



# SOUTH MISSISSIPPI REGIONAL LIBRARY

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## Policy & Procedure Manual C

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## **Introduction**

South Mississippi Regional Library is committed to maintaining a vigilant state of emergency preparedness because all libraries are susceptible to disasters and emergencies. An emergency is any situation that may adversely affect patron or staff safety or prevent library staff from providing satisfactory service to the public. Experience tells us that to be prepared is the greatest weapon against disaster. In recognition of the possibility of both small and large disasters, the following policy is to ensure that appropriate actions are taken in the event of a disaster or emergency. This policy is intended to provide library staff with a set of disaster priorities, emergency procedure guidelines and lists of contact personnel. This policy will be updated annually to ensure accuracy and currency.

## **Emergency Contact**

It is the responsibility of the first person observing the disaster to contact the Director. If the Director cannot be reached, contact the next person on the **Emergency Contact List** (see *Appendix C*).

## **Section 1C: Bomb Threat**

If a bomb threat is received by Library staff, the threat will be treated as genuine until proven to be otherwise. Staff will notify 911 and evacuate the building, which will then be searched by designated library staff with the assistance of the fire and police departments as outlined below.

### **1.1 Threat is Received by Phone**

- If caller ID is displaying, note the number.
- Attempt to hold the person on the phone as long as possible, while another staff member contacts police (911).
- Attempt to have the caller indicate the exact location of the bomb, the time set for detonation, what the explosive device looks like, what the explosive is, and why it was placed. Note any distinguishing characteristics of the caller, such as voice type, sex, and sounds which might identify the location of the caller. See **Bomb Threat Checklist** in *Appendix C*

### **1.2 Threat is Received in Writing**

- If the threat is in the form of a letter or note, record as many details as possible regarding the delivery of the note
- Notify the police immediately

- After you've been notified of a bomb threat, do not touch any suspicious packages
- Clear the area around any suspicious package and note the location

### **1.3 Evacuation**

- Evacuate the building following the **Evacuation Plans** (see *Appendix C*) outlined in the policy manual. The public should be informed that the Library has received a bomb threat and that Library policy requires staff to evacuate the building until this can be verified. Everyone must stay a minimum of 350 feet from the building and gather at the designated location indicated in each library's **Evacuation Plan** to ensure that both the public and staff are well away from the building and possible fire equipment routes. The PIC (Person In Charge) should make the final check of the building to ensure that all personnel have exited.
- When the police and fire department staff have arrived, PIC will follow the directives of the Police. The Police will determine when a reasonable search has been made and whether it is safe to permit re-entry. The Library will not be closed unless it is determined that there is a bomb on the premises

### **1.4 During a Bomb Attack**

- In a building explosion, evacuate the building as quickly and calmly as possible; see **Evacuation Plans** (*Appendix C*).
- If unable to evacuate, get under a sturdy table or desk to avoid items that are falling

### **1.5 After a Bomb Attack**

- Use a flashlight
- If you are trapped in debris, stay in your area so that you don't kick up dust. Cover your mouth with a handkerchief or clothing
- Tap on a pipe or wall so that rescuers can hear where you are
- Shout only as a last resort – shouting can cause a person to inhale dangerous amounts of dust.

## **Section 2C: Building Structural Failure**

- Probably the result of a tornado, wind or ice storm
- Work with the city/county to:

- Prevent water infiltration by covering damaged roofs with temporary tarps or roofing. Cover damaged window and door openings with temporary enclosures; keep the rain, snow and ice out.
- Refer to other sections of this manual in case of water damage to library materials
- Have your building inspected by a structural engineer (supplied by city/county) to determine which elements can be repaired, and which must be replaced or rebuilt.
- Document the building thoroughly with photographs.
- Plan repairs to correct the deficiencies that were discovered during the storm.

### **Section 3C: Dangerous Behavior**

- If a patron is exhibiting dangerous behavior, inform your supervisor or PIC and call 911 immediately.
- Do not leave a staff member alone in any dangerous situation. Always work in pairs and follow the buddy system.
- If you recognize a patron in the building who has been issued a No Trespass Order or who is currently banned, inform your supervisor or PIC and call 911. Do not attempt to confront the patron, let the PIC talk to the patron until the police arrive.
- Try to keep other patrons away from the dangerous situation.
- If dangerous patron leaves the area, try to follow at a safe distance so that you can tell police where patron is located within the building. Do not follow patron outside the building. You may watch from the windows to give Police an idea about where the patron went.
- Fill out an **Incident Report** (see *Appendix C*) as soon as possible and be prepared to sign a complaint if requested by the Police. Only Administrative staff may sign a No Trespass Order from the Police.
- Attempt to get the names and phone numbers of other patrons who witnessed the event.
- When 911 is called, all staff in the building should be made aware of the situation.

## Section 4C: Elevator Malfunction

- The elevator in Columbia is equipped with a direct phone connection to emergency services and the circulation desk.
- If a person is trapped and has not noticed the phone button, tell them to press it in order to get help. The button is on the lower right of the control panel and has a drawing of a phone handset next to it.
- Emergency services will come and extricate the person. It is not possible for us to do it ourselves.
- Notify the PIC of the incident and complete an **Incident Report** (see *Appendix C*).
- Administrative staff will report the malfunction to agency responsible for maintenance and repairs (see *Appendix C*).

## Section 5C: Emergency Closures

South Mississippi Regional Library is a public service organization and will make every reasonable effort to remain open during posted hours. Should a special situation develop which would, in the opinion of the Library Director, endanger the safety of the patrons or staff, the Director has the authority to close. The Director also has the authority to close the building due to outages that affect the normal operations of the building (i.e. electrical outages or heating and cooling problems.)

- The Library closes when area schools close due to bad weather or an emergency warning has been issued by the city or county Civil Defense.
- The Library Director verifies closing with Library Board member (beginning with the Chair).
- Staff post the closure at the library and online and contact local media.
- If the Library is closed for unusual circumstances, employees will receive compensation for the time they would normally have been scheduled to work. Employees will not receive compensation for emergency closings if the closings occur on their normally scheduled day off, during vacation or illness.

## Section 6C: Fire

### 6.1 Before a fire

- Have smoke detectors and a schedule of checking detectors and on a regular basis

- Have sufficient fire extinguishers for library square footage and have them inspected annually.
- Periodically conduct fire extinguisher training, led by local fire experts
- Develop escape plans for each area of the building
- Choose a safe meeting place outside the library
- Conduct fire drills with staff
- Post emergency numbers near telephones and have a laminated portable list that can be taken outside to call
- Use caution when storing combustible materials
- Check electrical wiring regularly

### **6.2 False alarm (a smoke detector is triggered, but there is no smell of smoke or other apparent threat)**

- Evacuate everyone (Library, restrooms, meeting rooms, and staff areas) using the **Evacuation Plans** (*Appendix C*)
- Contact Fire Department (non-emergency) to come and check the facility.
- When you are sure no fire or problem exists, allow patrons back into the building

### **6.3 During a fire**

- If fire or smoke is visible, call 911 and evacuate the building immediately. See **Evacuation Plans** (see *Appendix C*).
- Note presence of anyone refusing to evacuate and report to authorities
- When evacuating, stay low to the ground
- Cover mouth with a cloth to avoid inhaling smoke and gases
- Close doors in each room after escaping to delay the spread of the fire

### **6.4 Small and self-contained fires**

- Call 911 and evacuate the area
- Try to contain the fire to the area
- Locate a fire extinguisher, and use only if you feel confident you can handle it, and the fire currently poses no danger to the building or persons

### **6.5 After the fire**

- Refer serious first aid emergencies to authorities
- Stay out of damaged buildings, and return to the library only when local fire authorities say it is safe

- Contact city/county authorities
- Do not discard damaged items until after an inventory has been taken
- Save receipts for money relating to fire loss

## **Section 7C: Flooding and Water Damage**

If flooding or water damage makes library closure necessary, follow **Emergency Closure Policy (5C)**.

### **7.1 Flooding**

- Flooding can be triggered by a variety of causes including:
  - Heavy and prolonged rain or storm damage
  - Broken pipes, air conditioner leaks
  - Water overflow in restrooms
- In the event of widespread flooding, assess the situations, then evacuate the library (or parking areas) or shelter in place; see **Evacuation Plans** (see *Appendix C*)
- In the event of smaller scale flooding, assess the situation and determine the scope of the flooding; restrict access to area; notify Library Director
- If necessary, shut off water to the building
- If warranted, move books and materials higher on shelving or to book carts

### **7.2 Water Damage**

- Review policy on what to recover versus what to replace, check insurance policy for water (flooding from any cause) damage
- Will require long term observation to determine if mold or mildew will become a problem
- Staff with health problems (asthma, mold allergies, chronic respiratory condition or immune system problems) should not be permitted back in the building until deemed safe
- Refer to *Appendix C* for treatment of water damaged materials

## **Section 8C: Hazardous Materials**

In the event of a hazardous materials incident (e.g. overturned tank or rail car on tracks, broken fuel line or fuel spill, factory chemical emission), warning would usually be received from the Fire or Police Department or other emergency services officials. If the Director is not available, the PIC follows the directives given by emergency officials

regarding Library evacuation or closing and notifies the Director and Board President as soon as possible.

If hazardous materials are spilled or exposed at the Library, report immediately to the Fire and Police Departments for instructions. Clear the area and keep patrons and staff from the vicinity. Be prepared to identify the hazardous material and describe the extent of the exposure

If an evacuation is necessary:

- Follow the building evacuation plan
- Follow further evacuation plans provided by emergency officials.

### **Section 9C: Infestation Emergency**

Damaging insects may be introduced into the Library environment in various ways. Pests that can be damaging or a nuisance to library materials and the building include but are not limited to bed bugs, cockroaches, silverfish, booklice, beetles, termites, and rodents.

If a staff member spots something suspicious in the Library or in returned materials, the following steps should be taken to mitigate the situation.

- Isolate: inspect the area or materials where the pest was found; place infested items in plastic bags immediately without checking the items in.
- Ask patrons to leave the area if the infestation involves public areas. Tape off and isolate areas that are involved.
- Notify your immediate supervisor or the person in charge of the Library.
- Management will identify the pest and determine further action.
- Depending on the type of infestation, materials, equipment or furniture may be removed for treatment or disposal.
- Removal of any library materials, equipment or furniture must be noted in inventory records.

### **Section 10C: Medical Emergency**

Medical emergencies and injuries may occur in the Library, or persons outside the Library may come to the Library seeking assistance.

#### **10.1 Minor Medical Emergencies**

In the case of minor emergencies, a stocked first-aid kit should be available in the Library. Staff are not trained in medicine and are expected to have no more skill than is taught in a first-aid class. If in the opinion of the staff and patron (or the patron's parent/caregiver if a minor), the minor emergency can be addressed with minimal skill

and supplies, it will be so addressed. Offer to call the person's family, physician, or emergency services.

### **10.2 Major or Complex Emergencies**

In the case of major or complex emergencies, or if so directed by a patron or parent/guardian, emergency services may be summoned. First aid procedures may be started before emergency personnel arrive if the staff has training to be able to render any aid in these situations to the best of their ability and judgement. No one is authorized to render aid for which they do not have adequate training. In no event does the Library or staff accept responsibility for payment of usage of such services.

### **10.3 Accidents**

If any person falls or is in any way injured on library property, complete an **Accident Report** (*see Appendix A*), even if the person insists that no injury has resulted. The report should include the person's name, address, phone number and circumstances of the accident. Do not move an injured person. Call 911 if warranted.

### **10.4 Personnel Emergencies**

Staff may have emergencies which happen to them, including injury, hospitalization, illness, or other things which prevent them from fulfilling their work duties. In such an event, the staff (or family member) should notify the staff member's immediate supervisor of the situation.

If any injury occurs on the job, a report of the event must be made and submitted to the Library Director.

Refer to *Policy and Procedure: Manual B, Section 9.2* for procedures regarding leave of absence from work due to illness or injury.

## **Section 11C: Missing Children**

When a patron reports that a child is missing, he or she should be escorted to the nearest service desk. The staff member at the service desk who receives the report is responsible for coordinating the search until the PIC takes over, the missing child is found, or the police arrive.

When a Child has been reported missing:

- Get a full description of the child and write it down - including name, age, skin color, hair color, and the child is wearing. Find out where the child was last seen.

- Immediately notify other staff members.
- A staff member who has the missing child’s name and description should be assigned to watch the entrances. This staff member should look out into the parking lot, and remain at the door until the missing child is found, in an attempt to prevent anyone from taking the child from the building. If you see a child resembling the description of the missing child who is about to leave the building, ask, “Is this your parent?” to make sure s/he is with an authorized companion. Watch for signs of distress, since a non-custodial parent might be taking the child. In that case, tell the adult that s/he is not to leave the building until the person who reported the child missing has seen the child. If the person leaves anyway, take note of the person’s physical description, any vehicle they use, and the direction in which they leave the library.
- Before you start searching in the area where the child was last seen, make an announcement in the library to other staff and patrons. Clearly state: “We are missing a child,” and then describe this child. For example: “a 5-year-old boy named Steven Parker. He has brown hair and is wearing blue jeans and a red shirt. He was last seen in the Children’s Area.”
- Staff should ask all of the parents/caregivers in the Library to account for their children and then see if there are any unattended children in the Library. Go around the Library calling for the lost child LOUDLY.
- One staff member should stay with the patron who has lost the child, and accompany him/her as they search the Library again. Have as many other staff as possible help. Make sure everyone has the child’s name and description.
- If the child isn’t found in 10 minutes, CALL THE POLICE (911). Make sure you have a description of the child ready for them. Continue looking for the child both inside and outside the building.
- When the police arrive, bring them to the parent/guardian, give them the information you have, and follow their instructions.
- When the child is found, or the police call off the search, tell all the staff members involved in the search.

## **Section 12C: Mold and Mildew**

### **12.1 Mold Outbreak**

- Eliminate the source of the moisture
  - Look first for an obvious source of moisture, such as a water leak

- If there is no obvious source of moisture, use a monitoring instrument to measure the relative humidity in the affected area. Check the HVAC, areas with poor air circulation or areas where there is a lot of dust and dirt (food for mold)
- Fix the source of the water problem or leak to prevent mold growth
  - If repairs cannot be made quickly, salvage the materials and monitor the area closely for additional outbreaks
- If the outbreak is extensive, contact a professional mold removal contractor
- Clean and dry any damp or wet building materials and furnishings within 24-48 hours to prevent mold growth
- Clean mold off hard surfaces with water and detergent, and dry completely. Absorbent materials such as ceiling tiles, that are moldy, may need to be replaced.

## **12.2 Salvage of Materials**

- Implement safety precautions for staff and others working with materials
  - If toxic mold species are present, DO NOT attempt to salvage materials.
  - If no toxic molds present, collections can be salvaged in-house.
  - Staff should use disposable plastic gloves and masks.
- Isolate affected items
  - Quarantine items, removing to a clean area. Transfer in sealed plastic bags but remove once located in clean area.
- Begin to dry materials (goal is to make the mold go dormant, so that it will appear dry and powdery rather than soft and fuzzy)
  - Dry in cool, dry space with good air circulation (air conditioning if possible, but if using fans don't point them directly at materials)
  - Place paper toweling or unprinted newsprint under the items to absorb moisture, changing often
  - Items may be dried outside in the sun. Outside humidity must be low. Monitor to prevent or limit fading or other sunlight damage to paper products.
  - Check spines regularly during drying process

- Clean affected items (inactive mold only)
  - DO NOT clean active mold (soft and fuzzy).
  - Remove mold residue outdoors whenever possible. If must do inside, do so in front of a fan blowing contaminated air out a window. Close off room from rest of building, including air circulation vents
  - Vacuum the mold, using one with a HEPA filter.
  - Seal vacuum bags and filters in plastic trash bags.
- Dry and clean room where outbreak occurred
  - Vacuum shelves and floors with wet-dry vacuum filled with a fungicide solution such as Lysol, then wipe them down with a similar solution. Let them dry fully.
  - HVAC system components cleaned and disinfected.
- Return materials to affected area
  - Only after area thoroughly cleaned and source of outbreak has been identified and dealt with
- Continue to monitor conditions
- Daily readings of temp and relative humidity. Temps not to exceed 70 degrees and humidity below 55%
- Check problem areas frequently. Examine gutters of books near the ends and inside the spines.
- Keep areas clean as possible.
- Quarantine new acquisitions if mold is suspected

## **Section 13C: Pandemic**

A pandemic is a widespread occurrence of an infectious disease over a whole country or the world at a particular time. If the government declares a pandemic emergency, the Library will follow the direction of the Governor of Mississippi and the CDC (Center for Disease Control) in order to close the Library and assign work for staff.

### **13.1 If the government declares a mandatory shut down of businesses and public spaces:**

- The Library will be closed to the public; see *Emergency Closure 5C*.
- All staff will remain at home until it is declared by the government for them to safely return to work.
- Staff will work from home (if possible) and administrative staff only will be allowed into the Library buildings for the purpose of ensuring the safety of the building and Library holdings, and to process the return of library

materials in the outside book returns. Administrative staff will maintain payroll and accounts payable tasks.

- All returned library materials will be subject to a mandatory quarantine period and will be sanitized before being returned to the collection.
- The Library will continue to offer electronic resources and materials through its website, as well as free WiFi at all the branch locations, throughout the shutdown.
- Staff will be declared on Administrative Leave and will be paid at their regular rate of pay (see *Manual B, 10.2 Administrative Leave*).
- Any time spent by staff on necessary emergency tasks shall be counted as earned Compensatory Leave (see *Manual B, 10.4 Compensatory Leave*).

### **13.2 If the government issues restrictions on use of businesses and public spaces:**

- The Library will comply with all government issued restrictions to the best of its ability and will implement the **Pandemic Re-Opening Checklist** (see *Appendix C*).
- If it is declared safe for staff to return to work, but not for the public to enter Library facilities, the Library will offer curbside service only.
- Before returning to work, a risk assessment will be performed for each staff member.
- Staff will maintain a safe distance from one another and wear face masks if necessary.
- All returned library materials will be subject to a mandatory quarantine period and will be sanitized before being returned to the collection.
- The Library will continue to offer electronic resources and materials through its website, as well as free WiFi at all the branch locations, throughout the shutdown.
- Staff unable to return to work will be allowed to work from home (if possible) or will be declared on Administrative Leave and will be paid at their regular rate of pay (see *Manual B, 10.2 Administrative Leave*).

In the event of any closure, full or part-time, of the Library due to pandemic conditions, the Library Administrative staff will implement the **Pandemic Re-Opening Plan** (see *Appendix C*) to return the Library to full service.

### **Section 14C: Power Outage or Failure**

The person-in-charge of the building is responsible for contacting the power company to report the outage and determine the outlook for restoring power.

- Columbia-Marion County Public Library: Mississippi Power, **877-656-1836**, Account #95071-87009
- Dr. Frank L. Leggett Public Library: Mississippi Power; contact Town of Bassfield City Hall, **601-943-5424**, Account #06662-00004
- Prentiss Public Library: Entergy, **800-968-8243**, Account #17752189

If it is determined that the power outage will be resolved in a reasonable amount of time:

- Have procedures in place for manual circulation
- Building can be open during daylight hours as long as patron and staff safety is not an issue
- If building cannot be opened due to safety issues, have arrangements in place for library materials drop-off outside the building
- If building cannot be opened due to safety issues, follow ***Emergency Closure 5C***

## **Section 15C: Severe Weather Conditions**

- In the event of a severe storm situation, the Library Director will determine whether the library will close.
- Post signage to inform the public of closings; post on social media
- In the case of extreme conditions, patrons and staff may need to take shelter in the library until there is a break in the weather.
- Evacuate the library; see **Evacuation Plans (*Appendix C*)**.

## **Section 16C: Sexual Misconduct**

Definition: Acts such as exposure, sexual solicitation, “peeping,” masturbation.  
Person responsible: Manager/Supervisor or PIC.

In the event a patron or staff member witnesses and reports any deviant behavior, the following steps should be taken immediately:

- Call the Police (911).
- Determine whether the perpetrator is still present in or near the Library. If so, the victim should be asked to identify the individual to the staff member. If the perpetrator is in the process of leaving the Library, try to get their vehicle description and license plate number. If the individual remains in the

Library, assign a staff member to track the individual's movements until the Police arrive. Staff members must always work in pairs during any situation.

- Take the victim into a private area and attempt to calm them while waiting for the Police. Always have another staff member with you. Do not take anyone anywhere by yourself. The Library Director should be notified.
- In the event the victim is a minor, attempt to contact the parents. If no parent or guardian can be reached, the minor should remain in the Library until a parent is contacted.
- In the event a staff member was the victim of the incident, it is strongly recommended that they file a complaint with the Police. The Library will report all incidents to the Police even if the victim does not file a complaint.
- Complete an **Incident Report** (see *Appendix C*).

## **Section 17C: Snow and Ice Storms**

- Library closings will follow the advice of the local school boards and city and county Civil Defense (see **5C: Emergency Closure**).
- Library will be closed until the streets are passable as determined by local street and safety personnel.
- Library will be closed until electricity is available.

## **Section 18C: Tornado or Windstorms**

### **18.1 Before a tornado or windstorm**

- Conduct tornado drills
- Know the difference between a tornado watch and a tornado warning
- Be familiar with danger signs
  - An approaching cloud of debris can mark the location even if a funnel is not visible
  - Before a tornado hits, the wind may die down and the air may become very still
  - Generally, occur near the trailing edge of a thunderstorm
- Monitor storm reports during threatening weather

### **18.2 During a tornado**

- If sirens sound, make an announcement to those in the building
- Try to prevent patrons from leaving, especially those under 12 unless parents come for them (Cannot force people to stay)

- Instruct everyone to go to the secure area designated in the tornado plan (bathrooms or narrow hallway)
- Avoid open areas in library
- Use arms to protect head and neck

### **18.3 After a tornado**

- Contact city/county authorities
- Enter building only when deemed safe by authorities
- Wear protective gear if necessary
- Begin disaster recovery immediately. Damage may have occurred from wind, rain, and fire.

## **Section 19C: Tropical Storms/Hurricanes**

### **19.1 Tropical Storm/Hurricane Watch**

If a tropical storm or hurricane watch is issued for the SMRL service area:

- The Director will
  - monitor weather conditions and inform administrative staff as necessary.
  - communicate with the Board of Trustees regarding system shutdown as necessary.
- In the absence of the Director, responsibility lies with the Library Supervisor or Branch Manager, in consultation with the Board Chair.
- Administrative staff will
  - attend/stay informed of Emergency Management briefings.
  - prepare signage for branches, review plans, and communicate procedures to staff
  - secure branches and appoint local staff to carry out preparations and recovery according to the emergency manual.
  - ensure valuable documents and property are secure
  - ensure data is backed and equipment protected
  - prepare take-home folder (see **Hurricane Watch Checklist, Appendix C**)
  - review emergency communication plans
  - ensure flashlights function and that batteries are on hand
  - attend any relevant City/County preparedness meetings
  - direct staff to file loose papers; shelve materials; clear floors and surfaces; clean refrigerators; take home personal items; contact

anyone having items on display to retrieve items; and bring in loose objects and flags.

### **19.2 Hurricane Warning**

In the event of a Hurricane Warning, staff should be prepared to assist in preparations outside normal working hours. In the event landfall is predicted within 36 hours, all staff may be called on to report for duty, even on weekends or holidays.

If a hurricane warning is issued for the SMRL service area:

- The Director will issue instructions to the Administrative staff to cease system operations.
- Administrative staff will
  - notify all staff of closure
  - notify the public of closure
  - inform mail delivery
  - inform those with meeting room reservations
  - inform volunteers and any others necessary
  - send notification to the press
  - instruct staff on how to properly shut down computer equipment
  - ensure proper backups of administrative/business information is performed and secure data
  - direct staff to clear buildings of patrons; empty and secure book drops; shelve books to clear carts for recovery; move materials, furniture, and equipment away from windows and doors; fuel and secure library vehicle; and post closure signs
  - Complete a **Staff Contact List** (see *Appendix C*) for each employee and send a copy to the Director

### **19.3 Hurricane Recovery**

In the event that a tropical storm or hurricane has hit the SMRL service area, no one should enter library property unless authorities have granted access. Proceed with extreme caution and only with at least one other staff member. Be on the lookout for dangers, such as animals and compromised electrical equipment. Wear protective gear, such as gloves and boots as warranted by the situation. Take a means of communication (i.e., phone) and materials/equipment to document damage. Utility inspection should be done by trained utility personnel.

- The Director and/or Administrative staff will:

- Listen to local news of information updates.
- Check on staff
- Contact City/County officials for clearance to go to properties
- Inspect each facility and complete a **Facilities Inspection Checklist** (see *Appendix C*)
- Take photographs and detailed notes of damage
- form a report to be shared with the Board of Trustees
- Report serious damage to the entity owning the building and/or property and request assistance
- Make a report to the insurance companies
- Develop and implement a plan of activities (such as cleaning and repairs) to facilitate re-opening the Library.

### **Section 20C: Unattended Child/Missing Caregiver**

When a child under the age of twelve is found alone in the Library, the following procedures should be followed:

- Get the child’s name. Assign a staff member to stay with the child and, if the child is old enough, walk through the area looking for the parent or caregiver.
- Try to locate the parent or caregiver in the Library by calling out the parent or caregiver’s name, if known, or announce that “[Child’s name] is looking for his [mother/babysitter/etc.]. Please come to Children’s Area Desk immediately.” If the child doesn’t know his or her name, announce a description of the child. Ask the parent or caregiver who claims the child to show identification if the child is too young to tell you that this is the person he or she came with.
- Try to locate the caregiver by phone.
- Explain the **Unattended Child Policy** (*Policy Manual A 6.4*).
- If the parent has been located but has not taken the child into his care within 30 minutes (during Library hours), or if the Library is closing, call the police. Under no circumstances shall a staff member take a child out of the building or transport a child in any manner.
- Complete an **Incident Report** (see *Appendix C*).
- If a child under the age of 16 has not been picked up at closing time, obtain parent/caregiver’s name, address and telephone number. Attempt to contact parent/caregiver. If the child cannot be picked up by 15 minutes after closing, call the Police to take the child to the Police station to await the parent/caregiver. If the child chooses to leave, record the incident in an **Incident Report** (see *Appendix C*).

## **Section 21C: Vandalism or Theft**

### **21.1 Vandalism or Theft**

- Report incident to immediate supervisor
- Record detailed description of vandalism or theft on an **Incident Report** (see *Appendix C*) (note the time as closely as possible in case the security camera might have recorded incident)
- Depending on the extent of the vandalism or theft, report the incident to law enforcement and/or the Library Board of Trustees
- Maintain current inventory complete with pictures of large items

### **21.2 Robbery**

- Hand over whatever is requested promptly and without questions, especially if there is a weapon
- Stay calm and try to remember details for the police
- Evacuate staff and patrons if needed and can be done safely; see **Evacuation Plans** (*Appendix C*).
- Call 911; inform the Director

### **21.3 Personal Belongings**

If a patron's items are vandalized or stolen while in the Library, tell the patron to call 911 to report to the Police. The PIC should assist the patron while with the Police.

## **Section 22C: Vulnerable Adults in the Library**

A vulnerable adult is functionally, mentally or physically unable to care for themselves.

If the safety of a vulnerable adult is in doubt, Library staff will attempt to contact the caregiver before calling 911. If there is an immediate safety concern, staff will call 911 immediately and follow the procedures for a 911 call.

**Unattended Vulnerable Adults After Hours:** In the event a vulnerable adult is still at the Library after the Library closes to the public, the PIC and one other staff member (if available) will wait 15 minutes and then call 911. Attempts will be made during those 15 minutes to reach a caregiver.

## Section 23C: Weapon in the Library

### 23.1 Active Shooter/Violent Intruder

If there is a shooter in the Library, staff should try to: (These are listed in order of preference.)

#### **RUN**

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- Call 911 when you are safe.
- **STAFF EXPECTATIONS:** Get to an exit and bring as many members of the public with you as you can. Try to stop people from coming in. Leave people who want to stay or gather their belongings. Get out! All staff evacuating patrons should meet in the parking lot. From that point, follow the directions of the Police.

#### **HIDE**

- If evacuation is not possible, find a secure place to hide,
- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.
- **STAFF EXPECTATIONS:** Hide wherever you can (see locations listed below) and bring as many patrons with you as you can. Turn off the lights, hide away from the door. Keep the door shut/locked. Don't open the door until a police officer tells you to. If you are already in a locked room and hear shots, stay there. When the police have secured the building and you are told to leave, you should follow the directions of the Police about where staff are instructed to go.

#### **FIGHT**

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.

- **STAFF EXPECTATIONS:** This is not preferred. Staff and patron safety is our number one priority.

**When Law Enforcement Arrives:**

- Remain calm and follow instructions.
- Always keep your hands visible.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.
- **STAFF EXPECTATIONS:** Do whatever the police tell you to do.

**Remember the shooter can be:**

- A stranger
- A library regular
- An employee or ex-employee
- The significant other or ex-significant other of a staff member or patron

**Locations where you can lock the door and hide:**

- Columbia-Marion County Public Library: Workroom, Electrical/Supply Room, Janitorial Supply Room, All Restrooms, Meeting Room/Kitchen (must lock both entrances), and upstairs Offices. The Genealogy Room and Teen/Study Room should be used as a last resort, as glass windows and doors provide high visibility.
- Frank L. Leggett Public Library: Office, Kitchen, Meeting Room, and all Restrooms.
- Prentiss Public Library: Office/Kitchen, Meeting Room, and all Restrooms.

**\* If a person displays a firearm/weapon in the building, it should be treated as an active shooter situation. Follow the plan above.**

**23.2 Dangerous Situation Outside the Building**

- Lock all entrances to the library building
- No one may enter and no one may exit.
- Move away from the main entrance areas to a more protected area.
- Wait for instructions from emergency personnel.