



**EDEN LIBRARY**  
**Disaster Response Policy**

*This policy pertains solely to the Eden Library, a contracting member of the Buffalo & Erie County Public Library System.*

**Introduction:**

In order to protect library users, staff, as well as the library and its assets, the Eden Library, in the care of its Board of Trustees, has established a framework for responding to emergencies and service disruptions.

**Emergency Contacts:**

**Police:** Dial 911; for non-emergency matters, dial 716-992-9211

**Fire:** Dial 911; for non-emergency matters, dial 716-992-4062

**EMS:** Dial 911; for non-emergency matters, dial 716-992-4460

**Heating/Cooling:** McAllister Plumbing, Heating and Cooling – 716-649-6377

**Power Failure:** National Grid – 1-800-867-5222

**Snow:** Palmieri Paving – 716-992-2414

**Other Building Emergencies:** Town Supervisor – 716-992-3408; Highway Superintendent – 716-992-3823

**Internet:** Time Warner Cable – 1-855-878-2147; Network Support – 716-858-6849

**Building Security –** DFT Security – 716-822-8500

**Emergency Procedures:**

**Fire**

1. When a fire is detected, a staff member should dial 911.
2. Evacuate library users and staff from the building.
3. If staff determines a fire is able to be contained and extinguished they shall proceed to do so using the closest fire extinguisher (locations include the staff workroom, near the back lobby doors; meeting room, next to the door from the main hallway; behind the copier, to the right of the circulation desk; and on either side of the large picture window in the main reading room).
4. If fire cannot be extinguished by staff, the library will close to the public. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849.
5. If Library Director is not present, staff will call to advise him/her of the situation.

## **Power Outage**

1. When power to the library is lost, and it is determined that the outage will last for an indeterminate amount of time, the library will close to the public.
2. If outage occurs during open hours and closure is deemed necessary, staff will assist library users with exiting the building.
3. Staff will contact National Grid at 1-800-867-5222 to report the outage.
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849.
5. If Library Director is not present, staff will call to advise him/her of the situation.

## **No Water**

1. When the library is without water, and it will be determined that the disruption will last for an indeterminate amount of time, the library will close to the public.
2. If disruption occurs during open hours and closure is deemed necessary, staff will assist library users with exiting the building.
3. Staff will contact Erie County Water Authority to report disruption at 716-849-8444.
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849.
5. If Library Director is not present, staff will call to advise him/her of the situation.

## **No Heat**

1. When the library is without heat, and it will be determined that the disruption will be for an indeterminate amount of time, the library will close to the public.
2. If disruption occurs during open hours and closure is deemed necessary, staff will assist library users with exiting the building.
3. Staff will contact McAllister Heating, Plumbing and Cooling to report disruption at 716-649-6377.
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849.
5. If Library Director is not present, staff will call to advise him/her of the situation.

## **Health Emergency/Accident**

1. When library user(s) and/or staff member(s) experience a health emergency/accident, 911 will be dialed.
2. If a staff member is experiencing an emergency, his/her emergency contact will be phoned. Emergency contacts are kept internally and updated yearly.
3. Additional staff will be called in if needed to maintain a two-staff-member service minimum.
4. Appropriate accident reports will be filled out by Library Director/designee, utilizing either the *Library Accident/Incident Report* (for patrons) or *Employee Injury Report* (for staff) found on the Library Intranet.
5. If Library Director is not present, staff will call to advise him/her of the situation.

### **No Phones and/or Internet**

1. If the library is without phone service, staff will call service provider Time Warner Cable at 1-855-878-2147 to report the disruption.
2. Staff will contact the Central Library's Network Support line to report the problem at 716-858-6849.

### **Weather Related Emergency**

1. Should inclement weather threaten the safety of library users and staff the Library Director and Board of Trustees president will determine whether or not to close the library.
2. Library Director or his/her designee will notify Central Library and appropriate media outlets of closure, using appropriate *Emergency Closings/Planned Closings* procedures, located on the Library's Intranet.
3. If Library Director is not present, staff will call to advise him/her of the situation.

### **Public Health Emergency**

1. In the event of a Public Health Emergency, the Library will seek guidance from Local, County, and State governments and implement any and all guidelines as they pertain to the operation of the Library.
2. The Library System will be notified regarding any change in service or closure of the building.
3. The Library Director will create separate plans and/or policies that specify how the Library will operate under the varying circumstances of the Public Health Emergency. These plans will be posted to the Library's webpage as appropriate.

### **All Other Emergency Situations**

1. In the event of other emergency situations, including but not limited to bomb threats, written threats, unruly/disruptive patrons, workplace violence, theft, etc., staff should refer to the *Emergency Procedures for Central Library and Buffalo Branches Staff* document on the Library's Intranet for information on how to properly document and handle these situations, dialing 911 as appropriate.
2. If Library Director is not present, staff will call to advise him/her of the situation.

**In all cases, if the Library Director cannot be contacted, staff will attempt to contact the Board of Trustees president to advise him/her of the situation. When applicable, a response chain will be implemented with local government agencies to ensure timely reaction to events and issues that occur. If an emergency results in the closure of the Library, all collective bargaining agreements and their provisions will be reviewed for effected staff.**