and face.
3. Do not operate any equipment or light any flames that might set off an explosion from leaking gas.
4. When the shaking stops, try to get the emergency equipment stored at each location, and assist the patrons in evacuating the building. Get the First Aid Kit if possible. Go to an open area, away from buildings and power lines. If possible:
   **DOWNTOWN AND GENEALOGY:** Evacuate to lower public parking lot
   **ALTON SQUARE LIBRARY:** Evacuate building to the islands in the parking lot nearest the Post Office exit.
5. If there are any children under the age of 12 in the library without adult supervision, have two staff members gather the children together and take them outside. Keep the children together until emergency assistance arrives, or until a responsible adult arrives to collect them.
6. Report any fire and/or damage as soon as it is safe to do so.
7. Once you have left the building, do not go back in or allow anyone else to go back in for any reason.

ELECTRICAL POWER FAILURE

In case of prolonged electrical power failure use the following procedure:

1. Notify the Administrative Office if possible.
2. Notify Ameren if possible at **1-888-789-2477**.
3. Staff members should equip themselves with flashlights for emergency use. Staff members should go through the building and inform patrons that the library is closing temporarily due to the power failure. Staff members should escort all patrons to the front door. Make sure that patrons take their personal belongings with them when they leave the building.
4. Close and lock the front doors. Post a sign on the door stating that the library has closed temporarily due to power failure.
5. Children under the age of 12 who have been left at the library without an adult (as opposed to walk-ins from the immediate neighborhood) should be gathered
together with at least two staff members to supervise them. If phones are working, try to call someone to come for the children. If phones are not working, or you cannot reach a responsible adult, keep the children calm and gather them together under staff supervision until someone arrives to collect them.

6. Secure the contents of the cash register.

7. Go through the building and shut off all electrical equipment that was powered-on and operating when the power failure occurred.

8. Staff members should secure their personal belongings and gather in a designated area of the building. The supervisor or senior staff member on duty should have keys available and ready to use in case staff are directed to leave the building. If staff leaves, the supervisor or senior staff member on duty is responsible for securing the building, and for seeing that all staff members are accounted for before leaving the premises. Normally, staff members remain in the building until they are cleared to leave by their supervisor or senior staff member on duty, or unless authorized to leave by the Director. In an emergency, staff may evacuate the building at the request of Ameren repair crews, fire or police officers.

9. If emergency repair crews seek access to the building, you should verify their identification before allowing them entry. Unauthorized persons should not be allowed access to the building. Members of the press should not be allowed access to the building. Refer all press inquiries to the Executive Director. NO MEMBER OF THE PUBLIC SHOULD BE ALLOWED INTO THE BUILDING UNTIL FULL POWER AND NORMAL LIBRARY OPERATIONS HAVE BEEN RESTORED.

10. Check all other electrical equipment to make sure no damage has occurred due to the power failure. If you have problems with any equipment, please contact the Administrative Office, and they will call the appropriate repair service.

**FALSE FIRE ALARM**

**In case of a false fire alarm sounding, use the following procedure:**

**Please note:** The following directions are for the Administrative/Genealogy & Local History Library and the Downtown Library. The Alton Square Library fire alarm cannot be shut off or reset by a staff member. It must be attended to by the Director or his/her designate.

1. Supervisor or senior staff member on duty should do a quick check of the building to make sure there is no smoke or fire visible.

2. To shut off the alarm, enter your personal 4-digit code into the alarm key pad; this will reset the alarm system.

3. Call Alton Burglar Alarm Systems, 465-2192, and report that the alarm is a “false alarm.” A password will be required. Passwords are located on stickers underneath the staff computer keyboards.

4. Alton Burglar Alarm System will then call the Alton Fire Department.
5. Staff members should inform patrons in the building that the alarm is a “false alarm.”

**FIRE ALARM**

**In case of fire use the following procedure:**

1. If smoke becomes apparent, pull the closest fire alarm. If your building is equipped, use the intercom system or have staff member notify patrons to evacuate the building immediately. Direct patrons to the nearest outside exit. Speak in a calm, clear voice and keep your movements deliberate to avoid panic. If possible, take a staff schedule with you. In the event of a fire, it may not be possible to leave by the same exit. However, all efforts should be made to assemble in the following areas in an effort to ensure that everyone has evacuated safely:
   - **DOWNTOWN AND GENEALOGY:** Evacuate to lower public parking lot
   - **ALTON SQUARE LIBRARY:** Evacuate building to the islands in the parking lot nearest the Post Office exit.
2. Alarm system will sound automatically when smoke detectors are triggered. The alarm automatically alerts the fire department.
3. A staff member should be designated to find a telephone and call administration and the other branches as soon as the building has been cleared. Other staff members should insure that the area around the building is cleared to at least 1500 feet. **MAKE SURE THAT NO ONE GOES BACK INTO THE BUILDING.**
4. If there are any children under the age of 12 who were in the library without adult supervision, two staff members should be designated to gather the children in a safe spot and get names and telephone numbers of responsible adults to contact. Keep the children together and calm until someone arrives to collect them.
5. When the fire crew arrives, the supervisor or senior staff member on duty should identify herself/himself to the crew chief and answer any questions the crew chief may have.
6. All staff members should cooperate with requests of the emergency crews. All press inquiries should be referred to the Executive Director.
7. NO staff member should go back into the building until the fire chief authorizes access.
8. Staff members should remain at the scene until authorized to leave by the Director.

**FLOOD**

Because of the location of the Administrative Office, Genealogy & Local History Library, and Downtown Library, it is possible that we would have adequate warning time before floodwaters would actually reach the level of our buildings. Therefore, we could anticipate having adequate time for removal of the most valuable items and equipment to a safer location.
Give priority to:

- First and foremost – Illinois Room collection
- Genealogy & Local History Library – Illinois Room collection, microfilm, microfilm readers, and reference collections
- Downtown Library – Computers, Server Rack, Networking gear and other equipment, circulation collections: DVDs, CDs, books, and magazines
- Administrative Office – Administrative files and office equipment
- Technical Services Department (located in the basement of the Genealogy & Local History Library) – Technical Services files and office equipment

Shut down electrical power and water in the buildings, board up windows, and lock the buildings.

HAZARDOUS MATERIAL INCIDENTS

What Shelter-In-Place Means:

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. This is not the same thing as going to a shelter in case of a storm. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided below:

Why Shelter-in-Place:

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, local authorities on television and radio stations will provide information on how to protect you and your co-workers. It is important to keep a TV or radio on, even during the workday. The important thing is for you to follow the instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-in-Place at Work:

- Close the library.
- Bring everyone into the room(s). Shut and lock the door(s).
- If there are patrons in the building, provide for their safety by asking them to stay—not leave.
- Unless there is an imminent threat, ask employees, and patrons to call their emergency contact to let them know where they are and that they are safe.
• Change the auto-attendant recording on the phone system to indicate that the library is closed, and that staff and patrons are remaining in the library until authorities advise it is safe to leave.
• Close and lock all windows, exterior doors, and any other openings to the outside.
• If you are told there is danger of explosion, close the window shades, blinds, or curtains.
• Have employees familiar with your building’s mechanical systems turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air—these systems, in particular, need to be turned off, sealed, or disabled.
• Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags. (These items should be stocked in the area that was chosen as shelter-in-place.)
• Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to sit. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, copy and conference rooms without exterior windows will work well.
• **ADMIN/GENEALOGY – Staff Room**
• **DOWNTOWN LIBRARY – Staff Room**
• **ALTON SQUARE LIBRARY – Multipurpose Room**
• It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
• Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
• Write down the names of everyone in the room, call Alton Police at 463-3505 and Alton Fire Department at 463-3565 to report persons in the room and their affiliation (employee or patron.)
• Keep listening to the radio or television until you are told all is safe or told to evacuate. Local officials may call for evacuation in specific areas at greatest risk.

Local officials on the scene are the best source of information for your particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and cleanup methods is your safest choice.

**INJURY/ACCIDENT/ILLNESS ON LIBRARY PREMISES**

Every Accident/Injury should be reported

**DON’T:** ADMIT RESPONSIBILITY – REPRIMAND ANY EMPLOYEES OR CRITICIZE PREMISES – OFFER TO PAY MEDICAL EXPENSES – ENTER INTO A DISPUTE – MENTION INSURANCE – DISCUSS THE ACCIDENT WITH
STRANGERS – PERMIT PHOTOGRAPHS TO BE TAKEN BY OTHERS – ANSWER QUESTIONS FROM THE PRESS

**Patron Involved Injury/Illness:**

1. Any time a member of the public is injured, taken ill, or involved in an accident on the library premises, the incident should be reported by phone as soon as possible to the Administrative Office. A written report should be completed and filed with the Administrative Office within 24 hours of the incident. The supervisor or senior staff member on duty at the time of the incident should fill out and submit the Injury/Accident Report Form.
2. Call the Alton Police and/or rescue squad for assistance if necessary.
   
   **Alton Police: 911  Alton Fire and Rescue: 911**
3. Call a member of the person’s family if possible.
4. In the event of an accident of injury occurring on library premises, if staff members are asked whether the library has insurance, they should refer the question to the Director or Administrative Office.
5. Keep the person quiet and as comfortable as possible **without** moving him/her. Don’t attempt to administer first aid unless, in your judgment, it is absolutely necessary and you are trained in the pertinent procedure. Leave this to the direction of the police or rescue squad.
6. If the person involved in the incident is a minor (under age of 18) and is on library premises without adult supervision, you should try to contact a responsible adult relative. A minor, especially a child under the age of 12, should not be allowed to leave the library premises until a responsible adult has arrived to collect him/her.
7. If the person involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the statement. Two library staff members should sign as witnesses. Write the date and time on the statement.
8. **Under no circumstances** should the library staff members offer to provide transportation to the hospital emergency room in their personal cars. Library vehicles should not be used to transport members of the public to the hospital emergency room.
9. Take photographs of the accident site or area where the injury occurred as soon as possible. (If the accident occurs after Administrative Office hours, the department manager should contact the Director.) **Do not** allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.
10. Any questions from the press should be referred to the Executive Director for comment.
11. A written Injury/Accident Report, with all supporting documentation, should be submitted to the Administrative Office as soon as possible.
Library Staff Member Involved Injury/Illness:

1. Any time a member of the library staff is injured, involved in an accident, or taken seriously ill while on duty, the incident should be reported by phone as soon as possible to the Administrative Office. A written report should be completed and filed with the Administrative Office within 24 hours of the incident. The supervisor or senior staff member on duty at the time of the incident should fill out and submit the Injury/Accident Report Form.

2. Call the Alton Police and/or rescue squad for assistance if necessary.

3. If the injury or illness is not critical enough to warrant calling emergency assistance, do one of the following:
   a. The staff member may drive him/herself to the nearest emergency room or to his/her own personal physician.
   b. Call a family member or friend to drive the staff member to the emergency room or to his/her own personal physician.
   c. Another staff member may volunteer to drive the injured/ill staff member to the emergency room or to his/her own personal physician.
   d. Send or take the injured/ill staff member home.

4. If the staff member involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the statement. If police and/or rescue were called, have police officer and/or rescue squad chief co-sign the statement. Two library staff members should sign as witnesses. Write the date and time on the statement.

5. Take photographs of the accident site or area where injury occurred as soon as possible. (If the accident occurs after Administrative Office hours, the department manager should contact the Director.) **Do not** allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.

6. Any questions from the press should be referred to the Executive Director for comment.

7. A written Injury/Accident Report, with all supporting documentation, should be submitted to the Administrative Office as soon as possible.

**First Aid Box Contents**

(20) Adhesive bandages, various sizes
   (1) 5" x 9" Sterile dressing
   (1) Conforming roller gauze
   (1) Triangular bandages
   (1) 3" x 3" Sterile gauze pads
   (1) 4" x 4" Sterile gauze pads
   (1) 3" Roll cohesive bandage
   (2) Waterless alcohol-based hand sanitizer
(6) Antiseptic wipes
(2) Pair large medical grade non-latex gloves
(1) Roll 2" adhesive tape
(1) Cold pack
(1) Pair scissors (small, personal)
(1) Pair tweezers
(1) CPR breathing barrier, face shield
(1) Bottle hydrogen peroxide
(1) Bottle calamine lotion
(1) Box cotton Q-tips
(1) Box baking soda
(1) Pkg. assorted safety pins
(1) Manual can opener
(1) Tube antibacterial ointment
(1) Jar petroleum jelly

**ACTIVE SHOOTER**

The following procedures are guidelines for handling an active shooter situation in the library. The following active shooter procedures are recommended by the U.S. Department of Homeland Security. They should be applied at all three library locations:

1. **EVACUATE:** Get out if you can, then dial 911. Keep your hands visible for responding police.
2. **HIDE:** Secure your hiding place, lock doors, turn off lights and cell phones. Be quiet, stay away from windows and doors. If a building alarm sounds, it may be a lure. Leave only if you smell smoke.
3. **TAKE ACTION:** As a last resort, and only when your life is in imminent danger. Attempt to incapacitate shooter or act with physical aggression.
4. **CALL 911:** When it is safe to do so.

**LOCKDOWN PROCEDURES**

Lockdown situations may occur when a dangerous situation (such as a violent intruder) is occurring near a library facility. This is NOT the same situation as an active shooter who is inside a library facility.

The following procedures are guidelines for placing a library facility into lockdown. The following lockdown procedures are recommended by the U.S. Department of Homeland Security:

**Downtown Library:**

1. Call 911 or press panic button.
2. Alert co-workers and lock doors if possible.
3. Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
4. Quickly direct patrons to the **Staff Room** turning off lights as you go.
5. After the building is secure, contact Administration and the other library locations.
6. Turn off your cell phones. Remain calm and quiet. No calls or texts. Stay away from windows and doors.
7. If a building alarm sounds it may be a lure. Leave only if you smell smoke.
8. Do not open the door. The police will enter and evacuate.

**Administration/Genealogy & Local History Library:**

1. Call 911. The Genealogy & Local History Library may choose to use the panic button located with the Professional Collection.
2. Alert co-workers and lock doors if possible.
3. Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
4. Quickly direct patrons to the **Staff Room** turning off lights as you go. **Direct disabled patrons to the women’s restroom and lock the door.** A staff member should remain with the patrons.
5. After the building is secure, contact Administration and the other library locations.
6. Turn off your cell phones. Remain calm and quiet. No calls or texts. Stay away from windows and doors.
7. If a building alarm sounds it may be a lure. Leave only if you smell smoke.
8. Do not open the door. The police will enter and evacuate.

**Alton Square Library:**

1. Call 911 and Mall Security (706-830-4669)
2. Alert co-workers and lock doors if possible.
3. Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
4. Quickly direct patrons to the **Multipurpose Room** turning off lights as you go.
5. After the building is secure, contact Administration and the other library locations.
6. Turn off your cell phones. Remain calm and quiet. No calls or texts. Stay away from windows and doors.
7. If a building alarm sounds it may be a lure. Leave only if you smell smoke.
8. Do not open the door. The police will enter and evacuate.
BEHAVIORAL PROCEDURES

Situations involving patrons who exhibit any behavior that either consciously or unconsciously violates or restricts the rights of others to use the library must be handled with courtesy, tact, calmness, and common sense. Remember that all patrons do not behave in the same way or react to others in the same way. Your approach to the situation depends on the type and degree of behavior exhibited by the patron. Guidelines for handling specific problems follow.

ALCOHOL

Use judgment when dealing with people who smell of alcohol. If the patron’s behavior is not otherwise offensive, there is no problem. If the patron is disturbing other patrons or is abusive to staff, call the police without first approaching the patron. Notify the person in charge of the library, and file an incident report.

ANGRY/IRATE PATRONS

Dealing with angry or irate patrons is one of the more difficult tasks involved in working with the public. Follow these techniques when faced with an angry patron:

1. Remain calm
2. Listen attentively
3. Speak slowly and clearly, keeping your voice low.
4. Empathize with the patron and try to understand how he/she feels.
5. Repeat what the patron has said about the problem to be sure you understand what has made the patron upset.
6. If patron’s complaint is legitimate, do something immediately to see that the situation is corrected.

If the patron is not satisfied, refer him/her to the Department Manager. If the Department Manager is not on duty, refer the patron to the Library Director.

ASSAULT/PHYSICAL THREATS

Any staff member who observes an act of assault is responsible for calling the police immediately. Use the emergency phone (911) if the situation warrants. Alton Square Library should call Mall Security (706-830-4669).

Staff members who are threatened or who need assistance should call for help from nearby patrons or staff members. Another staff member aware of the situation should call the police immediately. Notify the person in charge of the library and file an incident report.
**CHATTY PATRONS**

Be polite, but discourage long, irrelevant conversations. Explain that it is necessary to return to work or to help another patron.

Other staff members aware of such a situation should intervene to break up the conversation. For example, call the staff member from another library extension as a ruse for immediate work that must be done.

If chatty patron appears to be bothering other patrons, intervene by asking the patron if you can help.

**DISRUPTIVE BEHAVIOR**

Disruptive behavior is disturbing to other patrons, not threatening. Some patrons are unintentionally disruptive, e.g., talking in an abnormally loud voice or singing along with music. Tell that patron that this behavior is disturbing to others and that it should stop. If it does not stop, give the patron one warning that the behavior must stop or he/she will be asked to leave the library. If it still does not stop after the patron is given a warning, tell the patron to leave the library. If he/she does not leave, call the police. Alton Square Library, call Mall Security (706-830-4669).

If the police and/or security are called, notify the person in charge and file an incident report.

**DRUGS**

Any staff member who witnesses the sale of drugs on library property should call the police immediately. Only the actual witness can press charges for the sale of illegal drugs. Notify the person in charge, and file an incident report.

**EMOTIONALLY/MENTALLY DISTURBED**

Unless the emotionally/mentally disturbed patron is disturbing other patrons or appears to be harmful to himself/herself or others, ignore the behavior.

If he/she is disturbing others, inform other staff members, if possible, that you intend to approach the patron and they should witness the conversation. Be firm, consistent, and speak in a commanding voice to tell the patron that his/her behavior is disturbing others and must be stopped. Do not corner or touch the patron. Allow him/her space so he/she doesn’t feel threatened and can easily leave the building. Do not argue or laugh at the patron’s remarks or problems. If the disturbance continues, firmly tell the patron to leave the library. If he/she refuses to leave, call the police. Alton Square Library should call Mall Security (706-830-4669). Inform the person in charge and file an incident report.
POSSESSION OF A WEAPON

A weapon may be defined as any dangerous object. In addition to guns of all sorts, weapons include knives, switchblades, and box cutters. If you suspect that a patron is carrying a weapon:

1. STAY CALM.
2. Immediately call 911 and give an accurate description. Alton Square Library: Also call Mall Security (706-830-4669).
3. Alert the rest of the staff immediately.
4. Do not provoke a confrontation. Keep your distance.
5. Without risking your own safety or exacerbating the situation, try to get the other staff, patrons, and yourself out of the area.
6. File an incident report.

ROBBERY (HOLDUP)

Definition: Forcibly taking money and/or goods from another person by violence or putting them in fear. Person committing the holdup may be armed, unarmed, or may indicate he/she has a weapon concealed.

1. Stay calm. Do not panic. Give them what they demand without hesitation. Follow all instructions of the person(s) committing the holdup. Avoid verbal or physical confrontation. Under the advice of police, fight to remain behind. Do not become a hostage.
2. As soon as possible, call 911. Alton Square Library also call Mall Security (706-830-4669). Give your name and the name and address of the library. BE SPECIFIC.
3. Be prepared to provide a physical description of the suspect(s) and, if possible, a description of the getaway vehicle and the direction of travel.
4. Close the area to all persons to preserve evidence.
5. Notify Executive Director and file incident report.

VERBAL ABUSE OF STAFF

If a library patron speaks to a staff member in an abusive or obscene manner, try to remain calm and remember that such remarks are not directed at anyone personally. The staff member may calmly reply to the patron that the language is not appropriate in a public library, and he/she is causing a disturbance and must stop or leave immediately. If the patron continues to be abusive, do not argue with him/her; tell patron he/she must leave the library. If the patron refuses to do so, call the police. Alton Square Library call Mall Security (706-830-4669). Notify the person in charge of the library and file an incident report.
STAFF EXCUSED IN CASES OF COMMUNITY-WIDE EMERGENCY

Staff members who are primary caregivers for children under the age of sixteen, mentally handicapped or physically disabled family members living in the same household, or elderly family members living alone, may be released from job responsibilities immediately during a community-wide emergency situation. The department supervisor or the senior staff member on duty is authorized to approve such emergency releases. Staff members should not leave the building without the knowledge of the supervisor or senior staff member on duty.

Staff members who do not fall into the above category are expected to stay on duty and assist with emergency procedures at the library until released by their supervisor or senior staff member on duty, or unless they are authorized to leave by the Director. In emergency situations it is vitally important that your department supervisor or senior staff member on duty can account for the whereabouts of all staff members who were on duty when the emergency occurred.

Department supervisors should maintain a list of all staff members who qualify for emergency early release.

STAFF EXCUSED IN CASES OF PERSONAL EMERGENCIES

The department supervisor or senior staff member on duty is authorized to allow the early release from duty of a staff member to deal with personal medical or police-related emergencies involving family members living in the same household, or family members living outside the household for whom the staff member is a primary caregiver (EXAMPLE: an elderly parent).

Staff members should not leave without the knowledge of their department supervisor or the senior staff member on duty. Such emergency leave is good only for the day on which it occurs. If a personal or family emergency involves a prolonged absence from the job (more than one day), the staff member is responsible for notifying his/her department supervisor and the Administrative Office. The staff member will need to make arrangements with the Administrative Office to determine whether the absence can be excused under personnel policy guidelines, or if it can be covered by vacation or compensatory time, or whether the staff member will have the time off deducted from his/her salary.

THEFT/BURGLARY/VANDALISM

If a patron or staff member reports personal belongings have been stolen or vandalized while on library premises, the supervisor or senior staff member on duty should fill out a Library Incident Report. Send one copy to the Administrative Office and keep one copy on file in the department.
If it is necessary to call the police, the supervisor or senior staff member on duty should make the call. If the police are called, the Director and/or Administrative Office should be notified immediately.

The same procedure applies when library property is stolen or vandalized.

If staff members arriving to open the library for business find indications that the building has been entered and robbed or vandalized, **staff members should not enter the building or touch anything on the scene.**

Go to the nearest available telephone and call the police. Notify the department supervisor, and call the Director or Administrative Office.

**DO NOT ENTER THE BUILDING** until the police have arrived and checked the building.

The person who called the police should identify himself/herself to the officers responding to the call and cooperate with them in their investigation.

Any questions from the press should be referred to the Executive Director for comment.

**CIVIL UNREST PROCEDURES**

According to the Federal Emergency Management Agency (FEMA), civil disturbance is “a civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety.” Civil disturbances, or unrest, can cause a variety of subsequent issues such as violence and assault, disorderly conduct, vandalism. Civil unrest may occur during demonstrations in nearby areas and may not be necessarily focused on the library initially, however intense protesting activity can be unpredictable and escalate rapidly and it is important for library administration staff to act quickly to initiate notification and lockdown procedures and insure patrons can leave safely using the most direct egress bypassing any unrest activity, this may require calling police to arrange escorts of patrons out of the area safely or redirecting patrons out on a back exit to stay away of any potentially violent activity that could injure them.

If a disturbance seems to threaten the occupants of the building, report it immediately to local police (911) and take the following actions:

- **Have situational awareness of potential activity expected in the area** – if necessary the Library Administration should be prepared to decide to temporarily close a particular branch as a precaution if intense protests are expected in the immediate or adjacent areas that day.
• Administration should brief all staff members of a branch where civil unrest activity may occur and give specific instructions on what to do if the activity escalates and migrates towards the library branch.
• Calmly alert all staff and patrons in the immediate vicinity, of the situation and direct them to a part of the building away from the activity, direct patrons to stay away from windows.
• Lock all doors and windows (initiate lockdown)
• Close blinds to conceal staff/patron movement activity inside the branch from protesters and prevent flying glass.
• If necessary, the affected branch may decide to cease work operations and evacuate.
• If evacuation is necessary, follow directions from first responders (e.g. police and fire personnel), direct patrons away from exits that will put them in harm’s way, and allow them to use the safest exit away from the activity, notify local police to provide safe escort to staff and patrons as they exit.

TORNADO/SEVERE WEATHER

Severe damage and injury can result from a tornado or severe weather. Taking shelter in a safe place during a tornado may save your life. In bad weather each department’s radio should be tuned to WBGZ Radio 1570 AM. The station has a direct line to the National Weather Center and will interrupt their regular programming to announce weather alerts. It is also recommended that a NOAA weather radio also be available at each branch and that each member of the staff sign up for Madison County’s “Code Red” reverse 911 callout system, this system will actually call any phone or cell number that is signed up and leave an automated message if a severe thunderstorm or tornado warning is issued for the county: the sign up link for the website is:

The Weather Bureau has two warning stages to alert you to tornado activity.

1. **Tornado Watch**:  
   a. A tornado watch means conditions are such that a tornado could form in your area.
   b. A watch means you should be prepared to go to a place of safety.
   c. No action should be taken at this time; however, one should be in a state of readiness and be prepared to move quickly.

2. **Tornado Warning**:  
   a. A tornado warning means an actual sighting has been made and reported.
   b. In the event that such a warning is given and there is reason to believe the general location of the library is in danger, the employees should equip themselves with flashlights kept at each location.
   c. Staff members shall then go through the building and inform patrons of such an alert and move patrons to the designated shelter area for their
building. Two staff members should be assigned to take care of any children who are in the building without accompanying adult supervision.

d. Designated shelter areas:
   - **ADMIN/GENEALOGY:** Staff Room. The safest area in the Genealogy & Local History Library is the women’s restroom should staff/patrons be unable to make it downstairs.
   - **DOWNTOWN LIBRARY:** Large Print room (take First Aid Kit with you if possible).

e. If time allows, shut down as much of your electrical equipment as you can.

f. Discourage patrons from leaving the building in the middle of tornado/severe weather alert. They may not have time to get to other shelter.

g. When all staff and patrons have gathered at the designated shelter area for their building, instruct them to get down on the floor with their backs to the windows and cover their faces and heads for further protection.

h. Stay in designated area until the all clear has been given.

i. If the building is damaged, direct patrons in the orderly evacuation of the building. Staff members should continue to supervise unaccompanied children until someone arrives to collect them.

j. Upon leaving the building, do not approach any area of debris or downed power lines.

k. Cooperate with emergency rescue teams. If emergency teams seek access to the building, you should verify their identification before allowing them entry. Unauthorized persons should not be allowed access to the building. Members of the press should not be allowed access to the building. Refer all press inquiries to the Executive Director.

l. **NO ONE SHOULD GO BACK INTO A DAMAGED BUILDING FOR ANY REASON UNTIL IT HAS BEEN CHECKED AND CLEARED FOR ACCESS BY THE EMERGENCY RESCUE TEAMS.**

**TORNADO/SEVERE WEATHER—SPECIFIC TO ALTON SQUARE:**

**When advised of imminent severe weather:**

1. Inform patrons in the library that there is a tornado/severe weather alert in effect and that it is necessary to take safety precautions immediately. Speak in a calm, clear voice, and keep your movements calm and deliberate to avoid panic.

2. Staff members should stay calm and walk to the designated safe area on the west side of the mall. **The Multipurpose Room is the designated safe area.** A head count should be taken to be sure all employees have made it to this location.

3. If there are any children under the age of 12 in the library without adult supervision, two staff members should take charge of these children, gather them together, and take them to the safe area. Staff members should remain with the children until a responsible adult arrives to pick them up.
Remain in the designated safe area until the all clear is announced. Mall personnel will be monitoring the National Weather Center on the radio and will announce the all clear when the alert is lifted. Remember to keep calm and do nothing until the all clear announcement is given over the public address system.

**CYBER – SECURITY ISSUES**

It is the obligation of all staff users of the District’s systems to protect the technology and information assets of the Library District. This information must be protected from unauthorized access, theft and destruction. The technology and information assets are usually made up of the following components:

- **Computer hardware**, CPU, disc, Email, web, application servers, PC systems, application software, system software, etc.
- **System Software** including: operating systems, database management systems, and backup and restore software, communications protocols, and so forth.
- **Application Software**: used by the various departments within the company. This includes custom written software applications, and commercial off the shelf software packages.
- **Communications Network hardware and software** including: routers, routing tables, hubs, modems, multiplexers, switches, firewalls, private lines, and associated network management software and tools.

Mentioned ahead are a few cyber security measures/recommendations that every institution should have in place to protect itself from the perils of the virtual kind.

1. **Install Reliable Antivirus Software**
   A good, reliable antivirus program is a basic must-have of any cyber security system. Apart from that, anti-malware software is also an essential. They work as the final frontier for defending unwanted attacks, should they get through your security network. They work by detecting and removing virus and malware, adware and spyware. They also scan through and filter out potentially harmful downloads and emails.

2. **Use Complex Passwords**
   Almost every computer and Web-based application requires a key for accessing it. Whether it is the answers to security questions or the passwords, make sure you create complex ones to make it difficult for hackers to crack them.
   For answers to security questions, consider translating them into another language using free online translations tools. This may make them unpredictable and difficult to decipher, and less susceptible to social engineering.
   Using space before and/or after your passwords is also a good idea to throw the hacker off. That way, even if you write your password down, it would be safe as only you would
know that it also needs a space at the front/end. Using a combination of upper and lower cases also helps, apart from using alphanumeric characters and symbols.

3. Protect with Firewall
Firewall is necessary as it helps you protect your network traffic – inbound and outbound. It can stop hackers from attacking your network by blocking certain websites. It can also be programmed so that sending out proprietary data and confidential emails from your company’s network is restricted.

4. Install Encryption Software
If you deal with data pertaining to credit cards, bank accounts, and social security numbers on a daily basis, it makes sense to have an encryption program in place. Encryption keeps data safe by altering information on the computer into unreadable codes. That way, even if your data does get stolen, it would be useless to the hacker as he wouldn’t have the keys to decrypt the data and decipher the information.

5. Ignore Suspicious Emails
Make it a habit to never open or reply to suspicious-looking emails even if they appear to be from a known sender. Even if you do open the email, do not click on suspicious links or download attachments. Doing so may make you a victim of online financial and identity theft, including ‘phishing scams.’ Phishing emails appear to come from trustworthy senders, such as a bank or someone you may have done business with. Through it, the hacker attempts to acquire your private and financial data like bank account details and credit card numbers. For further security, it is recommended to change email passwords every 60 – 90 days. Additionally, refrain from using the same password for different email accounts and never leave your password written down.

6. Limit Critical Data Access
Keep the number of people with access to critical data to a minimum such as the Executive Director, Chief Financial Officer and a handful of trusted staff. Formulate a clear plan that identifies which individuals have access to which sensitive information for increased accountability.

7. Schedule Data Back-up Regularly
Every week, either backup your data to an external hard drive or the cloud yourself, or schedule automated backups to ensure that your information is stored safely. That way, even if your systems are compromised, you still have your information safe with you.

8. Secure/Monitor Wi-Fi Network
Say goodbye to the WEP (Wired Equivalent Privacy) network if you still use it and switch to WPA2 (Wi-Fi Protected Access version 2) instead as the latter is much more
secure. To protect your Wi-Fi network from breaches by hackers, change the name of your wireless access point or router, also called the Service Set Identifier (SSID). Ensure that you use a complex Pre-shared Key (PSK) passphrase for additional security.

9. Secure Laptops and Smartphones
Because of the ease of carrying them around, laptops and smartphones hold a lot of valuable data, and that is also the reason they are at a higher risk of getting lost or stolen. Protecting both these devices entails encryption, password protection, and enabling of the ‘remote wiping’ option.

10. Communicate Cyber Security Policies to Employees
Having a written cyber security policy listing the dos and don’ts of using office systems and Internet is helpful, but not enough. You have to ensure that its details are communicated to and understood by your employees, so that they can put it in practice. That is the only way of making such policies effective. Do amend these policies regularly according to the relevance of the contents.

Potential I.T. Threats to Security:

1. Employees

Potential security threats can come from employees. They may do damage to your systems either through incompetence or on purpose. You have to layer your security to compensate for that as well. You mitigate this by doing the following:

- Only give out appropriate rights to systems. Limit access to only business hours.
- Don’t share accounts to access systems. Never share your login information with co-workers.
- When employees are separated or disciplined, you remove or limit access to systems.
- Advanced – Keep detailed system logs on all computer activity.
- Physically secure computer assets, so that only staff with appropriate need can access.

2. Amateur Hackers and Vandals.

These people are the most common type of attackers on the Internet. The probability of attack is potentially high and there can also be a large number of attacks. These are usually crimes of opportunity. These amateur hackers are scanning the Internet and looking for well-known security holes that have not been plugged. Web servers and electronic mail are their favorite targets. Once they find a weakness they will exploit it to plant viruses, Trojan horses, or use the resources of your system for their own means. If they do not find an obvious weakness they are likely to move on to an easier target.
3. Criminal Hackers and Saboteurs.

The probability of this type of attack is lower, but not entirely unlikely given the amount of sensitive information contained in databases. The skill of these attackers is medium to high as they are likely to be trained in the use of the latest hacker tools. The attacks are well planned and are based on any weaknesses discovered that will allow a foothold into the network.

UNACCOMPANIED CHILDREN IN THE LIBRARY AT CLOSING

Parents or guardians who drop children off at the library should be aware of closing time and make arrangements to pick up their children promptly at least ten minutes before the building is scheduled to close.

Unaccompanied children who are in the library one-half hour before scheduled closing time should be asked when they are going to be picked up. If the child needs to call home and arrange for pickup, the child should be allowed to use the library telephone.

If children are still in the library when it is time to close, use the following procedure:

1. No unaccompanied child under the age of 16 should be left alone outside the library after closing. At least two library staff members must remain on the premises until the children have been picked up.
2. The department supervisor or senior staff member on duty should make an effort to contact the responsible adult and indicate that the library is closed and the children need to be picked up.
3. Library staff should collect the children in the area near the front door. Leave the lights on in this area. Do not allow the child to leave with an adult until the child has identified the adult as the person responsible for collecting the child.
4. Under no circumstances should a library staff member ask a child to wait in a staff member’s car or in any library vehicle.
5. If you are unable to contact a responsible adult, or if the child has not been picked up within thirty minutes of the library’s scheduled closing time, the supervisor or senior staff member on duty should contact the police and report child abandonment at the library. Alton Police: 463-3505. A police officer will arrive to take custody of the child. Turn over to the police officer all the information you may have on the child. Leave a note taped to the library door indicating that the child has been taken into police custody and may be collected at the police station (Washington Avenue and Broadway).
6. Once the police have taken custody of the child, the library staff is free to leave. Make sure the lobby lights are turned off and the doors locked before leaving.
7. An incident report should be filed the next day.
NOTE: Alton Square Library staff should turn over all unaccompanied children, under the age of 16, to Mall Security when the library closes.

MEDIA RELATIONS – PUBLIC INFORMATION OFFICER

It’s important to establish a positive relationship with the media before a crisis occurs. Then, if a crisis should occur, you will have this established relationship to draw upon. It will be easier to talk to a reporter if mutual trust and respect are already established.

If ANY staff is contacted by any member of the media, asked questions by the media either in person, by email or on the phone or observes any media related activity on or near premises, such as reporters interviewing, T.V. cameras, media trucks etc. they are directed to contact the Executive Director immediately at 433-2857.

1. Staff media spokesperson (“Public Information Officer”)
   The spokesperson – PIO role shall be filled by the District Executive Director and any/all successors should be part of the executive or management staff. They should be able to respond intelligently to unexpected questions. The spokesperson/PIO should think about what he/she’s going to say before answering questions. The spokesperson should also be perceived as trustworthy and sincere.
   Let the media know what has happened and what's being done to recover collections and resume services. Include the temporary location, phone and fax numbers, contact person, and hours if the library has to relocate. Let patrons know where to return items or if they should hold onto them until further notification.

2. The Public Information Officer should be prepared to communicate with media
   Create a list of questions people will likely ask when they hear a crisis has occurred such as how and why did this situation occur, do you have insurance, do you need any donations from the community, and are there injuries?
   Use the list of likely questions and draft logical answers based on the current situation. Avoid the phrase “no comment.” If you can't comment on a question, say so and why. Perhaps you don't have the information, or the police have asked you not to release certain information.
   Include a list of local media contacts such as newspapers, television stations, and radio stations in this section. Update this list annually.

3. The Spokesperson/PIO should be knowledgeable about the situation and should be kept informed and regularly updated by the in-house disaster recovery team or emergency management team.

DISASTER PLAN DEVELOPMENT AND MAINTENANCE

1. The Hayner Public Library District’s Executive Director has the primary responsibility for the oversight of the maintenance of this plan with
assistance from others as needed. The Executive Director may utilize members from the In-House Disaster Recovery Team, executive staff, or members from the regular staff. The Executive Director may also (with approval of the Board) appoint specialty consultants such as information technology or disaster planning specialists as needed.

2. The Executive Director may also have the option to request local government or first response agencies to provide feedback regarding any element of the plan. This plan will be reviewed and updated on at least an annual basis or upon any changes to district staffing, policy or district infrastructure/facilities.
DISASTER REFERENCE SHEET
FIRST PROTECT LIBRARY STAFF AND PATRONS AND THEN PROTECT COLLECTION AND EQUIPMENT

PHONE NUMBERS

Emergency: 911
Police Non-Emergency: 463-3505
Fire Non-Emergency: 463-3565
Library Director: 433-2857
Alton Square Mall Security: 706-830-4669

TORNADOES OR SEVERE WEATHER

A WATCH means conditions are favorable. A WARNING means a tornado has been sighted. Each Library has a National Weather Service radio, which will sound an alarm before an announcement that a tornado or severe storm watch or warning has been issued. If a tornado is sighted on the ground in Madison County, a siren in the immediate area will sound a three-minute warning. Have all patrons and staff members move to their designated safe area. Remain in the protected area until the all clear is given. All clear announcements will be broadcast on the local radio station WBGZ 1570 AM.

POWER FAILURE
If the power fails in the building, emergency lighting will automatically light. Notify Building Maintenance and inform them of the problem. Call the Library Administrative Office (462-0677) and inform them of the situation.

FIRE
If you discover a fire or detect smoke, sound the nearest fire alarm and call 911. If a fire alarm sounds, call 911 and inform them of the situation. Clear the building.

MEDICAL EMERGENCY
CALL 911

GIVE FIRST AID ONLY IN EXTREME EMERGENCIES AND ONLY IF YOU KNOW WHAT YOU ARE DOING

If a person is experiencing a medical emergency: DO NOT move the victim unless his or her life is endangered by the situation, e.g., fire, explosion, or moving machinery. Avoid contact with bodily fluids like blood and saliva. If possible, remove dangerous objects from the area. Keep the victim warm.

EARTHQUAKE
If you feel the building begin to shake or jolt, shout for everyone to take cover immediately. Get under a table or desk if possible. Get as far away from the book stacks as possible. Crouch down with your back to any windows and cover your head and face. When the shaking stops, try to get the emergency equipment and evacuate the building.

ONCE YOU HAVE LEFT THE BUILDING DO NOT GO BACK IN FOR ANY REASON.

BOMB THREAT
If you receive a bomb threat from a phone caller TAKE ALL BOMB THREATS SERIOUSLY

Remain calm. Obtain as much information as possible from the caller and write it down exactly as received. As soon as the caller hangs up, call 911 to notify the Police Department of the call. Clear the building.
Changes made:

Page 9: The Downtown Manager’s name and contact information has been changed to reflect our new Downtown Library Manager, Morgan Berry, whose first day will be September 30, 2018.

Page 42: The shelter area for a tornado has been changed from the staff break room to the large print room. This room does not have exterior windows, is below ground-level, and can be accessed by patrons with difficulty maneuvering stairs. It also allows staff the ability to view the Downtown Library entrances should patrons enter the library seeking shelter from the storm.

Page 35: The shelter area for “Lockdown Procedures” was amended to include taking disabled patrons to the women’s restroom in the Genealogy & Local History Library for safety. These patrons may not be able to maneuver the stairs in order to shelter in the building’s other designated shelter area (the break room in the Administrative area). Instructions were also added to direct a staff member to remain with the patron(s) in this area.

Please note: The floor plan maps for each location were also reviewed to ensure that all of the information is correct.