{Name} Library

Employee Emergency Procedures

Prepared by:

{Name} Library
{City}, Massachusetts

and

MLS Massachusetts Library System

{Date}

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General Information

Purpose

The purpose of this Manual is for the protection and safety of every employee in case of an emergency situation. This booklet is 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, so always use common sense when following these procedures.

Scope

These procedures apply to all employees of the {Name} Library. All personnel are expected to carry out these procedures as instructed.

Terminology

Throughout this policy, the word "Library Director" refers to the Director of the Library or his/her designee

Revision History

Date	Revision Information
March 2013	Initial template provided by the Massachusetts Library System
{Add}	Customized the Manual for {Name} Library use

Approval

I approve this version of the {Name} Library Employee Emergency Procedures.

_____ _____

{Name and title} Date

Acknowledgements

{Insert any acknowledgements}

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The Massachusetts Library System, a state-supported collaborative, fosters cooperation, communication, innovation, and sharing among member libraries of all types. The MLS promotes equitable access to excellent library services and resources for all who live, work, or study in Massachusetts.

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Library Director Responsibilities

Conduct the document review

These procedures are to be reviewed on an as-needed basis and at a minimum annually.

Provide employee training

All employees are to be trained on this Manual at least once per year. New employees are to be trained on this Manual within one week of commencing employment.

Designate a chain of command

The person in charge at the time an emergency situation occurs will remain in charge until someone higher up in the chain of command arrives and relives him/her or until local authorities arrive and take command of the situation.

{Verify} The {Name} Library personnel chain of command: Director, Director's designate, senior staff on duty.

Verify that all employees:

- Understand that employees are not expected to place themselves in imminent danger or risk their lives to carry out these procedures
- 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 their floor and 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
- Be familiar with all the employees in their area. An updated list should be kept and accessible at the Supervisor's desk.
- Let their supervisor know of any special needs or assistance that they may require during an emergency
- Understand any special needs of those in their area. Is there someone who is physically impaired such as; deafness, blindness, someone who is confined to a wheelchair or has mobility problems? If so, an employee should be assigned to assist them in case evacuation is necessary.

How to Report an Emergency

{Verify} **All adult staff members of the {Name} Library are empowered to call 911 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
      v. Address and telephone of Library: {Insert information}
   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

Other Emergency Information {Each item to be verified except the last two}

- All card accessed exterior doors are locked by use of electromagnetic devices. In the event of a power failure, doors can be secured using the keyed lock. If the computerized security system fails, exiting the building would require opening the door by hand.
- All card accessed doors automatically unlock when the fire alarm goes off.
- All buildings have fire alarms.
- Elevators have an "emergency only" phone in the event the elevator malfunctions. The phone will automatically call the switchboard and the elevator company's 24 hour monitoring system on a sequential basis with the elevator company being the last number dialed.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.
- Do not use elevators in an emergency situation!

My Building or Area's Emergency Information

The information below is to be completed by the individual employee who possesses this Manual

My building is:	
My area/floor is:	
Nearest First Aid Kit is located:	
Nearest Defibrillator (AED) is located:	
Nearest Fire Alarm pull station is located:	
Nearest emergency exits are located:	
Person(s) in my area trained in CPR are:	
People in my area needing help during evacuations are:	
Notes and other information	

Write in the date the above information was last reviewed/revised/confirmed:

Date	By

Emergency Contacts

Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Police – non-emergency	{List}
Library Director	Office: {List} Cell: {List}
{List}	{List}
{List}	{List}
{List}	{List}
{List}	{List}
{List}	{List}

Evacuation Assembly Areas

During an evacuation, go to the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:
{List employment location}	{List assembly area}	{List bad weather assembly area}

Detailed evacuation and assembly information is shown on {Page 16}.

Emergency Alert Stations

The EAS is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service providers, and direct broadcast satellite providers to provide the communications capability to the President to address the American public during a national emergency. The system also may be used by state and local authorities to deliver important emergency information, such as AMBER alerts and weather information targeted to specific areas.

Activation of EAS within the Commonwealth of Massachusetts may be made at the request of the Governor, Director of the Massachusetts Emergency Management Agency, Massachusetts State Police or the National Weather Service.

All local broadcast and cable systems which have voluntarily joined the EAS program monitor the State Primary, State Alternate Facilities, and National (NOAA) Radio.

State Primary Facility:	WBZ Radio,	Boston	(AM 1030, FM 98.5)
State Alternate Facility:	WBMX Radio	Boston	(FM 104.1)

Local Primary Facilities:

Greater Boston	WBMX Radio	Boston	(FM 104.1)
Northeastern	WQSX Radio	Lawrence	(FM 93.7)
Southeastern	WPLM Radio	Plymouth	(AM 1390, FM 99.1)
Cape & Islands	WQRC Radio	Barnstable	(FM 99.9)
Central	WSRS Radio	Worcester	(FM 96.1)
Ct River Valley	WHYN Radio	Springfield	(AM 560, FM 93.1)
Berkshire	WBEC Radio	Pittsfield	(AM 1420, FM 95.9)

Source of Massachusetts EAS information (March 2013):
http://www.mass.gov/eopss/home-sec-emerg-resp/emergency-info/threat-level/emergency-alert-system-eas-for-massachusetts.html

Dealing With News Media and Public Inquiries

{Verify} Library Policy:

{Verify}The Library Director, Director's designate, or person in charge at the time an emergency occurs is the only person authorized to release information on behalf of the Library. This spokesperson will coordinate information and information release with the {city/town} Public Information Officer, law enforcement personnel, emergency medical personnel, health department staff, and {city/town}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 or Director's designate
- If no Library System personnel are available, will refer all public and media inquiries and information requests to
    - The Police Department or Fire Department as appropriate
    - Other on-scene agency spokesperson
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via the social media.

Specific Threat Response

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Bomb Threat

If you receive a bomb threat by telephone:

- Keep the caller on the line as long as possible so that the call may be traced.
- DO NOT transfer the call or interrupt the caller
- Notify the Library Director or designee
- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
- Follow the instructions on the Bomb Threat Call Procedures on the next page

If you are informed about a bomb threat:

- Evacuate immediately.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

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
- Unexpected delivery
- 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

Contamination: Chemical, Biological, or Radiological

Biological threats may include the following substances:

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin
- Radiological: Any substance designed to release radiation.

For chemical, biological, or radiological contamination:

- Isolate it—don't handle it.
- Evacuate the area or building
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Otherwise call or have someone call the fire department and hazmat unit.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

Evacuation and Assembly

Evacuation Procedures

IMPORTANT: Any time you hear the fire or evacuation alarm or are notified via the PA system, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. {Verify}Listen for and follow instructions over the PA system
2. ONLY IF TIME AND SAFETY PERMIT: Quickly gather your personal belongings - especially car keys, pocketbook, prescription medicines, coat
3. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to their predetermined meeting place outside.
4. In case of a fire, the doors will automatically close {Verify/Insert any automatic actions}.
5. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
6. Always check doors for heat before opening.
7. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency
8. DO NOT USE THE ELEVATORS!
9. WALK, DO NOT RUN! Women wearing high heels should remove them to reduce the risk of falling.
10. Once at the Assembly Area, **Supervisors 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.
11. **Stay in your Assembly Area** until permission is given to return to your building.

Evacuation Assembly Areas

During an evacuation, please assemble at the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:
{List employment location}	{List assembly area}	{List bad weather assembly area}

Evacuation of Special Needs Persons

Prior to an emergency:

This topic should be discussed in the planning stage. Agreement should be reached regarding how long the person giving assistance is expected to wait for the first responders to arrive. Such discussion is important because waiting too long can endanger more lives. If someone is willing to delay his or her own evacuation to assist a person with an impairment in an emergency, planning how long that wait might be is wise and reasonable.

People with mobility impairments need to know if there is a usable circulation path (a continuous and unobstructed way of travel from any point in a building or structure to a public way) from the building they are in. If there is not a usable circulation path, then their plans will require alternative routes and methods of evacuation to be put in place.

{Verify} Library Employees with Special Needs are advised to contact the {city/town/library} (Equal Employment Opportunity staff /Library Director} to "self-identify" if assistance is needed evacuating a building. Employees are encouraged to consult with {Verify} Human Resources/ADA Administrator regarding confidentiality of information.

It is suggested that Special Needs employees develop a "buddy system." The "buddy system" designates a specific volunteer or two to assist and take responsibility for a person during an emergency evacuation or shelter-in-place event.

{Verify} The following are the areas of refuge (temporary haven from the effects of a fire or other emergency) where mobility impaired persons can assemble as a last resort, pending assistance from staff or first responders:

{Verify policy and list if applicable}

While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Evacuation of Special Needs Persons (continued)

Assisting impaired/disabled person/persons in an emergency:

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how he or she can best be assisted or moved, and whether they have any special considerations

The following procedures are suggested for individuals who can safely assist a person with a disability:

Assisting Hearing Impaired Persons

- Alert the hearing impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

Assisting Persons with Blindness or Visual Impairment

- Alert the visually impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp a visually impaired person's arm; ask if he or she would like to hold onto your arm as you exit.
- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right)

Evacuating a disabled or injured person yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.

Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

{Verify} Emergency Evacuation Chairs have been placed in {locations}. Library employees are encouraged to locate the Evac-Chairs closest to their work area. The Evac-Chairs should only be used as a last resort and only by someone who is properly trained in operating the Evac-Chairs.

Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building. While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Fire

Fire evacuation procedures

IMPORTANT: Any time you hear the fire alarm {or are notified via the PA system}, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
2. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
3. Evacuate the building 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
4. DO NOT USE THE ELEVATORS!
5. WALK, DO NOT RUN! Women wearing high heels should remove them to reduce the risk of falling.
6. Go to your predetermined Assembly Area
7. Never go back into a burning building
8. Once at the Assembly Area, **Supervisors 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.
9. **Stay in your Assembly Area** until you receive further instructions.

{Verify} **Fire Extinguisher Use: Remember "PASS"**

***P**ull* the pin on the extinguisher handle
***A**im* low at the base of the fire
***S**queeze* the handle
***S**pray* from side to side

Lockdown

Lockdown is a RESPONSE when there is an immediate threat to anyone in the building.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and visitors safe.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

Procedure:

Library Director or designee will:

1. Announce over PA:
   "Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room."
2. Call 911 and inform them that a lockdown procedure in underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with a request to lock down the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
   a. {insert safe areas/rooms}
3. Listen for danger.
   a. No immediate violence:
      i. Take a "quick peek" into the hallway; collect anyone from common areas.
   b. Violence
      i. Lock the room door immediately. Do not open the door for any reason.
      ii. Turn all lights out (including monitors, projectors).
      iii. Help everyone remain calm and caution them to remain COMPLETELY QUIET.
      iv. If possible, do not let anyone leave the room.
4. Staff and patrons will remain in safe locations until emergency personnel or the Library Director tells them the situation has been resolved.

Lockout

Lockout refers to securing the building so that no one may enter. The purpose of a lockout is to keep staff and visitors safe.

Generally this means that there a situation OUTSIDE the library building requiring the library to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the library.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

Procedure:

Library Director or designee will:

1. Announce over PA:
   "Attention**:** We are in a lockout situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to Exit doors: please lock them."
2. Call 911 and inform them that a lockout procedure in underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with the request to lockout the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
   a. {insert safe areas/rooms}
3. Staff will pull down the window shades.
4. Staff and patrons will remain in safe locations until emergency personnel or the Library Director tells them the situation has been resolved.

Medical Emergency

{Verify} The library is equipped with a very small, basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located in the {location}.

{Verify} The building is equipped with a automated external defibrillator (AED) and related supplies. The AED is located in {location}. Extra supplies (face masks, pads, gloves) are in {location}.

{Verify} In the event of a medical emergency:

- Provide any first aid assistance that you are capable of/qualified to provide
- Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
- Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
- Call 911
    - Provide the 911 dispatcher with any information that he/she requests.
    - Follow the dispatcher's directions.
    - Do not hang up until directed to do so by the dispatcher.

When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.

Staff should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.

If needed, or if advised by emergency personnel, staff will evacuate and/or close the library to the public until the medical emergency is resolved.

Natural/Weather-related Events

Hurricane or tornado

The following are steps to be taken only when instructed to Shelter-in-Place:

- If instructed by Public Safety officials, you should immediately go indoors.
- Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.
- Close drapes, blinds and window shades.
- Protect windows with pre-drilled plywood sheets, if available.
- Go to a room in the center of your building with the fewest windows and doors.
- Stay away from windows, doors outside walls and corners, as they tend to attract debris
- Use your arms to protect your head and neck
- Avoid elevators
- It is ideal to have a hard-wired telephone in the room you select. Cellular telephone equipment may be overwhelmed during an emergency.
- Do not call your local fire or police departments (9-1-1) for information. Public Safety workers will need their lines open for emergency use. Call your local Emergency Management Office or Mass 2-1-1, which is available 24/7 to respond to your questions.
- Continue to monitor your Emergency Alert Station (EAS) and other news media for official warnings, messages, and instructions.
- Massachusetts EAS Stations are listed on {Page 10}
- Stay inside until officials say otherwise.
- Be aware of the potential for flooding.
- If you are in your vehicle and are advised to Shelter-in-Place', and are very close to home, your office or a public building, go there immediately. If you are caught outside or in a vehicle and shelter is not available, lie flat in a nearby ditch or low-lying area away from the vehicle or crouch near a strong building.

Earthquake

- DROP! COVER! HOLD ON!
  - Immediately drop to the ground or floor where you are.
  - Take cover under the nearest desk or table.
  - Hold on to something sturdy until shaking stops.

- After the earthquake, evacuate the building as described in the Evacuation procedures.
- Go to your Assembly Area
- Once at the Assembly Area, Supervisors shall 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 Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by your Supervisor.

Sabotage/Vandalism

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations

Vandalism is the willful or malicious destruction or defacement of public or private property

If you observe will malicious actions or notice damage that you determine to be sabotage or vandalism:

- Report it immediately to your Supervisor or Library Director
- Report it immediately to another Supervisor or to the Library Director
- Include as much information as possible
- If no Supervisor or Library authority is available, consider reporting it to the police.

Suspicious Package or Mail

Signs of a suspicious package:

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

For suspicious packages and letters:

If you are unable to verify mail contents with the addressee or sender:

- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle it.
- Ensure that all persons who have touched it wash their hands with soap and water
- Notify your supervisor immediately
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

What should you do if you receive a suspicious substance by mail?

- Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- Notify your supervisor immediately
- Call the police department by dialing 911 if not already done.
- List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- Shower with soap and water as soon as practical.
- Call a Postal Inspector at 877-876-2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

Unruly Patrons

Unruly patrons can be not only bad for the library, but they can also pose a danger to staff and other patrons. The following provides guidance for unruly patrons.

Important:

Under no circumstances should library staff engage patrons in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.

Throughout the event, don't lose your cool; remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.

Don't take anything an angry patron says personally! It's never about you. Stay calm.

What to do

1. Inform another employee of the situation
2. Get {security or} the most senior person available to deal with the situation
3. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
4. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want
5. Give a polite warning; remind them they are in a Library where peace and quiet are necessary
6. If this does not work, ask them to leave. Be polite, but be firm. If the person(s) do not leave, walk away and contact the police.
7. <u>If an unruly patron does not calm down, becomes abusive, or is getting/acting violent</u>:
   - Turn the other cheek and back away. The best way to deal with a violent person is to get out of the situation as fast as possible without causing a big scene. Some people get violent when things aren't going the way they had planned.
   - Say as little as possible to avoid making the person angrier.
   - Do not try to apprehend this person yourself.
   - Call {security and/or} the police (911) then ensure the safety of other patrons and employees.

Workplace Violence; Active Shooter

Workplace Violence

- Avoid or discretely remove yourself from the area where the confrontation is occurring.
- Call 911 when it is safe to do so.
- {Verify} Intrusion alarm/panic button – There is an alarm button at the main desk/ reception area. When pushed, 911 (police) is automatically dialed.
- Report the incident to a Supervisor or the Library Director
- After the threat has passed, let your supervisor know that you are OK.

Active Shooter

Profile: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an active shooter situation:

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

Coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

In the event of an active shooter situation, one of the following actions is recommended:

1. EVACUATE (RUN)
    a. Have an escape route and plan in mind
    b. Leave your belongings behind
    c. Keep your hands visible

2. HIDE OUT (HIDE)
    a. Hide in an area out of the shooter's view
    b. Block entry to your hiding place and lock the doors
    c. Silence your cell phone

3. TAKE ACTION (FIGHT)
    a. As a last resort and only when your life is in imminent danger
    b. Attempt to incapacitate the shooter
    c. Act with physical aggression and throw items at the shooter

Call 911 when it is safe to do so. After the threat has passed, let your supervisor know that you are OK.

Workplace Violence; Active Shooter (continued)

How to respond when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should provide to law enforcement or the 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

Sources of Information; Additional Resources

ORGANIZATIONS

The Massachusetts Emergency Management Agency (MEMA) is the state agency responsible for disaster mitigation, preparedness, response, and recovery training.
http://www.mass.gov/portal/health-safety/emergencies/

The Federal Emergency Management Agency (FEMA) is the federal agency responsible for disaster mitigation, preparedness, response, and recovery training.
http://www.fema.gov/hazard/hazmat/index.shtm

FEMA also supplies much information about what families and communities can do to be ready for an emergency.
www.ready.gov.

The Department of Homeland Security (DHS) mission is to secure the nation from the many threats we face, ranging from aviation and border security to emergency response, from cyber security analysis to chemical facility inspections.
http://www.dhs.gov/

The Department of Homeland Security aims to enhance preparedness through a "whole community" approach by providing training and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence.
http://www.dhs.gov/active-shooter-preparedness

The Department of Education provides information that can help school leaders plan for any emergency, including natural disasters, violent incidents, and terrorist acts. Much of this information can be applied to libraries.
http://www2.ed.gov/admins/lead/safety/emergencyplan/index.html

The Federal Bureau of Investigation (FBI) investigates cases related to weapons of mass destruction and terrorist attacks. The site also contains emergency planning information.
http://www.fbi.gov

The Occupational Safety and Health Administration (OSHA) is the federal agency charged with the enforcement of safety and health legislation. The site also contains emergency planning and response information.
http://www.osha.gov

The U.S. Postal Inspection Service can provide information about establishing secure mail practices and protecting your business.
http://postalinspectors.uspis.gov/

The National Fire Protection Association (NFPA) is a clearinghouse for information on fire protection and prevention as well as NFPA standards. NFPA also provides much emergency preparedness and response information.
http://www.nfpa.org/

The Center for Disease Control and Prevention (CDC) is a U.S. Public Health Service agency that monitors and works to prevent disease outbreaks. The site also contains emergency planning and response information, including Risk and Crisis Communications information.
http://www.cdc.gov and http://emergency.cdc.gov/erc

DOCUMENTS
There are a plethora of emergency planning and emergency response documents available, particularly on the Internet. A few relevant documents include:

The Massachusetts Library System has a disaster plan and policy collection. Some of those documents were used in the preparation of this manual.
http://guides.masslibsystem.org/content.php?pid=325381&sid=3021872

The Massachusetts Library Board of Commissioners has a web page with many emergency preparedness documents and links. Some of those documents were used in the preparation of this manual. It also describes the Emergency Assistance Program that provides assistance to libraries, archives, historical societies, and other repositories in the event of an emergency.
http://mblc.state.ma.us/grants/disaster/index.php

D-Plan ™ The Online Disaster-Planning Tool for Cultural and Civic Institutions
http://www.dplan.org/

"How to Plan for Workplace Emergencies and Evacuations" U.S. Department of Labor, Occupational Safety and Health Administration
http://www.osha.gov/Publications/osha3088.pdf

Options for Consideration is an Active Shooter Training Video. *Options for Consideration* demonstrates possible actions to take if confronted with a active shooter scenario. The instructive video reviews the choices of evacuating, hiding, or, as an option of last resort, challenging the shooter. The video also shows how to assist authorities once law enforcement enters the scene. This video is available at http://www.dhs.gov/video/options-consideration-active-shooter-training-video. You may also access the video on YouTube at http://www.youtube.com/watch?v=oI5EoWBRYmo&feature=youtu.be

"ACTIVE SHOOTER: How to Respond" U.S. Dept. of Homeland Security

- Booklet: http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf
- Pocket Card: http://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf
- Wall poster: http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf

"Crisis and Emergency Risk Communication by Leaders for Leaders" by the Center for Disease Control and Prevention. Download the Manual: http://emergency.cdc.gov/erc/leaders.pdf. Visit the CDC website and get many helpful documents: http://emergency.cdc.gov/erc

Emergency Evacuation Guide for People with Disabilities. The National Fire Protection Association (NFPA). http://www.nfpa.org/assets/files/pdf/forms/evacuationguide.pdf