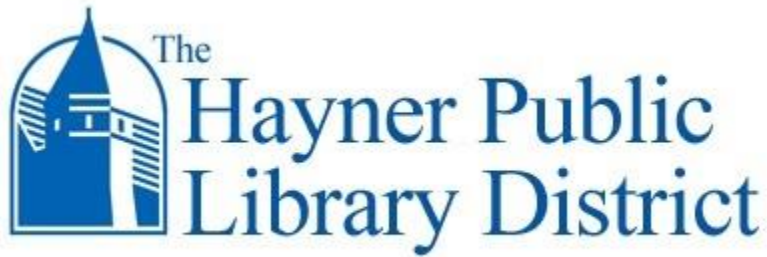


2024  
DISASTER  
PLAN  
POLICY





## RESOLUTION

**WHEREAS**, emergency response to critical incidents that affect The Hayner Public Library District and surrounding community, whether natural or man-made, 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

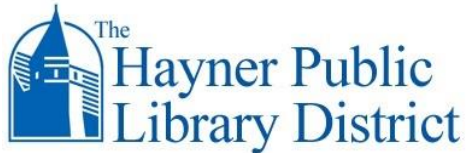
**WHEREAS**, failure to adopt NIMS as the requisite emergency Management System may potentially preclude reimbursement to institutions or agencies for costs expended during and after a declared emergency or disaster, for training and preparation such disasters or emergencies and may potentially delay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



October 26, 2023

To The Hayner Public Library District Community:

The Hayner Public Library District understands our responsibility to protect the life and property of all patrons, staff, and visitors to our library. 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 those who have responsibilities for the mitigation, planning, preparation, response to, and recovery from any disaster that might affect the 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 Hayner Public Library District.

Sincerely,

Kevin Botterbush  
Board President  
The Hayner Public Library District

## PLAN DISTRIBUTION LIST

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14	The Hayner Public Library District – Hayner Library at Alton Square Mall
15	The Hayner Public Library District – Legal Advisor, Steven N. Mottaz
16	The Hayner Public Library District – Insurance Company, Whitfield Insurance Agency

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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 the library.

In the event of an emergency situation, the staff member in charge has standing instructions 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 service desks and/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 Department: 911  
Alton Fire and Rescue: 911  
Alton Ambulance: 911  
Alton Square Mall Security:

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.

### **IN-HOUSE DISASTER RECOVERY TEAM**

The Executive Director will call the In-House Disaster Recovery Team members. The In-House Disaster Recovery Team members will call their respective staff.

### **OFF-SITE SERVICES TO BE CALLED IN THE EVENT OF DISASTER**

<b>Service</b>	<b>Name of Contact</b>	<b>Phone Number</b>
Alton Fire Department		
Alton Police Department		
Ambulance Service		
Insurance Company	Ron Peach (Whitfield Insurance)	
Legal Advisor	Steven N. Mottaz	
Gas and Electric Utility	Ameren CIPS	
Water Utility	Illinois American Water District	
HVAC	Bush Refrigeration Heating & Cooling	
Electrician	Wegman Electric	
Plumber	Rigdon Sewer Services	
Exterminator	Imel Pest Control	
Mycologist	Graphic Conservation Co.	
Locksmith	Belle Street Key Service	
Janitorial Services	Todd Simmons (Jan-Pro)	
Conservators (art/paper)	Graphic Conservation Company	
Chemist	Midwest Freeze Dry	

### **INDIVIDUALS AND ORGANIZATIONS TO ASSIST IN CLEAN UP**

Friends of Hayner Library  
Library Volunteers  
Illinois State Library  
Water, Fire, Mold Services    CATCO (24 Hour Emergency)

### **UPKEEP CHECKLIST**

#### **Daily Procedures**

- Doors and windows are locked and 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



## **Periodic Procedures**

- Emergency numbers posted by each phone checked for accuracy
- Alton Fire Department inspection
- Carbon monoxide detectors inspected
- Fire extinguishers inspected
- Smoke alarms inspected
- Public address system inspected
- Check for operable flashlights in every department
- Transistor radio inspected and in good operating order
- Review inventory in the first aid and Shelter-in-Place kits
- Staff familiarized with location of fire extinguishers, flashlights, radios, storm shelter locations, Shelter-in-Place locations, and how to reach members of the In-House Disaster Recovery Team

## **LOCATION OF IN-HOUSE EMERGENCY EQUIPMENT**

### Electric Cut-off Switch/Valve

- ADMIN/GENEALOGY: Maintenance closet and janitor closet
- DOWNTOWN LIBRARY: Mechanical room
- ALTON SQUARE LIBRARY: Electrical room

### Gas Cut-Off Switch/Valve

- ADMIN/GENEALOGY: Outside on the 4<sup>th</sup> Street side of the building
- DOWNTOWN LIBRARY: Alley outside TeenSpace
- ALTON SQUARE LIBRARY: N/A

### Sprinkler System

- ADMIN/GENEALOGY: N/A
- DOWNTOWN LIBRARY: N/A
- ALTON SQUARE LIBRARY: Call Mall Security
- 

### Water Cut-off Switch/Valve

- ADMIN/GENEALOGY: Maintenance closet and janitor closet
- DOWNTOWN LIBRARY: Basement (directly at bottom of stairs)
- ALTON SQUARE LIBRARY: Call Mall Security

### AED

- ADMIN/GENEALOGY: Mounted on end panel near the Bob Graul display (end closest to Service Desk)
- DOWNTOWN LIBRARY: Mounted on wall next to the new books (end closest to the windows)
- ALTON SQUARE LIBRARY: Mounted on wall next to the magazines

#### Extension Cords (Heavy Duty)

- FOR ALL: Garage

#### Fans

- FOR ALL: Garage

#### Fire Alarms

- ADMIN/GENEALOGY: Alarm panel in maintenance closet
- DOWNTOWN LIBRARY: Alarm panel by 4<sup>th</sup> Street entrance
- ALTON SQUARE LIBRARY: Electrical room

Note: These are the main alarm panels for each building. Separate pull stations are located throughout each building. Pull stations are marked on each map/floor plan. The Admin/Genealogy and Downtown Library fire alarms may be controlled from the panels near each building's entrance.

#### Fire Extinguishers

- ADMIN/GENEALOGY: Admin: Administration Office entrance and 4<sup>th</sup> Street entrance  
Genealogy: State Street entrance and Emergency exit in Illinois Room
- DOWNTOWN LIBRARY: Belle Street entrance, 4<sup>th</sup> Street entrance, TeenSpace, KidsSpace, staff room, garage
- ALTON SQUARE LIBRARY: Front door, Reference Desk, staff room, multipurpose room, KidsSpace (near emergency exits)

#### First Aid Kits

- ADMIN: Technical Services
- GENEALOGY: Service Desk
- DOWNTOWN LIBRARY: Circulation Desk
- ALTON SQUARE LIBRARY: Customer Service Desk and multipurpose room

#### Flashlights

- ADMIN/GENEALOGY: Staff room, work areas
- DOWNTOWN LIBRARY: Staff room, all service desks
- ALTON SQUARE LIBRARY: All service desks

#### Mops

- ADMIN/GENEALOGY: Maintenance closet
- DOWNTOWN LIBRARY: Janitor's closet (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 restroom)
- 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 (men’s restroom)
- ALTON SQUARE LIBRARY: Maintenance closet

Transistor Radio

- ADMIN/GENEALOGY: First aid kit
- DOWNTOWN LIBRARY: First aid kit
- ALTON SQUARE LIBRARY: First aid kit

Unprinted Newspaper

- FOR ALL: Admin/Genealogy staff room

Water Hoses

- FOR ALL: Garage

Wet-Dry Vacuum

- FOR ALL: Garage

**SOURCES OF OFF-SITE EQUIPMENT AND SUPPLIES**

Pallets	CATCO
Paper towels	Metro Equipment & Supply
Plastic milk crates	CATCO
Plastic sheeting	CATCO
Refrigerator trucks	CATCO
Sump pump, portable	CATCO
Temperature/Humidity Gauge	CATCO
Waterproof clothing	CATCO

## INVENTORY/SALVAGE PRIORITY LIST

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 and 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 and 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: Circulating materials

The In-House Disaster Recovery Team members should consider intrinsic value, research value, 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?

## 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. Most disasters tend to occur when the building is unoccupied—during the early morning hours, 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 forty-eight to seventy-two 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:

- Assess the damage:
  - How much damage has occurred?
  - What kind of damage (fire, smoke, soot, clean water, dirty water, etc.) is it?
  - Is the damage 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 Disaster Recovery Team salvage the items or will outside help be required?
  
- Stabilize the environment:
  - The environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65° 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
    - Thermometers or hygrometers, 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.
  
- 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.
  
- 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.

### **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° Fahrenheit will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15° Fahrenheit, place the materials in a secure area outside. Cover them with plastic if rain or snow is expected.

### **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° Fahrenheit. 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.

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. 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. Photographs will not be damaged by this treatment, but rubber cement will dissolve and stain the page to which it has been applied.

### **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° Fahrenheit and 25–35% relative humidity. Instructions are outlined below. This process is not recommended for coated stock materials such as art book.

### 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.

Do not under any circumstances:

- Enter an area until it has been declared safe.
- Attempt to open a wet book.
- Attempt to close an open book that is swollen.
- Use mechanical presses on wet materials.
- Attempt to separate books that are stuck together.
- Write on wet paper.
- Use bleaches, detergents, water soluble fungicides, adhesive tapes (or adhesives of any kind), paper clips, or staples on wet materials.
- Use colored paper of any kind during salvage and recovery operations.
- Pack newly dried materials in boxes or leave them unattended for more than two days.

### **THE FOLLOWING SALVAGE PROCEDURES ARE RECOMMENDED:**

Volumes to Be Frozen:

- Removal:
  - Clear the floor and aisles first.
  - Begin with the wettest materials. These will usually be on the lowest shelves, unless water has come in through the ceiling.
  - Dirt and mold should be removed and treated before freezing. If time does not permit these activities, dirty and/or moldy books may be frozen. Silt should be washed out immediately, as it is almost impossible to remove it when it is dry.
  - Pack materials on-site if possible. If not possible, remove by human chain.
  - Keep accurate records of the location from which the materials are removed.
- Packing:
  - Remove volume from shelves in order.
  - Wrap freezer paper around each volume (waxed side next to the volume) and place in plastic crates spine down.
  - Pack crates one layer only, snugly enough that volumes will not slide or lean.
  - 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.

- If books are stuck together, do not attempt to separate them, but pack as one volume.
- Record Keeping:
  - Label each container with your institution's name and assign it a number.
  - 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.
  - If the containers are sent to more than one freezer, note which container numbers are sent where.
  - Keep records of discarded items.
- Transporting:
  - 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.
  - Materials should be placed in refrigerated trucks if they cannot be frozen within 48 hours.

#### Volumes to be Air Dried:

- Washing procedure (to be performed off-site only):
  - Keep the book tightly closed and hold it under cold, clean running water.
  - 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.
  - Squeeze the book gently and with even pressure to remove excess water and to reshape the binding.
  - Do not wash:
    - Open or swollen volumes
    - Vellum or parchment bindings or pages
    - Full or partial leather bindings
    - Fragile or brittle materials
    - Works of art on paper
    - Water-soluble components such as inks, tempera, watercolors, dyes, charcoal, etc.
    - Manuscripts
    - Non-paper materials
- Saturated volumes:
  - Do not open! Wet paper tears easily!
  - 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.
  - Covers may be opened to support the volume.
  - Aluminum foil may be placed between the cover and the end leaf to prevent staining from the binding dyes.
  - When most of the water has drained, use the “Damp volumes” procedure listed below.
- Damp volumes:
    - Very carefully open the book (not more than a thirty degree angle).
    - Begin interleaving from the back and keep the volume in an upright position.
    - Place interleaving sheets at intervals of twenty-five leaves (fifty 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.
    - Continue to change the paper underneath and remove from the area.
- Slightly damp volumes/volumes with only wet edges:
    - 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.
    - When almost dry, lay the volumes flat and place weights (not other drying books) on them to minimize distortion. Do not stack wet volumes.
    - Lightweight volumes (less than six pounds) may be hung on lines to dry. Use monofilament nylon lines, not more than 1/32” diameter, not more than five or six feet long, spaced approximately one-half inch apart.
    - Do not line dry a saturated volume, as the monofilament will cut through the wet paper.
- 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. The only chance of saving such materials is to interleave every page and air-dry.

#### Documents/Unbound materials:

- Freeze as found:
  - Do not remove from file cabinet drawers, document cases, or folders.
  - Do not turn container upside down to empty or drain.
- Separation of wet sheets:
  - Place a stack of polyester film on top of a stack of wet, unbound papers (or the first page of a bound volume).
  - Run gently with a bone folder—surface friction will cause the wet paper to adhere to the film.
  - Peel back the top sheet and place it on the top of a piece of polyester web.
  - Remove the polyester film.
  - Place another sheet of polyester web on top of the wet sheet.
  - 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.
  - 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.
  - 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.

#### Non-book materials:

- 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 to a photographic laboratory.
  - Photographic materials 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:
  - Air dry either flat or on lines of monofilament. Plastic spring-type clothespins may be used to hang them on the lines.
  - If there are too many to air dry, they may be stored in cold water 65° Fahrenheit or below. 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 (fifteen 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.

- Transport the material (in sealed polyethylene bags inside plastic garbage pails) to a professional laboratory within twenty-four hours, if possible.
- 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. Negatives should be separated before freezing, as they tend to stick together when thawed.
- Silver halide microfilm:
  - Keep under water.
  - Send to Kodak or professional micro-processing laboratory.
- Vesicular and diazo microfilm:
  - Wash off mud or dirt under cold, clean running water.
  - Air dry or dry with cheesecloth.
- Microfiche:
  - Treat the same as silver halide microfilm.
  - Kodak will not treat microfiche, so send them to a professional micro-processing laboratory.
- 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:
    - Break open the cassettes.
    - Wash in clean or distilled water.
    - Air dry or dry with cheesecloth.
- Sound recordings (discs):
  - Clean water probably will not damage sound recordings but flood water carries silt, which will scratch a disc. Discs 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.

## 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. Mold can develop within forty-eight to seventy-two hours in an environment where the temperature is over 75° Fahrenheit and the relative humidity is over 60%.

- When dealing with mold:
  - Separate the affected materials to prevent spreading.
  - If the materials are wet and mold is beginning to develop, interleave the volumes with papers impregnated with fungicide.
  - Keep the air circulating in the room.
  - Mold is easier to remove when it is dry. Vacuum or brush it off and remove the spores from the area.
  - 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.

## **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.

## **BLOODBORNE PATHOGENS**

**Note:** For further information, please refer to the *OSHA Bloodborne Pathogen Standard* document. This document (along with the cleanup kit instructions) should be kept at each site, near the first aid kit.

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 (available at Metro Equipment & Supply)

- 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)

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 Midwest Occupational Medicine. The bags must be put in the trunk of the vehicle when taken for disposal.

- One person shall be designated at each site to be in charge of cleanup:
  - ADMIN/GENEALOGY: Department Managers and/or Assistant Directors
  - DOWNTOWN LIBRARY: Manager
  - ALTON SQUARE LIBRARY: Manager

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.
  - The library will immediately contact Midwest Occupational Medicine 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 Midwest Occupational Medicine within twenty-four hours of said exposure.

## **BOMB THREAT**

- If a bomb threat is received, get maximum information:
  - Keep the caller on the telephone if possible and write down as much information as can be obtained, such as: Where is the bomb? When will it explode? What kind is it? etc.
  - 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.
  - Listen closely for any vocal clues that may help to identify the caller: Is it a man or a woman's voice? Is there anything distinctive about the voice tone or quality? Is there any accent or speech impediment?
  - Call the authorities and alert them to the bomb threat, relaying an information you
    - ADMIN/GENEALOGY: Call 911
    - DOWNTOWN LIBRARY: Call 911
    - ALTON SQUARE LIBRARY: Call 911 first and then call Mall Security
  - Notify the Director or Administrative Office as soon as possible.
  - 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. 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.

- 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.
- When all patrons have left the building, staff should collect their personal belongings and evacuate the building.
  - ADMIN/GENEALOGY: Evacuate to lower public parking lot.
  - DOWNTOWN LIBRARY: Evacuate to lower public parking lot.
  - ALTON SQUARE LIBRARY: Evacuate to the bus shelter on the upper-level parking lot. A staff member should be designated to escort all patrons with disabilities/unable to navigate the stairs to the closest ground floor exit (J.C. Penney or Ross). This staff person should remain with the patrons until they can ensure they are safe and have left the mall premises or mall security/emergency personnel have been alerted to their presence. The staff member should then make their way to the evacuation with the rest of the staff.
- Do not allow anyone except authorized bomb squad personnel to enter the building.
- Do not touch any unfamiliar devices in the area around the building.
- Do not operate, or allow anyone else to operate, any electronic devices in the area such as two-way radios or cellular telephones.
- 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.
- 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.

## **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:
  - 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.
  - 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.
- Do not operate any equipment or light any flames that might set off an explosion from leaking gas.
  - 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:
    - ADMIN/GENEALOGY: Evacuate to lower public parking lot.
    - DOWNTOWN LIBRARY: Evacuate to lower public parking lot.
    - ALTON SQUARE LIBRARY: Evacuate to the bus shelter on the upper-level parking lot. A staff member should be designated to escort all patrons with disabilities/unable to navigate the stairs to the closest ground floor exit (J.C. Penney or Ross). This staff person should remain with the patrons until they can ensure they are safe and have left the mall premises or mall security/emergency personnel have been alerted to their presence. The staff member should then make their way to the evacuation with the rest of the staff.
  - If there are any children under the age of twelve 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.
  - Report any fire and/or damage as soon as it is safe to do so.
  - 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:
  - Notify the Administrative Office if possible.
  - Notify Ameren if possible at 1-888-789-2477
  - 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.
  - Close and lock the front doors. Post a sign on the door stating that the library has closed temporarily due to power failure.
  - Children under the age of twelve 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.
  - Secure the contents of the cash register.

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

**Please note:** The following directions are for the Administrative Office/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 Executive Director or his/her designate.

- In case of a false fire alarm sounding, use the following procedure:
  - 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.
  - Immediately call Alton Burglar Alarm Systems and report the false alarm. A password will be required.
  - To shut off the alarm, enter your personal four digit code into the alarm key pad; this will reset the alarm system.
  - Alton Burglar Alarm System will then call the Alton Fire Department.
  - 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:



- 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:
  - ADMIN/GENEALOGY: Both evacuate to lower public parking lot.
  - DOWNTOWN LIBRARY: Evacuate to lower public parking lot.
  - ALTON SQUARE LIBRARY: Evacuate to the bus shelter on the upper-level parking lot. A staff member should be designated to escort all patrons with disabilities/unable to navigate the stairs to the closest ground floor exit (J.C. Penney or Ross). This staff person should remain with the patrons until they can ensure they are safe and have left the mall premises or mall security/emergency personnel have been alerted to their presence. The staff member should then make their way to the evacuation with the rest of the staff.
- The alarm system will sound automatically when smoke detectors are triggered. The alarm automatically alerts the fire department.
- A staff member should be designated to call administration and the other branches as soon as the building has been cleared.
- 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.
- 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.
- 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.
- All staff members should cooperate with requests of the emergency crews. All press inquiries should be referred to the Executive Director.
- No staff member should go back into the building until the fire chief authorizes access.
- Staff members should remain at the scene until authorized to leave by the Executive Director.

## **FLOOD**

Because of the location of the Administrative Office/Genealogy & Local History Library and the 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: Illinois Room collection, microfilm, artwork, display case items, and reference collections (including materials in the turret room).
  - DOWNTOWN LIBRARY: Computers, server rack, networking gear and other equipment, circulating collections.
  - ADMINISTRATIVE OFFICE: Administrative files, office equipment, and artwork
  - TECHNICAL SERVICES DEPARTMENT: Technical Services files, office equipment, and artwork
  - Shut down electrical power and water in the buildings, board up windows, and lock the buildings.

### **HAZARDOUS MATERIAL INCIDENTS (SHELTER-IN-PLACE)**

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.

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. 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 the library:
  - 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 and 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 and HVAC 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 the Alton Police Department (618-463-3505) and the Alton Fire Department (618-463-3565) to report persons in the room.
  - 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. Should an accident or injury occur, do not: Admit responsibility, reprimand employees, 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, or answer questions from the press.

### **PATRON INVOLVED INJURY, ACCIDENT, OR ILLNESS:**

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 twenty-four 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.

- Use the following procedures when dealing with a patron involved injury, accident, or illness:
  - Call the Alton Police Department and/or Alton Fire Department for assistance if necessary.
    - Alton Police Department: 911
    - Alton Fire Department: 911
  - Call a member of the person's family if possible.

- 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 Executive Director or Administrative Office.
- 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 fire department.
- If the person involved in the incident is a minor (under eighteen) 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 twelve, should not be allowed to leave the library premises until a responsible adult has arrived to collect him/her.
- 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.
- 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.
- 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.
- Any questions from the press should be referred to the Executive Director for comment.
- 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, ACCIDENT, OR ILLNESS:**

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. Employees will be given directions as to where they should go for immediate care. A written report should be completed and filed with the Administrative Office within twenty-four hours of the incident. The supervisor or senior staff member on duty at the time of the incident should fill out and submit the Employee Incident/Near Miss Report if the employee is unable to do so.

- Use the following procedures when dealing with a library staff member involved injury, accident, or illness:
  - Call 911 for assistance if necessary.

- If the injury or illness is not critical enough to warrant calling emergency assistance:
  - The employee will be sent to Midwest Occupational Medicine or Urgent Care/ER for an evaluation. It is possible the staff member will be given a drug/alcohol test. The employee should not seek medical attention on their own without first contacting the Human Resources office.
  - The employee will be given paperwork from Midwest Occupational Medicine. This paperwork should be given to the Human Resources office.
  - The Human Resources office will fill out paperwork to open a workers' compensation claim with the library's insurance agency.
  - Additional and/or follow-up medical care will be provided based upon the recommendations of the doctors who evaluate the employee.
  - The Human Resources office is available to answer any questions regarding the workers' compensation process (bills, paperwork, etc.).
- 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 stating 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. Be sure to indicate the date and time on the statement.
- In both instances (the employee seeks or declines medical assistance):
  - Take photographs of the accident site or area where injury occurred as soon as possible.
  - If the accident occurs after Administrative Office hours, employees should contact their department manager. The department manager should contact the Executive Director. If the employees are unable to get in touch with their department manager, the employees should then contact the Executive 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.
  - Any questions from the press should be referred to the Executive Director for comment.
  - A written Employee Incident/Near Miss Report, with all supporting documentation, should be submitted to the Administrative Office as soon as possible.
- First aid kit contents:
  - (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) 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
- (2) Pair large medical grade non-latex gloves
- (6) Antiseptic wipes
- (20) Adhesive bandages, various sizes
- 3" Roll cohesive bandage
- Waterless alcohol-based hand sanitizer

## **ACTIVE SHOOTER**

The following procedures are guidelines for handling an active shooter situation in the library as recommended by the U.S. Department of Homeland Security.

- The following active shooter procedures should be applied at all three library locations:
  - **EVACUATE:** Get out if you can, then dial 911. Keep your hands visible for responding police.
  - **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.
  - **TAKE ACTION:** As a last resort, and only when your life is in imminent danger. Attempt to incapacitate shooter or act with physical aggression.
  - **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 as recommended by the U.S. Department of Homeland Security:

- **DOWNTOWN LIBRARY:**
  - Call 911 or press panic button.
  - Alert co-workers and lock doors if possible.

- Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
- Quickly direct patrons to the staff room turning off lights as you go.
- After the building is secure, contact the Administration Office and the other library locations.
- Turn off your cell phones.
- Remain calm and quiet. No calls or texts.
- Stay away from windows and doors.
- If a building alarm sounds it may be a lure. Leave only if you smell smoke.
- Do not open the door. The police will enter and evacuate.
- ADMIN/GENEALOGY:
  - Call 911. The Genealogy & Local History Library may choose to use the panic button located with the Professional Collection.
  - Alert co-workers and lock doors if possible.
  - Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
  - 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 disabled patron(s).
  - After the building is secure, contact the Administration Office and the other library locations.
  - Turn off your cell phones.
  - Remain calm and quiet. No calls or texts.
  - Stay away from windows and doors.
  - If a building alarm sounds it may be a lure. Leave only if you smell smoke.
  - Do not open the door. The police will enter and evacuate.
- ALTON SQUARE LIBRARY:
  - Call 911 and Mall Security.
  - Alert co-workers and lock doors if possible.
  - Announce “The library is going into lockdown. For your safety, please follow staff as directed.”
  - Quickly direct patrons to the multipurpose room turning off lights as you go.
  - After the building is secure, contact the Administration Office and the other library locations.
  - Turn off your cell phones.
  - Remain calm and quiet. No calls or texts.
  - Stay away from windows and doors.
  - If a building alarm sounds it may be a lure. Leave only if you smell smoke.
  - Do not open the door. The police will enter and evacuate.

**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 Executive 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 Executive 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.
  - Use the closest 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, and 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.

- Use the following procedures if a disturbance seems to threaten the occupants of the building:
  - Call for immediate assistance:
    - ADMIN/GENEALOGY: Call 911
    - DOWNTOWN LIBRARY: Call 911
    - ALTON SQUARE LIBRARY: Call 911 and Mall Security
  - Have situational awareness of potential activity expected in the area. If necessary, 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 procedures)
  - 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.

The phone system for the Downtown Library and Alton Square Library have each been registered with Madison County's Code Red reverse 911 callout system. The Code Red system will call the library buildings when a tornado warning has been issued for the building's address.

The Code Red System will contact the Downtown Library and the Alton Square Library. Any time a Code Red call is received at the Downtown Library, the staff should immediately report the call to the Genealogy & Local History Library and the Administration Office if they are open for business.

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

- Tornado Watch:
  - A tornado watch means conditions are such that a tornado could form in your area.
  - A watch means you should be prepared to go to a place of safety.
  - No action should be taken at this time; however, one should be in a state of readiness and be prepared to move quickly.
  
- Tornado Warning:
  - A tornado warning means an actual sighting has been made and reported.
  - 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.
  - 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.
  - Staff in the building seeking shelter should call the other library locations to alert them to the fact that their location has received a Code Red System call and that they will be moving to their shelter location. Alton Square Library staff should also call Mall Security and alert them to the fact that a tornado warning has been issued and that staff and patrons are seeking shelter in the library.
  - 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 or disabled patrons are in the library. Take first aid kit with you if possible.
    - DOWNTOWN LIBRARY: Large print room. Take first aid kit with you if possible.

- ALTON SQUARE LIBRARY: Multipurpose room. A first aid kit is stored in the multipurpose room.
- If time allows, shut down as much of your electrical equipment as you can.
- Discourage patrons from leaving the building in the middle of tornado/severe weather alert. They may not have time to get to other shelter.
- 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.
- Stay in designated area until the all clear has been given.
- 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.
- Upon leaving the building, do not approach any area of debris or downed power lines.
- 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.
- 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.

## **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 staff is contacted by a member of the media or asked questions by the media (either in person, through email, or on the telephone) or observes any media-related activity on or near premises (such as reporters interviewing, TV cameras, media trucks, etc.), they are directed to contact the Executive Director.

- The library should designate a staff media spokesperson/Public Information Officer:
  - The spokesperson/PIO role shall be filled by the 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 is 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.

- 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.
  
- 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**

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.

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.

## **SAFETY FLIP CHARTS**

Each department and/or service desk has been equipped with building-specific charts that provide bullet-point instructions for quickly and safely handling emergency situations. The charts also contain floor plans/maps for each building and indicate the locations of utilities, fire extinguishers, fire alarms, emergency exits, AED machines, first aid kits, shelter areas, and escape routes.