Southgate Veterans Memorial Library

Emergency Action Plan

Copies of this plan can be found at:

Circulation desk

Library Director’s office

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Section 1

Contact Information

In case of immediate safety issues, such as medical emergency, physical threat, fire, etc., get to a safe area, then call 911. Once emergency services have been contacted and are en route, contact the Library Director, then the Mayor’s Office at City Hall.

**Library**

Director, Don Priest

231-330-4167 (cell)

734-258-3002 ext. 3003

**Mayor’s Office**

Secretary, Laura Walsh

734-258-3022 ext. 3022

City Administrator, Dustin Lent

734-258-3021 ext. 3021

**Department of Public Service (DPS)**

734-258-3075

Acting Director, Kevin Anderson ext. 3076

Assistant, Jerry Stacey 734-341-9477 (cell)

**Fire Station**

734-258-3080

Fire Chief, ext. 3070

Office, ext. 3071

Watchroom, ext. 3700

**Police Station**

Dispatch, 734-324-4438

Police Chief, ext. 3046

Command Desk, ext. 3045

**Building Dept.**

734-258-3030

Director, Robert Casanova ext. 3130

**The Library Network**

248-536-3100

The Library Network Helpdesk

248-536-3100 ext. 134

**Other numbers**

Wyandotte Alarm

734-285-9700

Belfor, USA

800-856-3333

Section 2

Fire

1. Contact 911, or designate another staff member to do so. Make use of a library phone if it is safe to do so; otherwise, use a cell phone from a safe location.
2. Evacuate the building. Patrons and staff should use the nearest available exit, leaving the library in a calm, orderly fashion. Staff should check the building to the best of their ability, but not at risk to their own safety.
3. Patrons should be directed to the parking lot nearest their exit, and kept well away from the building. Staff should meet in the front parking lot, and conduct a head count to make sure all staff members have been evacuated.
4. Staff may use fire extinguishers to control small fires. Fire extinguishers are located at the front desk, in the staff break room, in the meeting room hallway, by the kid’s play room, by the back emergency exit, in the computer lab, and in the furnace room. Do not take risks, and retreat immediately if the fire cannot be controlled.
5. Whichever staff member called 911 should address the Fire Department when they arrive on the scene, informing them of the location and severity of the fire, as well as whatever other information may be pertinent, such as locations within the building that may be blocked off, or still contain people.
6. The present supervisor should offer their master key to responders, in case they need to open any locked doors. If their master key is not available, there is one kept in the front desk, that responders can be directed to if needed, or shown if it is safe.
7. Contact the Library Director. If unavailable, contact the Mayor’s Office.
8. Once the fire has been put out, the Fire Department will assess the building, and decide if it is safe to reenter.
9. There may be damage to the building, including smoke or soot. The Director will contact Belfor USA, and request a team come to assess and repair the damage.
10. Damaged materials will most likely need to be discarded. This decision will be made on an item by item basis.

Section 3

Water Damage

1. In the event of water damage (flood, water line break, leaking roof, etc.), first attempt to prevent further damage.
2. If a water line breaks, toilet or sink overflows, etc., turn off the water in the library; the shut-off valve is by the furnace, a red handle on pipes to the right of the utility sink.
3. In the event of flooding, assess the risk to the collection, to library equipment, and to library records. What areas are affected, and what areas are at highest risk if flooding continues? Remove at-risk items to a safe location. Electronics in the area should be unplugged and moved if they are still dry, and avoided if already wet.
4. In the event of a leak in the ceiling, mitigate the damage by putting out containers to catch the water, such as empty trash bins. If parts of the collection, library equipment, or library records are at risk, remove them from the area, or cover them with tarps, or empty plastic garbage bags. Unplug electronics left in the area.
5. If the water source is sprinklers, activated in response to a fire, *do not interfere*. Follow the emergency procedures for fire.
6. Contact DPS and inform them of the nature, severity, and location of the water damage. Then contact the Library Director.
7. Once water damage has occurred, and the water has either been controlled or run its course, recovery efforts begin.
8. Assess the damage to the collection. How severe is the damage? How many items were affected? Severely damaged items should be discarded, and replacement considered. Lightly damaged items may be salvageable.
9. Books that are slightly damp can be air dried. Wet books may need to be frozen to prevent mold, and repaired later. Directions for how to handle wet books can be found at the following websites.

<https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.6-emergency-salvage-of-wet-books-and-records>

<https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.8-emergency-salvage-of-moldy-books-and-paper>

<http://libraries.ne.gov/cpls/2017/10/30/how-to-rescue-a-water-damaged-book/>

1. Wet items like DVDs, CDs, etc. should be fine. They will need their paper jackets removed, and left to air dry; paper jackets that are heavily damaged may need to be replaced.
2. If a large section of the collection has been damaged, it may be necessary to seek outside help. The Director will contact Belfor USA at 1-800-856-3333, and request an emergency crew be dispatched. Decisions regarding how to handle the damaged collection will be made then.
3. Assess damage to library equipment. Wet electronics will likely need to be replaced; computers can be opened and set on their side, so excess water drains. Do not plug in any affected electronics. Report the location of the equipment, and severity of the damage, to the Library Director.
4. Assess damage to library records. Small quantities of records can be set out to air dry.
5. Recovery of items should take place in the meeting rooms, which will be set aside until recovery efforts have ended. Meetings scheduled during this time will be cancelled, and rescheduled as time permits.
6. DPS or the Building Department will be responsible for assessing damage to the building and grounds.

Section 4

Tornado Watch & Warning

1. A tornado *watch* indicates weather conditions favorable to the development of severe thunderstorms, which can give rise to a tornado, as well as other dangerous weather, such as hail.
2. The Library Director will maintain awareness of the situation as it develops, following local weather forecasts. If the Library Director is unavailable, professional staff should monitor the weather themselves.
3. The Library Director, or professional staff, should make sure all staff members are aware of the potential danger, and know what to do if a tornado warning is issued.
4. If the watch is in effect before library opening hours, the front doors will be unlocked to provide refuge. Patrons entering before we open should be told that they will not be able to make use of the computers, or check out items, until the official opening time.
5. A tornado *warning* is an alert that tornadoes are imminent, or already occurring.

It indicates a significant risk of injury or damage, and must be taken seriously.

1. There are flashlights available in the grey cabinet in the break room. Staff members should equip themselves in case of a loss of power. The flashlights will need batteries installed; they are kept in the same cabinet.
2. Staff should inform every patron of the risk, encourage them to seek shelter within an interior room of the library, and warn them to keep away from windows. Interior rooms suitable for shelter include
3. Bathrooms, including the staff bathroom, and the bathrooms adjoining the meeting rooms
4. The front meeting room (when the dividing wall is in use)
5. The storage room between the children’s craft area and the furnace room
6. The server room
7. Once patrons have been warned of the danger, staff should seek shelter with them; preferably, one staff member should remain with each group of patrons. If time permits, staff may put a sign on the front door explaining the situation, and where those seeking shelter should go.
8. The Library Director, or professional staff, will track the status of the tornado warning; cell phones should provide a way to remain informed while taking shelter. Once the warning has passed, they will inform the rest of the staff, and patrons.
9. If anyone has been injured, refer to Section 5, Medical Emergency.
10. If the building has been damaged, and it is safe to exit the building, close the library. The Library Director, or professional staff, will contact the Fire Department, and explain the situation. Precautions may need to be taken to prevent further damage, such as turning off electricity.
11. If there have been no injuries, and the building is undamaged, staff and patrons may continue to work and use the library.

Section 5

Snow Storm/Inclement Weather

1. In the event of snow storms, or other inclement weather that may create dangerous conditions, the Library will attempt to remain open. If other City buildings, such as City Hall, decide to close, the Library will as well.
2. During hours that other City buildings are not open, such as evenings and weekends, the Library Director, or other professional staff, will monitor the weather. If remaining open presents a risk to staff or patrons, the Library Director will close the library. If they are not present, the Library Director should be contacted to make this decision; if still unavailable, professional staff should close the library in their stead.
3. During such inclement weather, staff should be given the option of leaving early, to avoid potentially dangerous driving conditions that could develop as the day progresses.
4. Staff scheduled to work should be contacted, and told when the library is closing, or given the option not to come in, to avoid dangerous driving conditions. Staff who believe they cannot safely travel to work should attempt to call and inform the Director; if the Director is not available, they should contact other professional staff.
5. Any group with a meeting scheduled during the closure should be contacted as soon as possible, and informed of the decision to close. Patrons with study room reservations during this period should also be informed.
6. A sign must be put up on the front door of the library, informing patrons of the closure, and the reasons for it. The sign should also make it clear that the library will attempt to open the following day, and that any items returned to the dropbox will be treated as if they were returned the day of the closure.

Section 6

Medical Emergency

1. Determine the nature and severity of the medical issue. Signs to watch for include
2. Shortness of breath, or other difficulty breathing
3. Dizziness
4. Chest or abdominal pain or pressure
5. Confusion, or other changes in mental status
6. Sudden or severe pain
7. Severe or persistent vomiting
8. Coughing or vomiting up blood
9. Difficulty speaking
10. Uncontrolled bleeding
11. Facial drooping

If any of these symptoms are noted, call 911 immediately.

1. Staff must be cautious about providing first aid; attempting to handle a medical emergency without proper training can result in further injury. The best course of action is usually to keep the person calm, and assure them that EMS should be on the scene quickly.

However, there may be times that assistance is required immediately to prevent the person’s condition worsening. If you attempt to provide aid, follow these general guidelines

1. First, determine if other available staff or patrons are trained in the use of first aid. If so, ask for their assistance.
2. If the person is conscious, talk to them. Ask questions about how they feel, let them know how you want to help. Obtain consent before taking any action.
3. Avoid moving them if possible; movement can exacerbate conditions you may not be aware of.
4. Use proper tools to protect yourself and the patient. A first aid kit is available in the break room; make use of gloves when rendering assistance.

Section 7

Violence against staff or patrons

1. Minor threats (harassment; harsh, crude, and/or insulting language)
2. If you are comfortable doing so, inform them that this behavior will not be tolerated. If it continues, they will be asked to leave the library. If the behavior continues, inform them that they must now leave the library. If they refuse to leave, call the police, or have another member of library staff do so for you.
3. If you are not comfortable, walk away. Do not explain your actions. Find fellow staff members, explain the situation, and ask them to intervene. The Library Director, or other professional staff, can address the threat in your stead.
4. If you at any time feel that your own safety, or the safety of others, is at risk, call 911, or ask that another staff member do so for you.
5. Record the incident on the Incident Report sheet, Appendix A.
6. Medium threats (threatening speech or behavior)
7. Attempt to escape the threat. If escape is not possible, call out for assistance.
8. When you are safe, notify the police. If you feel that your own safety, or the safety of others, is at immediate risk, call 911, or ask that another staff member do so for you.
9. Once the situation has been resolved, notify the Library Director.
10. Record the incident on the Incident Report sheet, Appendix A.
11. Severe threats (attempts to harm, brandishing of a weapon)
12. Attempt to escape the threat. If possible, alert fellow staff.
13. Try to evacuate other staff and patrons, but not if that would increase the risk to your own welfare.
14. If escape is not possible, call out for help.
15. If escape is not possible, and harm is imminent, fight back. Attempt to incapacitate the threat, using improvised weapons or throwing objects. Escape if the opportunity presents itself.
16. Call 911 as soon as possible, or designate someone else to do so. It may be necessary to call before you can secure your own safety. In such a situation, the arrival of law enforcement will be the best protection possible.
17. Once the situation has been resolved, contact the Library Director.

Section 8

Loss of Power

1. In the event that the Library loses power, it will remain open if possible. It should only be closed if the power outage occurs at a time when it is too dark to make use of the building practical.
2. Contact DPS, and make them aware of the power loss. They will take the appropriate steps to restore power, such as contacting DTE Energy to inquire about outages and repair estimates.
3. While remaining open, checkout services can continue, recording patron card numbers and item numbers; there are forms at the front desk for this purpose. Computer use will not be available. The catalog will still be accessible by use of browsers or the TLN app on a phone, unless power is out at TLN headquarters as well.
4. There are flashlights available in the grey cabinet in the break room. Staff members should equip themselves. The flashlights will need batteries installed; they are kept in the same cabinet.

Section 9

After Hours Procedures

1. If there is a problem after hours, during the weekend, or in the evening, follow the procedures outlined in this document as normal, except as follows.
2. Instead of contacting DPS or other City departments, call the Command Desk at the Police Department, extension 3045. Inform them of the nature of the issue, and they will contact whoever is on call to provide assistance.

Appendix A

**Incident Report Form**

Name of person filling out form: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Description of incident (if needed, use back of form and/or additional pages). If possible, record the contact information of witnesses. If police were involved, record the names of the responding officers.

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Description of action taken (called police or emergency services, requested patron leave the building, closed the library, etc.)

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Any additional information to add?

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Person(s) involved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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