

Safety in the Library



New Hampshire Library Trustees Association

To serve, improve and promote New Hampshire public libraries.

25 Triangle Park Drive - Concord, NH 03301

2016 Spring Conference

Presented by:
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Welcome and Introduction

- Welcome
- Dr. Steve Goldman
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Purpose of the Presentation

- To familiarize attendees with basic Library workplace safety and response issues
- To provide guidance to complete and customize an “***Employee Emergency Procedures***” template.

Agenda

- Welcome
- Emergency Procedures Manual
- Specific Threats Response
- Resources
- Next Steps
- Questions
- Adjourn

Disclaimer

- The information herein is generic and must be verified/approved by your individual circumstances and/or by your local emergency response officials.
- Final revisions, approval, and implementation are responsibility of the Library

Acknowledgements

- Original documents were funded by the Massachusetts Board of Library Commissioners (MBLC) and the Massachusetts Library System (MLS).
- Technical expertise and consulting were provided by Dr. Steven Goldman.

Let's look at developing your
Emergency Procedures Manual

Documents

Available for download from the
MA Libraries System web site:

<http://www.masslibsystem.org/continuing-education/mls-ce-handouts/>

- *Library Employee Emergency Procedures Template*
- Instructions on how to complete the *Library Employee Emergency Procedures Template*
- Other good documents!

Assumptions

- The template was developed in Microsoft Wordtm and assumes the user has a working knowledge of that software application
- You have to convert the template into your Employee Emergency Procedures
- Final revisions, approval, and implementation are responsibility of the Library

Emergency Procedures Manual

Contents

- General Information
- Acknowledgements
- Library Director Responsibilities
- How to Report an Emergency
- My Building or Area's Emergency Information
- Emergency Contacts
- Evacuation Assembly Areas
- Dealing With News Media and Public Inquiries
- Specific Threat Response
- Sources of Information; Additional Resources

Customizing the Template

Overview

- Replace items in {brackets} with your information
 - Verify/revise/delete items following {Verify}
 - Add other information you want: descriptions, web sites, pictures, etc.
1. Research and determine the information you will need (*Instructions* Pages 7 and 8)
 2. Use the Global Replace function for {Name}
 3. Replace/verify other bracketed items with your information

Items to replace, add, or verify

- Library name, city, **state (!)**, date of publication
- Library-specific equipment information (e.g., card access, fire alarms, elevators)
- Medical equipment locations
- Chain of command
- Notification systems (PA, telephone, notification system, etc)
- Evacuation procedure details
- Assembly areas, contact information
- News media policy and media contacts
- After publication, employees will add their location information

Privacy of Information

- Assume that the Emergency Procedures manual will become a public document
- If you don't want certain information made public, do not put the information in the document!
 - Home addresses and telephone numbers
 - Silent or intrusion alarms
 - Panic buttons
 - Confidential information

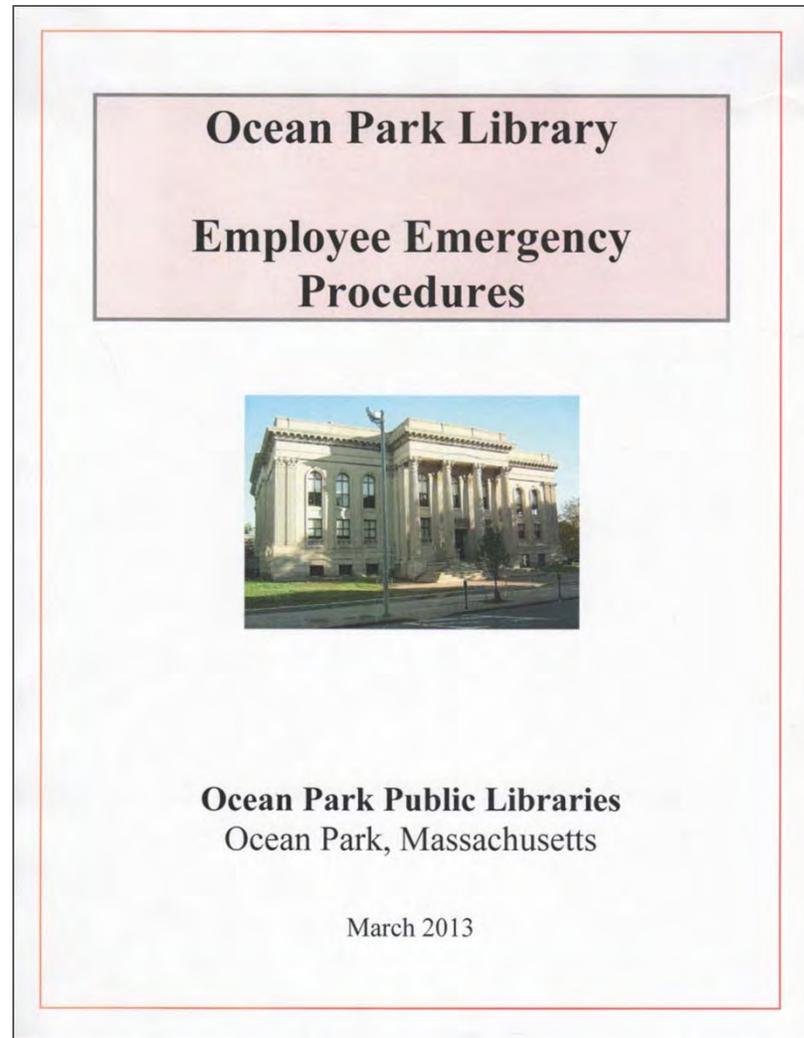
Dealing With News Media and Public Inquiries

- What is your Library's Policy? Find out!
- Verify or insert your library (or city/town) news media policy in the Manual.
 - Generally, only authorized spokespersons should speak with the news media.
 - Employees should understand that they do not talk with the news media.
 - This includes communicating via the social media.

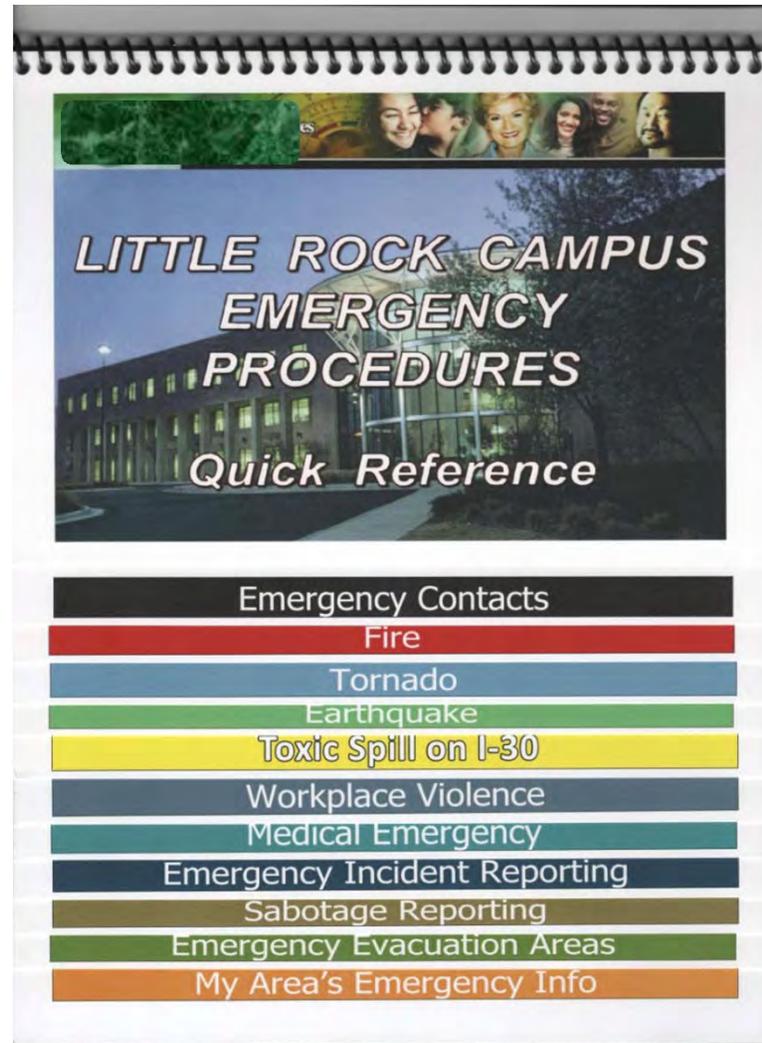
Customizing the Template

- Customizing the Manual
 - Add other information you want: descriptions, web sites, pictures, etc.
 - You may need to reformat parts or all of the document
- Printing
 - Options: Three-ring binder, spiral bound booklet, pamphlet, or whatever works for you

Printing: 3 Ring Binder



Printing: Spiral bound with tabs



Distribution of your Manual

- Hardcopy for each employee
- Can provide the e-file for reference
- **E-mail a copy to me!**
 - Steve@SteveGoldmanAssociates.com

Library Director Responsibilities

- Develop the Manual
- Designate a chain of command
- Work with your local Police Department
- Get the Manual approved (by Board of Trustees)
- Publish and distribute the Manual

Library Director Responsibilities

- Provide employee training (initial and annual)
- Conduct periodic document review (annual)
- Verify that all employees know:
 - Not to risk their lives or put themselves in danger
 - What to do in an emergency situation
 - Where to assemble outside the building
 - Special needs in their area
 - Not to speak to the news media about the event

HOW SHOULD LIBRARIES DEAL WITH SPECIFIC THREATS?

Specific Threats Response

- How to Report an Emergency
- Bomb Threat
- Contamination: Chemical, Biological, or Radiological
- Evacuation and Assembly
- Fire
- Lockdown
- Lockout
- Medical Emergency
- Natural/Weather-related Events
- Sabotage/Vandalism
- Suspicious Package or Mail
- Unruly Patron
- Workplace Violence; Active Shooter

How to Report an Emergency

Policy:

“All staff members of the {Name} Library are empowered to call 911 when necessary without a supervisor’s permission.”

What is your Policy?

Does your staff know it?

How to Report an Emergency

An employee witnessing a safety-, security- or medical-related incident in or near the Library should:

- Secure your immediate safety
- If possible, ensure the safety of those around you
- If necessary and possible, leave the area

- **Call 911** if the situation warrants.
 - Provide as much information and detail as possible about:
 - Incident description
 - Location
 - Injuries
 - Current situation
 - Address and telephone of Library
 - Follow the Dispatcher's instructions
 - IMPORTANT: Do not hang up until directed to do so

- **Notify a Supervisor or the Library Director of the incident.**
 - Provide information and detail per the above
 - Follow the instructions of the Supervisor or Library Director

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
- 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

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
- Otherwise call or have someone call the fire department and hazmat unit
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail

Evacuation and Assembly

Evacuation Procedures

IMPORTANT: Any time you hear the fire or evacuation alarm {or are notified via the intercom}, assume it is NOT a test. Evacuate immediately and meet at your designated **Assembly Area**.

1. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to their predetermined Assembly Area outside.
2. In case of a fire, **the doors will automatically close but {Insert any automatic actions}**.
3. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
4. **DO NOT USE THE ELEVATORS!**
5. **WALK, DO NOT RUN!** Women wearing high heels should remove them to reduce the risk of falling.
6. Always check doors for heat before opening.
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 permission is given to return to your building.

Evacuation Assembly Areas

- For each building, identify the location where employees who have to evacuate the building should assemble.
 - This could be in the library parking lot, public park, or even a coffee shop, depending on the amount of people being relocated.
 - Consider a main Assembly Area and a backup Assembly Area away but walkable from the building
- Keep the assembly area away from the building so as not to interfere with possible police or fire fighting equipment/efforts.
- Also identify a nearby sheltered location where employees who have to evacuate the building should assemble if the weather is inclement.

Fire

Fire evacuation procedures

IMPORTANT: Any time you hear the fire alarm {or are notified via the intercom}, 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.
2. Evacuate the building through the nearest exit
3. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
4. **DO NOT USE THE ELEVATORS!**
5. **WALK, DO NOT RUN!** Women wearing high heels should remove them to reduce the risk of falling.
6. Always check doors for heat before opening.
7. Go to your predetermined Assembly Area
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
9. **Stay in your Assembly Area** until you receive further instructions.

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.

Lockdown

Library Director or designee will:

- Announce over PA:
 - “Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room.”
- 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.
- Move to a safe area.

Lockdown

Staff will:

- Comply immediately with a request to lock down the building.
- Move patrons to a SAFE AREA
 - 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:
 - {insert safe areas/rooms}
- Listen for danger.
 - No immediate violence:
 - Take a “quick peek” into the hallway; collect anyone from common areas.
 - Violence
 - Lock the room door immediately. Do not open the door for any reason.
 - Turn all lights out (including monitors, projectors).
 - Cover door windows if possible. Otherwise try not to be seen through door windows.
 - Help everyone remain calm and caution them to remain COMPLETELY QUIET (includes cell phones)
 - If possible, do not let anyone leave the room.
- 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.

Lockout

Library Director or designee will:

- Announce over PA:
 - “Attention: We are in a lockout situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to Exit doors: please lock them.”
- 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.
- Move to a safe area.

Lockout

Staff will:

- Comply immediately with the request to lockout the building.
- Move patrons to a SAFE AREA
 - 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:
 - {insert safe areas/rooms}
- Staff will pull down the window shades.
- Staff and patrons will remain in safe locations until emergency personnel or the Library Director tells them the situation has been resolved.

Medical Emergency

- {**Verify**} contents, availability, and locations of building Automatic Electronic Defibrillators (AED) and First Aid Kits if applicable.
- Determine your policy:
 - Provide any first aid assistance that you are capable of/qualified to provide **OR**
 - Do not attempt to treat the injured. This includes giving aspirin or other medication(s) **AND/OR**
 - CPR-certified staff can perform CPR when indicated, and must continue until emergency personnel arrive.

Medical Emergency

- Call 911
- Provide any first aid assistance that you are capable of/qualified to provide {Your policy}
- Provide the 911 dispatcher with any information that he/she requests
- Follow the dispatcher's directions
- Keep the area clear
- Designate someone to meet emergency personnel and bring them to victim

Natural/Weather-related Events

- **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

- **Hurricane or tornado**

- Shelter-in-place instructions: go to safe areas
- Do not call 911 for info; call 211 or listen to EAS radio station
- Stay indoors until officials say otherwise

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

Suspicious Package or Mail

Signs of a suspicious package:

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

Suspicious Package or Mail

For suspicious packages and letters:

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

- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle it.
- Ensure that all persons who have touched it wash their hands with soap and water

- Notify your supervisor immediately
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

Suspicious Package or Mail

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

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

Unruly Patron

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

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

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.

Workplace Violence

Profile: Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide. WPV is one of the leading causes of job-related deaths.

Coping with a workplace violence situation:

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

Active Shooter

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

Characteristics of an active shooter situation:

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

Coping with an active shooter situation:

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

Active Shooter

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

1. EVACUATE (RUN)

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

2. HIDE OUT (HIDE)

- Hide in an area out of the shooter's view
- Block entry to your hiding place and lock the doors
- Silence your cell phone

3. TAKE ACTION (FIGHT)

- As a last resort and only when your life is in imminent danger
- Attempt to incapacitate the shooter
- Act with physical aggression and throw items at the shooter

Active Shooter

How to respond when law enforcement arrives:

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

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

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

Active Shooter

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=ol5EoWBRYmo&feature=youtu.be>

ADDITIONAL RESOURCES

Police – Library collaboration

- Work with your police department prior to an emergency
 - Police review of your “Employee Emergency Procedures”
 - Building safe area and assembly area review
 - Bomb search guidance
 - Attend/co-conduct employee training
 - Attend/co-conduct employee drills
 - Visit the 911 center if possible
 - Develop and maintain valuable contacts!

Police – Library collaboration

- Work with your police department during an emergency
 - Calling 911
 - Provide the 911 dispatcher with any information that he/she requests
 - Follow the dispatcher's directions
 - Do NOT hang up until the 911 dispatcher says so
 - General on-scene guidance
 - Follow directions of the Officers on-scene
 - Provide on-scene assistance if requested
 - Do not ask Officers questions about response

Sources of Information

Additional Resources

Organizations

NH DoS NH Department of Safety	FEMA Federal Emergency Management Agency	Ready New Hampshire	DHS US Dept. of Homeland Security
DoE US Dept. of Education	FBI Federal Bureau of Investigation	OSHA Occupational Safety & Health Administration	NFPA National Fire Protection Administration
CDC Centers for Disease Control and Prevention	USPS US Post Office	DRJ.com Disaster Recovery Journal	Ready.gov FEMA Emergency Preparedness web site

Sources of Information

Additional Resources

Download the following from the Internet:

- *“How to Plan for Workplace Emergencies and Evacuations”*
U.S. Department of Labor, Occupational Safety and Health Administration
- *“Active Shooter: How to Respond”* U.S. Dept. of Homeland Security
 - Booklet
 - Pocket Card
 - Wall Poster
- US Postal Service Suspicious Packages poster

Next Steps

- Download the Manuals and other documents
- Develop and customize the Procedures
- Print and distribute the Procedures
- Conduct employee training
- Conduct drills
 - Fire/Evacuation/Assembly drill
 - Lockdown drill
 - Communications drill

Longer Term Step

- Develop your Library Crisis Management Plan
 - Policy and Plan
 - Organization and staffing
 - Coordination with response agencies
 - Continuity of operations; Recovery
 - Loss of building; loss of computer network
 - Pandemic; workplace violence
 - Communications
 - Internal, city/town, external
 - Training and drills

Questions?



Thank you!

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