**Staff Emergency Responses**

In an EMERGENCY situation, act immediately and call the police, describing the situation. Police will determine how to handle the situation.

In a NON-EMERGENCY situation you will need to use your own judgment. If patron or staff rights are being violated, enforce the Rules of Patron Deportment as set by the Board of Trustees.

Below is a chart that is to be used as a guide to dealing with emergencies, for more complete instructions, go to the guidelines for that emergency.

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| EMERGENCY  Time is critical. Danger of physical harm to staff or patrons. | | | | | | |
| TYPE OF SITUATION | | WHAT TO DO | | WHEN TO DO IT | | WHO DOES IT |
| Fire | | Call 9-1-1  Evacuate building | | Immediately | | First person aware of situation. |
| Severe Weather  § Weather warning    § Tornado watch      § Tornado warning            § Winter storm | | § Monitor radio and fax for updates – follow emergency plan. Check online weather services  § Listen to radio for updates-follow emergency plan  § Notify staff and patrons to move to safe area-follow emergency plan for announcement script  § Listen to radio for updates – follow emergency plan for closing procedures | | § Immediately    § Immediately      § Immediately            § Monitor | | § PERSON IN CHARGE    § PERSON IN CHARGE      § PERSON IN CHARGE      § PERSON IN CHARGE in consultation w/board pres. |
| Power Outage | | 1. Call electric company to report outage  2. In daylight: the PERSON IN CHARGE may decide to keep the building open for up to 60 minutes depending on emergency lighting levels.  3. After dark: close the building immediately using standard closing procedures | | In daylight: stay open up to 60 minutes depending on emergency lighting levels    After dark: immediately | | PERSON IN CHARGE |
| Gas Leak | | 1. Call 9-1-1  2. Evacuate Building  3. Call gas company from outside the building | | Immediately | | PERSON IN CHARGE |
| Water Main Break | | 1. Call village | | Immediately | | PERSON IN CHARGE |
| EMERGENCY  Time is critical. Danger of physical harm to staff or patrons. | | | | | | |
| TYPE OF SITUATION | WHAT TO DO | | WHEN TO DO IT | | WHO DOES IT | |
| ILLNESS: Seizures, injury, fainting, heart attack, choking | 1. Call 911  2. Do not provide first aid, except bandage or towels.  3. Notify Person-in-Charge  4. Write Incident Report | | Immediately | | First person aware of situation. | |
| VIOLENT BEHAVIOR: Weapons, fighting, intimidating or threatening verbal abuse, abduction, indecent exposure, sexual assault. | 1. Call 911  2. Notify Person-in-Charge  3. Clear area and protect self and others.  4. Write Incident Report | | Immediately | | First person aware of situation. | |
| OTHER CRIME IN PROGRESS: Vandalism, theft | 1. Call Police (either 911 or non-emergency number, depending on urgency of situation). Tell Police that you are calling from the Library  2. Notify Person-in-Charge  3. Write Incident Report | | Immediately | | First person aware of situation. | |
| BOMB THREAT | Evacuate building following emergency procedure  Call 9-1-1 | | Immediately | | PERSON IN CHARGE | |
| NON-EMERGENCY | | | | | | |
| Loud, boisterous behavior, congregating in large groups (Blocking access, or too loud, running) | 1. Request patron to stop behavior and suggest alternative behavior, if possible  2. If behavior continues, follow procedures for disruptive behavior  3. Write incident report if person is asked to leave | | When a patron complains or staff observes disruptive behavior | | Any staff member, or go to the nearest public service desk for assistance | |
| DRUNKENNESS | 1. Notify Person-In-Charge  2. Write Incident Report if police are called | | When a patron complains or staff observes disruptive behavior | | Any staff member, or go to the nearest public service desk for assistance | |
| SMOKING OR EATING | 1. Tell person that this is not allowed in the library  2. Ask him/her to step outside to finish  3. If person does not comply, follow procedures for disruptive behavior. | | Immediately | | First person aware of situation. | |
| SELLING OR SOLICITING (panhandling, standing around and asking people to give them things such as matches) | 1. Tell person that this is not allowed in the library  2. If they do not stop, follow procedures for disruptive behavior. | | When a patron complains or staff observes disruptive behavior | | First person aware of situation. | |
| CELL PHONE USAGE (only if it is disturbing patrons—use discretion) | 1. Give person a “cell phone” card.  2. If they do not move to the outer foyer, ask them to do so. | | When a patron complains or staff observes disruptive behavior | | First person aware of situation. | |
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