West Hempstead Public Library Emergency and Disaster Manual

Created on November 9, 2021

Purpose:

The purpose of this Manual is for the protection and safety of every employee in case of an emergency situation. It was created in an effort to protect you as a valued employee, our library patrons, and Library property. The intent of these procedures is to ensure that emergency, security, or medical-related incidents events within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities. In all cases, human safety is more important than that of objects or property.

Note that each situation is different, always use common sense when following these procedures.

Chain of Command:

Library Director
Assistant Director
Secretary to the Director
Librarian-in-charge

All Employees:

- Employees are not expected to place themselves in imminent danger or risk their lives to carry out these procedures
- Know where the "panic buttons" are
- Know where flashlights are in each department
- Know where the fire alarm boxes and fire extinguishers are located and how to use them
- Know what to do when a fire alarm is heard
- Know the layout of the building itself in order to be able to evacuate to safety
- Know where to assemble in case of building evacuation or if the building is rendered unavailable

The procedures in this Manual apply to all employees. All personnel are expected to carry out these procedures as instructed.

Part I: Emergency Procedure

All staff members of the West Hempstead Public Library are empowered to call 911 or active the "panic button" without a supervisor's permission.

An employee witnessing a safety, security, or medical related incident in or near the Library should:

1. Secure your immediate safety

2. If possible, ensure the safety of those around you

3. If necessary and possible, leave the area

4. Call 911

    a) Provide as much information and detail as possible about:

        i. Incident description
        ii. Location
        iii. Injuries
        iv. Current situation

    b) Follow the Dispatcher's instructions. DO NOT HANG UP UNTIL DIRECTED TO DO SO by emergency personnel.

5. Notify the Library Director of the incident.

    a) Provide information and detail per the above

    b) Follow the instructions of the Library Director

6. Complete the Library Accident/Incident Report within 24 hours and submit a copy to the Secretary of the Director.

Evacuation location: Far side of municipal parking lot adjacent to Venus Restaurant.

The in-charge staff person must take a head count of staff and notify emergency personnel if staff or patrons are unaccounted for.

DO NOT RE-ENTER BUILDING UNTIL EMERGENCY PERSONNEL HAS GIVEN PERMISSION.

Emergency Contacts

Contact:	Telephone number:
Police / Fire / Ambulance – Emergency	911
Police – non-emergency	516-573-6500
Fire – non-emergency	516-742-3300
Hatzalah Ambulance (by request only)	718-387-1750 or 212-230-1000
Catalog / Internet (after hours only)	516-485-3255

Specific Threat Response

Specific forms are available at the end of this manual. Each department should have a copy of this manual and all forms readily available. Each desk will have a copy of this manual and all forms in a secure location.

Active shooter:

- Evacuate – do not stop for your belongings, have an exit route in mind
- Hide – get out of view, lock doors, silence your phone
- Fight – if you are in immediate danger attempt to incapacitate the shooter and act with physical aggression
- Press the “panic button” which is a silent alert for police
- Call 911 if it is safe to do so – provide police with known information: number of shooters, location, physical description, type of weapon, and number of potential victims

Bomb threat:
If you receive a telephone call:

- If the phone system indicated a caller ID write the telephone number down.
- Evacuate patrons and staff immediately
- Call 911
- Notify the Library Director or designee

If you are informed of a bomb threat:

- Evacuate patrons and staff immediately
- Call 911, do not hang up until directed to do so by emergency personnel.

Contamination: Chemical, biological, or radiological:

- Isolate it—don't handle it.
- Evacuate the area or building
- If already handled, wash hands with soap and water.
- Call 911 for emergencies.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

Explosion:

- Evacuate patrons and staff immediately
- Call 911. Give emergency personnel as much information about where explosion originated from as possible.
- Indicate if there are any patrons or staff trapped

Fire:

- If you notice or cause a fire, pull the nearest fire alarm. Call 911.
- Evacuate patrons and staff through the nearest exit
  a. If there is smoke: Crawl or stay as low to the floor as possible
  b. If there is smoke: Use a wet cloth, if possible, to cover your nose and mouth.
  c. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
  d. If the door is not hot, brace yourself against it and open slowly.
  e. If the door is hot, do not open it. Look for another way out.
  f. If your clothes catch fire, do not run. STOP-DROP-AND-ROLL to put out the fire
- Assemble all staff and patrons in the Evacuation Location
- Never go back into a burning building
- Once at the Evacuation Location, the in-charge staff person should take a head count to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
- Stay in your Evacuation Area until you receive further instructions

Fire Extinguisher Use:
Remember "PASS"

Pull the pin on the extinguisher handle
Aim low at the base of the fire
Squeeze the handle
Spray from side to side

Lockdown / Lockout:

A lockdown is a response when there is an immediate threat to anyone in the building.
A lockout referees to securing the building so that no one may enter.

- The Library Director or designee will announce there is a lockdown or lockout. If necessary, call 911.
- Staff and patrons will move away from windows and doors
- When necessary, staff and patrons should move to lockable offices

Depending on the nature and severity of the threat, patrons and staff may not be allowed to enter or leave the building.

Medical emergencies:

Medical supply kits are in the Children's Department and Technical Services. Kits include bandages, gauze, and cold packs.

- Only provide first-aid that you are capable/qualified to provide.
- Call 911 and follow dispatcher's instructions.
- Clear the area around the injured person and keep the entrance to the building clear for emergency personnel.

A defibrillator is located at the Reference Desk in a marked cabinet.

Weather related emergencies:

- Shutdown all electronic equipment. Unplug where necessary.
- Lock all doors and windows.
- If necessary, staff and patrons should congregate in Community Room 1

Dealing With News Media and Public Inquiries

The Library Director, Library Board President, or Director's designate at the time an emergency occurs is the only person authorized to release information on behalf of the Library. The in-charge staff person at the time will immediately contact the Library Director in an emergency. This spokesperson will coordinate information and information release to officials as required.

During and after an emergency situation; Library employees:

- Will NOT respond to media or public information requests

- Will refer all public and media inquiries and information requests to the Library Director, Library Board President, or Director's designate
- Other on-scene agency spokesperson – Fire, Police, Etc.
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media.

Part II: Disaster Recovery

Safety is the primary consideration in any disaster. All staff should follow evacuation procedures in the event of an emergency. If the library building has been compromised, staff should not enter until the building has been declared safe by emergency personnel or other official.

In the event of health crisis or disaster that may impact public health, all staff should follow the "Plan for Continuation of Operations in the Event of a Public Health Emergency."

For severe, building or department wide, damage recovery please refer to the Library's insurance policy.

For damage manageable by staff and not subject to an insurance claim:

- Department Heads should work with the custodial department to utilize dehumidifiers, fans, wet/dry vacuums, etc. to dry and clean area
- Under the direction of a Department Head, staff should remove all items from area. Items should be assessed for damage, separating non-damaged items for re-use.

Unsalvageable materials should be properly discarded, including removal from the ILS.

Disaster Response Report

Complete the Library Accident/Incident Report within 24 hours and submit a copy to the Secretary of the Director.

The Custodial Department under the direction of the Secretary to the Director is tasked with ensuring the library is adequately stocked with necessary emergency preparedness and disaster tools.

The Department Heads under the direction of the Assistant Director are tasked with ensuring the library emergency preparedness and disaster tools located in their departments are working sufficiently.

Equipment and Locations:

Batteries – custodial office/storage

First aid – Technical Services and Children's Department

Flashlights – each department

Floor cleaning (brooms, buckets, mops, etc) – custodial closets on each floor

Household cleaning (paper towels, trash bags, etc) – custodial closets on each floor

Sanitizing products (hand sanitizer, wipes) – each department

Part III: Network and Computer Systems

The Library will follow the direction of the Nassau Library System in the event of damage to our network or computer systems.

For in-house disruptions, library staff will follow all directions provided by the ILS Coordinator and the IT consulting company.

All electronic equipment, (copiers, printers, computers, monitors, etc) will be turned off prior to staff leaving the building for the day. Each department is responsible for turning off the equipment for staff and patrons located within their area. Exceptions are at the sole discretion of the Library Director.

Equipment:

- All computer equipment is inventoried. A copy of the complete inventory is sent to the Library's insurance company and updated yearly.
- Equipment upgrades are made based on warranty expiration.

IT consultant:

The Library utilizes an IT consulting company to manage staff and patron computers and software. The IT consulting company is required to work with the Nassau Library System to ensure all equipment is functioning in accordance to the Nassau Library System standards. This company is responsible for: installation of new equipment (including all computer parts and printers), software (including Sierra), software and hardware updates, back-up and servers, among other items as listed in our contract.

Acknowledgements:

This manual was based on the following plans and documents.

Disaster Recovery Plan, dated 2017
Jericho Public Library, Jericho NY

The Hamburg Public Library Emergency Preparedness and Disaster Plan, dated 2019
Hamburg Public Library, Hamburg, New York

A Disaster Preparedness Plan: For Small Public Libraries, dated 2009
State Library of Ohio

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpecteddelivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- **Follow your local guidelines**
- **Federal Protective Service (FPS) Police**

1-877-4-FPS-411 (1-877-437-7411)

- **911**

BOMB THREAT CHECKLIST

Date: _____ **Time:** _____

Time Caller Hung Up: _____ **Phone Number Where Call Received:** _____

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- ❑ Accent
- ❑ Angry
- ❑ Calm
- ❑ Clearing throat
- ❑ Coughing
- ❑ Cracking voice
- ❑ Crying
- ❑ Deep
- ❑ Deep breathing
- ❑ Disguised
- ❑ Distinct
- ❑ Excited
- ❑ **Female**
- ❑ Laughter
- ❑ Lisp
- ❑ Loud
- ❑ **Male**
- ❑ Nasal
- ❑ Normal
- ❑ Ragged
- ❑ Rapid
- ❑ Raspy
- ❑ Slow
- ❑ Slurred
- ❑ Soft
- ❑ Stutter

Background Sounds:

- ❑ Animal Noises
- ❑ House Noises
- ❑ Kitchen Noises
- ❑ Street Noises
- ❑ Booth
- ❑ PA system
- ❑ Conversation
- ❑ Music
- ❑ Motor
- ❑ Clear
- ❑ Static
- ❑ Office machinery
- ❑ Factory machinery
- ❑ Local
- ❑ Long distance

Other Information:

_____

_____

Threat Language:

- ❑ Incoherent
- ❑ Message read
- ❑ Taped
- ❑ Irrational
- ❑ Profane
- ❑ Well-spoken

_____

_____

_____

Homeland Security

LIBRARY ACCIDENT/INCIDENT REPORT

INJURED PERSON

Name:_____

Address:_____

Phone:_____ Date of Birth:_____

Name and Address of Parent or Adult if injured is a minor:

_____

_____

INFORMATION REGARDING ACCIDENT/INCIDENT

DATE:_____ TIME:_____ AREA OF OCCURRENCE:_____

Description of Accident/Incident:

_____

_____

Condition of Area:_____

Nature of Injury:_____

Police Called: _____ Ambulance Called:_____

Aid given:_____ Aid given by:_____

Please indicate name, address and phone number:

_____

_____

Statement:_____

_____

_____

IF ADDITIONAL SPACE IS REQUIRED, PLEASE USE BACK OF THIS FORM

SIGNATURE:_____ Date:_____