

Schuylkill Valley Community Library

Employee Emergency Procedures

Prepared by:

Schuylkill Valley Community Library
Leesport, PA

2023

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General Information

Purpose

The purpose of these procedures is to protect our employees, 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 Schuylkill Valley Community 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
2023	Approved for Schuylkill Valley Community Library use

Approval

I approve this version of the Schuylkill Valley Community Library Employee Emergency Procedures.

Library Director

Name and Title

Date

Acknowledgements

The template for this document was developed and funded by the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library Systems (MLS).

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.

Massachusetts Library System

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866-627-7228 / toll free in MA

508-357-2121 / voice

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MLS Web Site: <http://www.masslibsystem.org/>

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The Schuylkill Valley Community Library has revised this template to meet its own safety and security needs and to align with proper local protocol and procedures.

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 these procedures at least once per year. New employees are to be trained on these procedures within one week of commencing employment.

It is recommended that adult staff (both full-time and part-time) be trained to use the AED and to perform CPR.

Designate a chain of command

The person in charge at the time an emergency situation occurs will remain in charge until such time as the emergency has been resolved.

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 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 which employees are on duty at any given time during their shift
- Let their supervisor know of any special needs or assistance that they may require during an emergency; and
- Understand any special needs of those (staff, volunteer, trustee or patron) 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

All staff members of the Schuylkill Valley Community 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 number from which you are calling: 1310 Washington Road, Leesport PA 610-926-1555 (or the appropriate number)
 - 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. If the directions of the Director conflict with those given by the Dispatcher, Emergency Personnel, or what common sense would dictate follow the alternative instructions; and
 - c) Complete an Incident Report once the emergency has been brought under control.

Other Emergency Information

- ~~All fob accessed doors automatically unlock when the fire alarm goes off.~~
- The library has fire alarms on all floors.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.

Library Emergency Information

Nearest First Aid Kit is located:	Inside the staff bathroom
Nearest Defibrillator (AED) is located:	On the wall in front of the circulation desk
Nearest Fire Alarm pull station is located:	Next to rear emergency exit or next to front door
Nearest emergency exits are located:	Employees should be familiar with all emergency exits in the building.
Nearest fire extinguisher	Entrance door, exit door, bottom of basement steps
Personnel trained in CPR are:	
Personnel needing help during evacuations are:	
Notes and other information	

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

Date	By
July 2023	Marissa Loeb

Emergency Contacts

Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Police – non-emergency Northern Berks	610-655-4911
Library Director – Marissa Loeb	610-406-7336
- Youth Librarian	
Stephanie Schreiber – Board President	610-750-4336

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:
Main Library	Back parking lot/ baseball fields/train tracks	Basement
Children's Library	Back parking lot/ baseball fields/train tracks	Basement
Basement	Back parking lot/ baseball fields/train tracks/ park/ pool	Basement

Dealing With News Media and Public Inquiries

Schuylkill Valley Community Library Policy:

The Library Director or a specified member of the Board of Trustees are the only individuals authorized to release information on behalf of the Library. This spokesperson will coordinate information and information release with the Northern Berks Police Department or Leesport Area Fire and Rescue or Northern Berks Ambulance and other Leesport 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 specified Trustee
- If no Library 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.
- Any employee who violates this policy will be subject to discipline, per the Employee Handbook, up to and including termination.

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	Background Sounds:	Threat Language:
<input type="checkbox"/> Accent	<input type="checkbox"/> Animal Noises	<input type="checkbox"/> Incoherent
<input type="checkbox"/> Angry	<input type="checkbox"/> House Noises	<input type="checkbox"/> Message read
<input type="checkbox"/> Calm	<input type="checkbox"/> Kitchen Noises	<input type="checkbox"/> Taped
<input type="checkbox"/> Clearing throat	<input type="checkbox"/> Street Noises	<input type="checkbox"/> Irrational
<input type="checkbox"/> Coughing	<input type="checkbox"/> Booth	<input type="checkbox"/> Profane
<input type="checkbox"/> Cracking voice	<input type="checkbox"/> PA system	<input type="checkbox"/> Well-spoken
<input type="checkbox"/> Crying	<input type="checkbox"/> Conversation	
<input type="checkbox"/> Deep	<input type="checkbox"/> Music	
<input type="checkbox"/> Deep breathing	<input type="checkbox"/> Motor	
<input type="checkbox"/> Disguised	<input type="checkbox"/> Clear	
<input type="checkbox"/> Distinct	<input type="checkbox"/> Static	
<input type="checkbox"/> Excited	<input type="checkbox"/> Office machinery	_____
<input type="checkbox"/> Female	<input type="checkbox"/> Factory machinery	_____
<input type="checkbox"/> Laughter	<input type="checkbox"/> Local	
<input type="checkbox"/> Lisp	<input type="checkbox"/> Long distance	_____
<input type="checkbox"/> Loud		
<input type="checkbox"/> Male		
<input type="checkbox"/> Nasal		
<input type="checkbox"/> Normal		
<input type="checkbox"/> Ragged		
<input type="checkbox"/> Rapid		
<input type="checkbox"/> Raspy		
<input type="checkbox"/> Slow		
<input type="checkbox"/> Slurred		
<input type="checkbox"/> Soft		
<input type="checkbox"/> Stutter		

Other Information: _____



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 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.

Library Employees with Special Needs are advised to contact the Library Director to "self-identify" if assistance is needed evacuating a building. Employees are encouraged to consult with Library Director 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.

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.

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, 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. WALK, DO NOT RUN! Women wearing high heels should remove them to reduce the risk of falling.
5. Go to your predetermined Assembly Area – back parking area
6. Never go back into a burning building
7. 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.
8. **Stay in your Assembly 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

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:
“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 is 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: the staff work room and the supply closet.
3. Listen for danger.
 - a. No immediate violence:
 - i. Take a “quick peek”; 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.
 - 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:
“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 is 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. Staff work room and supply closet
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

The library is equipped with a basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located within the staff bathroom on the wooden shelf.

The building is equipped with an automated external defibrillator (AED) and related supplies. The AED is located next to the circulation desk in Main Library. Extra supplies (face masks, scissors, gloves) are in the small case attached to the AED.

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.
- 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
- 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, 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.
 - Stay inside until officials say otherwise.
- Be aware of the potential for flooding.
- Tornado only: 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- back parking lot
- 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 the library until a structural engineer has evaluated the building for safety.

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

- Fill out an Incident Report and include as much information as possible
- Report the incident 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 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. Defuse the situation by walking away.
3. Call the police.

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.
- ~~Panic button—There is an alarm button at the main desk/ reception area. When pushed, the monitoring system company is alerted and they call the police.~~
- Report the incident to a Supervisor or the Library Director
- After the threat has passed, let your supervisor know that you are OK.
- Fill out an incident report.

Active Shooter Policy

Purpose

This policy is intended to provide guidance to Library staff in the event an individual is actively shooting a weapon at people while in the Library. An active shooter is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people at the Library premises. In most cases active shooters use firearms and display no patterns or methods for selection of their victims. In some cases active shooters use other weapons and/or explosive devices to increase the number of victims and act as impediments to police and emergency responders. This plan cannot address all possible scenarios, but outlines a general planned response. If possible, the first employee to identify an active shooter situation will:

- Attempt to notify 911 with the following information:
 - Caller's name
 - Address and Location of shooter
 - Physical description of shooter
 - Type of weapon, if known

Calling 911 and setting the phone down will result in police being dispatched to the area.

Potential Responses

The employees at the location where the active shooter situation is occurring have 3 possible courses of action to follow in response to the danger.

- Evacuate
- Hide
- Self-defense

Evacuate

(Evacuating through a back or side door or window is suggested when possible)

If there is an accessible escape path, attempt to evacuate the premises, following these recommendations

- Have an escape route and plan in mind
- Evacuate, regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

Hide Out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

The hiding place should:

- Be inconspicuous
- Be out of the active shooter's view
- Provide physical protection if shots are fired in your direction (for example, hiding in a bathroom and locking the door, staying as low to the floor as possible and remaining quiet and motionless)
- Not trap you or restrict your movement
- To prevent an active shooter from entering the hiding place:
 - Lock the door, if possible
 - Blockade the door with heavy furniture

If the active shooter is nearby:

- Lock the door, if possible
- Silence cell phones
- Hide behind large items, like cabinets or desks
- Remain quiet and motionless

Self-defense

If it is not possible to evacuate or hide, then consider self-defense, with these recommendations:

- Remain calm
- Do not do anything that will provoke the active shooter
- Dial 911, if possible, to alert police to the active shooter's location
- If you cannot speak, leave the line open to allow the 911 dispatcher to listen

Take action against the active shooter only when you believe your life is in imminent danger, and then attempt to disrupt and/or incapacitate the active shooter as follows:

- Acting as aggressively as possible against him/her
- Throwing items and improvising weapons
- Yelling
- Committing yourself to defensive physical actions

LAW ENFORCEMENT RESPONSE

The police and/or other emergency personnel will arrive to respond to the emergency.

Please follow these recommendations:

1. Comply with police instructions. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.

2. When police arrive at your library:

- Remain calm, and follow officers' instructions
- Put down any items in your hands
- Immediately raise your hands and spread your fingers, keeping your hands visible at all times
- Avoid making quick movements toward officers
- Avoid pointing, screaming or yelling
- Proceed in the direction in which the officers are entering the area or to an area to which they direct you
- Notify Library Board President that you have evacuated the premises due to active shooter situation

3. When police arrive be prepared to share the following information, if possible:

- Number of shooters
- Number of individual victims and any hostages
- Any events that may have provoked the shooter
- Type and number of weapons possibly in the possession of the shooter
- Identify Library Staff

LIBRARY SPECIFIC PROTOCOL

The Library Board President or Director will contact library staff who were not working at the time and inform them of the situation. They will also contact the library's municipal leaders to inform them of the situation. And lastly, contact the library's insurance agent.

MEDIA

Law enforcement will respond to any media requests for information. Law enforcement will carefully consider the nature of any such requests in order to avoid disclosing information about any person that is confidential and protected by Federal and state privacy and medical laws and regulations interfering with an ongoing police or Library investigation.

Sources of Information; Additional Resources

ORGANIZATIONS

The Pennsylvania Emergency Management Agency (PEMA) is the state agency responsible for disaster mitigation, preparedness, response, and recovery training.
<http://www.pema.pa.gov/Pages/Default.aspx>

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/osh3088.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=ol5EoWBRym&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>

Emergency Quick Reference Sheet

Fire:

1. Call 911/pull fire alarm
2. Evacuate building (check bathrooms, basement)
3. Gather outside in parking lot
- 4.

Workplace Violence/ Active Shooter:

Workplace Violence

1. Avoid or discreetly remove yourself from the area where the confrontation is occurring.
2. Call 911 when it is safe to do so.
3. Report the incident to a Supervisor or the Library Director
4. After the threat has passed, let your supervisor know that you are OK.
5. Fill out an incident report.

Active Shooter

1. Attempt to notify 911 with the following information:
 - Caller's name
 - Address and Location of shooter
 - Physical description of shooter
 - Type of weapon, if known
 - Calling 911 and setting the phone down will result in police being dispatched to the area.
2. Potential Responses

The employees at the location where the active shooter situation is occurring have 3 possible courses of action to follow in response to the danger.

- Evacuate
- Hide
- Self-defense

Medical:

1. 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.
2. Call 911
 - When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.
 - 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.
 - Clear the area of patrons and give easy access to emergency personnel