TOWN OF COLLINS PUBLIC LIBRARY
2341 MAIN ST – COLLINS, NY 14034
716-532-5129
EMERGENCY PROCEDURES (PUBLIC)
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I. INTRODUCTION

These guidelines are intended to assist staff members in understanding how to respond and what to expect in an emergency situation at the Town of Collins Public Library. These are best practices and may not cover every situation encountered. Please discuss any questions or concerns with the Library Director or your supervisor.

Emergency Procedures:

- Provide employees with basic emergency preparedness and response information.
- Help maintain a safe environment within the applicable laws and regulations set forth by the Town of Collins and Erie County.
- Inform all staff of their responsibilities in preparing for and potentially responding to an emergency.
- Assist in returning to normal operations after an event.

If an employee has an imminent concern of danger, they should contact 911 immediately.

These procedures will be reviewed by the Library Director annually.

II. POINTS OF CONTACT

Emergency Personnel Names and Phone Numbers
Disaster Team Refer to Pocket Response Plan

Director
Abigail
Board President
Helga
Library Caretaker
Jim
Town Caretaker
Dana
Town Supervisor
Ken

Institutional Contacts
B&ECPL System Director
Christine Schonhart Office:
Chief Operating Officer
Angela Office:
Assistant Deputy Director, System Services
Dorinda Office:
Assistant Deputy Director - Controller
James Office
Chief Info Office/IT Dept
Justin Office:

Fire Department

2365 Main Street, Collins
716-532-3918
Gowanda Fire Chief/Dis. Coord.:
Nick

Ambulance

Gowanda Ambulance
10 Mill Street, Collins
716-532-2025

Police

Evans Dispatch
716-549-3600
State: 13670 US-62, Collins 14034
716-532-2666
Trooper Barracks 716-532-6820
Sheriff (Non-Em@OPK) 716-858-2903

These are also located on the Emergency prep sheet.

Utility company emergency contacts

Electric

1-800-642-4272
National Grid Acct

Water

Temp. Supervisor: Kirk

Gas

1-800-444-3130
National Fuel

Telephone Company

Spectrum Phone
1-800-694-9259
Report problems 1-888-812-2591

Internet provider

Fiber Technologies Networks
Contact B&ECPL

Fire alarm/suppression system

Simplex Grinnell
1-800-746-7539

III. HEALTH AND PERSONAL SAFETY

Medical Emergency

- Call 911 or Evans Dispatch 716-549-3600.
- Be prepared to give as much information as possible:
    - Location of emergency (Address, building, room)
    - Type of incident and any direct details of emergency
    - Your name and phone number from which you are calling
- Render First Aid/CPR if needed and you are properly trained, or attempt to find someone trained.

- If no one trained in First Aid is available, as a minimum attempt to provide the following assistance:
    - Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids)
    - Clear the air passages using the Heimlich Maneuver in case of choking.
    - Note: First Aid Kits are located next to the cash register behind the desk, and above the sink in the breakroom.
    - AED is in the front hallway of building. Follow instructions included.
    - In case of rendering assistance to personnel exposed to hazardous materials, consult the material safety data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt First Aid only if trained and qualified.
- Stay with victim until help arrives OR if the victim is in imminent danger.
- Keep victim still – only move if other dangers are present.
- After the person has been given aid and the incident is over, remain available to help the investigating staff with pertinent information for an incident report or, if applicable, an Employee Injury report.
    - Library Accident/Incident Report
    - Employee Injury Report

Personal Safety

- When going to a remote area or when leaving the building after hours, use the buddy system.

Unruly Patrons

If confronted with an unruly patron:

- Notify person in charge immediately.
- Take note of the following information:
    - Your name
    - A description of the problem
    - Your location (be as specific as possible)
- Remain calm and keep your composure. Don't argue.
- Walk away if necessary and you can do so safely.
- Allow person in charge or law enforcement (if called) to handle the situation when they arrive.
- In the case of a patron refusing to cease recording in the library (example "First Amendment Audit"), and inform the director and inform other patrons that someone is recording to protect patron privacy.
- Prepare an incident report.

Suspicious Behavior

In the event that you notice an individual behaving in an unusual, disorderly, intoxicated, or suspicious manner:

- Notify the person in charge.
- Take note of the following information:
    - Your name
    - A description of the problem
    - Your location (be as specific as possible)
- Keep a safe distance from the person; do not attempt to talk with or remove the individual yourself.
- Allow a supervisor to handle the situation when they arrive, or law enforcement if contacted.
- Prepare an incident report.

Awareness

- To avoid being in a vulnerable or unsafe position, be observant and aware of your surroundings at all times.
- If you feel uneasy about a strange person or unusual noise or have a concern for your personal safety, notify the person in charge.
- Call 911 if you believe you or someone else are in imminent danger.

Violent Situation

We are committed to ensuring a work environment that is free of acts of violence or the threat of violence at all B&ECPL facilities. Workplace Violence Policy

- Report all physical acts of aggression or verbal threats immediately to: your supervisor and/or Human Resources.
- Workplace Violence Incident Report
- Call 911 if you feel you or someone else is in imminent danger.
- Keep a safe distance from the situation; do not attempt to interfere.
- Remain calm and keep your composure. Don't argue.
- Evacuate the area if directed or as needed for your safety.
- Take note of the following information:
    - Your name
    - A description of the problem
    - Your location (be as specific as possible)
- Witnesses to any incidents should identify themselves to law enforcement – "if you see something, say something."
- Follow any and all directions given by law enforcement.

IV. HAZARDOUS SITUATIONS

Suspicious Items

- A suspicious item is any object that is out of place and can't be accounted for by anyone in the area.
- Potential indicators of a suspicious item are threats, placement, and proximity of the item to people and valuable assets.
- Generally anything that is hidden, obviously suspicious, unattended, and not typical should be deemed suspicious.

Suspicious Package

- Never touch, move, or disturb a suspicious device/package.
    - Ask yourself: Is this item out of place? Does it belong to anyone in the immediate area?
- If you find a suspicious package:
    - Move away from the immediate area and notify the person in charge – if possible use hard-line communication (desk phone). Avoid using radio or cell phones.
    - Contact law enforcement, and apprise responding emergency personnel of the situation.

Bomb Threat

In the event of a bomb threat:

- Call 911.
- Write down as many details as you can remember.
- Promptly complete a Bomb Threat Report (available on Intranet and hard copy at desks).
- Be available for interviews with law enforcement.

The person in charge should coordinate with local law enforcement and first responders to ensure smooth handling of Bomb Threat protocols.

The following procedures are recommended for specific types of threats:

Threat Received By Phone

- All bomb threats should be considered serious until investigated and proven otherwise.
- Keep caller on line as long as possible to obtain and write down as much information as possible.
- Advise someone to notify the person in charge or 911.
- Utilize Bomb Threat checklist to document all pertinent information.

Verbal Threat

- If the person leaves, make note of which direction they went and be ready to give a detailed description of the person.
- Write down the threat exactly as it was communicated.
- Note the description of the person who made the threat using the Bomb Threat Report.
- Notify the person in charge or 911.

Threat Received by Note / Mail

- Do not handle excessively; do not allow anyone besides law enforcement to handle.
- Item should be placed in a large envelope or folder, whatever is handy to protect the document.
- Document as much information as possible (date, time, location, witnesses, other notable conditions); remember, your notes and incident details are crucial information.
- Notify the person in charge or 911.

Threat on Computer

- Leave the message open on the computer.
- If on a public computer, take steps necessary to avoid automatic log off.
- Take photograph or screenshot of message, including sender if possible.
- Use the checklist on the Bomb Threat Report to gather as much information as you can.
- Notify the person in charge or 911.

Fire

Suspicious Odors or Light Smoke

- Notify the person in charge immediately.
- The person in charge will indicate whether or not necessary to call 911.

Visible Flames or Heavy Smoke

- Pull fire alarm, if one is visible and you can safely do so without going in direction of the fire. If Fire Alarm is not available, notify site about emergency by Voice Communication.
- Call 911
- Do not attempt to fight the fire yourself. Fight fire only if
    - The Fire Department has been notified.
    - The Fire is small and not spreading to other areas.
    - Escaping the area is possible by backing up to the nearest exit.
    - The fire extinguisher is in working condition and personnel are trained to use it.
- Follow procedures for evacuating the building.

Explosion

In the event of an explosion, immediately evacuate the area of the explosion and notify 911.

Give the following information:

- The location of the explosion (be as specific as possible);
- Your name and where you are calling from;
- Whether any people, collections, or valuable equipment are involved or are in imminent danger.

Chemical Spills, Gas Leaks & Suspicious Odors

All chemical spills and suspicious odors must be reported to the library Director and/or Maintenance Staff.

Chemical Spills

- Describe the extent and location of the spill.
- Do not touch or handle spilled materials or attempt to clean the spill unless trained to do so.
- Contain the spill with available equipment available (pads, brooms, absorbent powder, etc.) or use caution tape or cones to prevent others from entering.
- Secure the area and alert other staff.
- Attend to injured personnel and patrons and call the medical emergency number if required.
- Call the fire department or 911 to report the spill.
- In the event of strong fumes, staff and patrons may be relocated temporarily until the responding party has had an opportunity to assess the spill.

Gas Leaks & Suspicious Odors

- Describe the location and brief description of the odor.
- In the event of strong fumes, staff may be relocated temporarily until the responding party has had an opportunity to assess the cause of the odor.

V. EVACUATION

Employees should observe the following procedures to evacuate the Library in case of emergency. All employees should be familiar with the Town of Collins Public Library's Emergency Evacuation Plan including:

- Map of Library (Including emergency exits, primary and secondary evacuation routes, locations of fire extinguishers, fire alarm pull stations' locations)
- List of external assembly points – Assembly point for the library will be the lower entrance to Collins Town Hall.

It is the responsibility of the Library Director to make sure:

- A person in charge is designated during all open hours.
- A list of employees is readily accessible at the time of evacuation. This may include a means of identifying which staff is in the building each day.

During an Evacuation the Person in Charge should:

- Coordinate an orderly evacuation of staff and patrons.
- Take the list of employees and exit the building after checking all areas of the library, if able to do so safely.
- Verify after arriving at the designated assembly point that all assigned employees have evacuated the building.
- Work with the responding fire department.

During an Evacuation all employees and occupants should:

- Exit the building through the exit designated in your evacuation plan and ensure all employees and patrons have evacuated the area, unless doing so jeopardizes their safety.
- Make your way to your designated assembly point – Town Hall Lower Entrance.
- Report any problems to the Person in Charge at the assembly area.
- Wait for further instruction from the person in charge or responding fire department.
- Remain outside until the competent authority (designated official or designee) announces it is safe to reenter.

Persons in Need of Assistance

Employees and patrons in need of assistance are advised to self-identify if assistance may be needed in the event of evacuation of the building. Employees should work with their supervisor and HR to develop a procedure and establish a buddy system with a coworker or other volunteer to assist in the case of any emergency.

Assisting with the evacuation of a person with a disability or injury by yourself should be the last resort. First responders are trained to successfully assist individuals in the case of an emergency.

Consider your options and risks of injuring yourself and others in an evacuation attempt. 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. Do not make an emergency situation worse.

If you determine that it is safe and necessary to do so, the following procedures are suggested for individuals who can safely assist a person with a disability:

- Always ask 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 that should be taken into account.
- Once you have assisted an individual with an impairment or injury to the designated location for first responders to locate persons needing assistance, it is recommended to evacuate yourself.

Assisting Persons with Hearing Impairment

- Alert the person with hearing impairment to the emergency and assist with their evacuation.
- A person with a hearing impairment will not need to wait for first responders, unless they also have a mobility impairment.

Assisting Persons with Blindness or Visual Impairment

- Alert the person with visual impairment to the emergency and assist with their evacuation.
- A person with a visual impairment will not need to wait for first responders, unless they also have a mobility impairment.

- Do not grasp the 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).

Evacuation During Inclement Weather

- During extremely cold weather (particularly if a “code blue” is in effect) staff should first report to their designated assembly point.
- If necessary, staff will be instructed to proceed to one of the inclement weather evacuation site (If Town Hall is open, enter lower entrance to Town Hall, if not, await instructions from the Person in Charge or Emergency Personnel.)

VI. ACTIVE SHOOTER

Active Shooter incidents are unpredictable and can evolve quickly. Patrons are likely to follow the lead of employees during crisis situations. The following are tips to help prepare for such an incident:

- Don't assume it will never happen.
- Be aware of your surroundings at all times.
- Know your location.
- Have an escape plan.
- Know where exits in your area are located.
- Identify places where you could shelter in place if you need to hide.
- Determine whether the space you are in can be locked.

In the event of an active shooter situation, quickly establish the most reasonable method to protect your own life. Remember RUN, FIGHT, or HIDE.

RUN

- If you can safely escape, evacuate the building – have a plan and use it.
- Leave belongings and evacuate even if others choose not to follow.
- Help others, if safe and possible.
- Prevent individuals from entering the building.
- Call 911 as soon as it is safe to do so – be prepared to give as much information as possible about incident.

HIDE

- If evacuation is not possible, find a place to hide.
- Get out of view/sight.
- Seek shelter – secure doors and barricade entry with heavy furniture if possible.
- Close window coverings and turn off lights – only if safe to do so.
- Silence all electronic devices.
- Remain calm, quiet, and motionless.
- Plan what you will do if the shooter gets into the room. Consider what could be used as a weapon if necessary for self-defense.
- Lay flat on the ground and behind large items.
- Do not open the door.

- Call 911 as soon as it is safe to do so – be prepared to give as much information as possible about incident.
- If you can't safely talk on phone, leave the call open so that dispatcher can listen.
- Remain in location until emergency personnel tell you the situation has been resolved.

FIGHT

- ONLY AS A LAST RESORT and if your life is in imminent danger.
- Aggressively attempt to incapacitate the shooter.
- Assume a survival mindset and know that oftentimes active violence situations are over in a few minutes.
- Commit to your actions – your life could depend on it.

When law enforcement arrives:

- Remain calm and follow instructions.
- Put down any items in your hands.
- Keep hands visible at all times.
- Avoid quick movements toward officers.
- Do not stop to ask officers for help or direction.
- Remember, first responders are there to end the threat NOT render aid.

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

VII. LOCKDOWN/ LOCKOUT/SHELTER IN PLACE

Lockdown

When there is an imminent concern inside of the building requiring the library to take extra security measures, law enforcement or library management may determine that a lockdown is an appropriate response.

A lockdown means staff is secured in designated areas **(*See* Shelter in Place)** throughout the building and are not allowed to leave until the situation has been resolved.

In the event of a lockdown:

- Comply immediately with the request to lockdown the building.
- Listen for instructions regarding the situation and your actions.
- Remain in designated area or if unable to get to designated area, move to nearest part of the building away from doors and windows.
- Remain alert and listen for updates.
- Remain in location until emergency personnel tell you the situation has been resolved.

The person in charge should coordinate with law enforcement to ensure that lockdown procedures are followed and all staff and patrons are safe and informed.

Lockout

When there is an imminent concern outside the building requiring the library to take extra security measures, law enforcement or library management may determine that a lockout is the appropriate response.

A lockout refers to securing the building so that no one may enter. Person in Charge or a designee should manually lock the front entrance of building in the safest manner possible, as well as manually lock the doors between the main room and the foyer. Staff are secured in designated areas **(*See* Shelter in Place)** throughout the building and are not allowed to leave until the situation has been resolved.

In the event of a lockout:

- Comply immediately with the request to lockout the building.
- Listen for instructions regarding the situation and your actions.
- Remain in designated area or, if unable to get to designated area, move to nearest part of the building away from doors and windows.
- Remain alert and listen for updates.
- Remain in location until emergency personnel tell you the situation has been resolved.

The person in charge should work with local law enforcement to ensure that lockout procedures are followed and all staff and patrons are safe and informed.

Shelter in Place

A shelter in place is used to temporarily separate people from any incident that may require emergency response. This can be due to a hazardous material incident, or perhaps a weather-related emergency. It could involve closing doors and windows and taking immediate shelter in a readily accessible location until emergency personnel notify you that the situation has been resolved.

It is important to familiarize yourself with the library and areas which may be ideal for you to shelter in place. Individuals unable to safely and quickly get to a designated area should look for a place to shelter away from doors and windows. Best places are the storage room, boiler room, and bathrooms. Less ideal is the break room, meeting room, or office.

VIII. REPORTING INCIDENTS

Following an incident or accident employees should promptly complete a report.

- Reports including accidents or injuries, calls to 911, involvement of law enforcement or emergency responders, and any other incident deemed an emergency should be emailed to the Chief Operating Officer via email.
    - Library Accident/Incident Report
- When an employee is injured, an employee injury report must be completed and forwarded to Human Resources within 24 hours.
    - Employee Injury Report

IX. SEVERE WEATHER AND NATURAL DISASTERS

Tornado:

- When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
    - Small interior rooms on the lowest floor without windows.
    - Hallways on the lowest floor away from doors and windows
    - Rooms constructed with reinforced concrete, brick, or clock with no windows.
- Stay away from outside doors and windows
- Use arms to protect head and neck
- Remain sheltered until the tornado threat is announced to be over.

Earthquake

- Stay calm and await instructions from supervisor
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.
- Evacuate as instructed by supervisor or designated official.

Flood:

- If indoors:
    - Be ready to evacuate as directed by supervisor or designee.
    - Follow the recommended primary or secondary evacuation routes.
- If outdoors
    - Climb to high ground and stay there.
    - Avoid walking or driving through flood water.
    - If car stalls, abandon it immediately and climb to a higher ground.

Hurricane:

- The nature of a hurricane provides for more warning that other natural and weather disasters. A hurricane watch is issued when a hurricane becomes a threat to a coastal area. A hurricane warning is issued when hurricane winds to 74 mph of higher, or a combination of dangerously high water and rough seas are expected in the area within 24 hours.
- Once a hurricane watch has been issued:
    - Stay calm and away instructions from the supervisor or designee.
    - Continue to monitor local TV and radio stations for instructions.
    - Collect drinking water in appropriate containers
- Once a hurricane warning has been issued:
    - Be ready to evacuate as directed by the supervisor or designee.

- During a hurricane
    - Remain indoors and consider the following
        - Small interior rooms on the lowest floor without windows.
        - Hallways on the lowest floor away from doors and windows
        - Rooms constructed with reinforced concrete, brick, or with no windows.

Blizzard

If indoors:

- Stay calm and await instructions from the supervisor or designee
- Stay indoors!
- If there is no heat:
    - Close off unneeded rooms or areas.
    - Stuff towels or rags in cracks under doors.
    - Cover windows at night
- Eat and drink. Food provides the body with energy and heat. Fluids prevent dehydration.
- Wear layers of loose-fitting, light-weight, warm clothing if available.

If outdoors:

- Find a dry shelter. Cover all exposed body parts.
- If shelter is not available
    - Prepare a lean-to, wind break, or snow cave for protection from the wind.
    - Build a fire for heat and to attract attention. Place rocks around the fire to absorb and reflect heat.
    - Do not eat snow. It will lower your body temperature. Melt it first.

If stranded in car or truck:

- Stay in vehicle
- Run the motor about 10 minutes each hour. Open the windows a little for fresh air to avoid carbon monoxide poisoning. Make sure the exhaust pipe is not blocked.
- Make yourself visible to rescuers
    - Turn on dome light at night when running engine
    - Tie a colored cloth to your antenna or door
    - Raise the hood after the snow stops falling
- Exercise to keep blood circulating and to keep warm.

X. OTHER

Power Interruption

In the event of extended power loss to the building, certain precautionary measures should be taken depending on the geographical location and environment of the facility:

- Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge causing damage to electronics and effecting sensitive equipment.
- Facilities with freezing temperatures should turn off and drain the following lines in the event of a long term power loss:
    - Standpipes
    - Potable water lines
    - Toilets
- Equipment that contain fluids that may freeze due to long term exposure to freezing temperatures should be moved to heated areas drained of liquids, or provided with auxiliary heat sources.

Upon Restoration of heat and power

- Electronic equipment should be brought up to ambient temperatures (i.e., don't turn on cold electronics) before energizing to prevent condensate from forming on circuitry.
- Water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on (Fire Department may help us).
- Consult care taker on this whole section

Emergency Closing and Service Disruption

In the event of weather-related closings or other unanticipated service disruptions or emergencies, the following procedures will enable us to ensure safety, minimize inconvenience for patrons and staff, and restore service in a timely and efficient manner.

Determination of Library Closing

- The Library Director or designee is responsible for determining if the Town of Collins Public Library will close.

Notification of Library Closing

- The director or a designee will announce closings and contact staff directly, including pertinent information for staff, such as when employees should report to work. Staff can also contact the director if there are questions about the library's status.
- In the event of an emergency or weather-related closing, the following broadcasters will be alerted: Channels 2, 4, 7 and WBEN (and affiliates), WBFO.
- Director or designee will follow the Emergency Closing Procedures.
- Information Technology staff will send all B&ECPL libraries e-mail notification of closings or service disruptions. In addition, the information will be posted in a red banner on the website and on the Intranet home page.

News Media and Public Inquiries

Only your library's designated spokesperson (either the Director or Library Board President) should coordinate information and information release with law enforcement, emergency medical personnel, and government officials as required.

During and after an emergency situation, you should:

- Refrain from responding to media or public information requests.
- Refer all public and media inquiries and information requests to your library's designated spokesperson.
- Refrain from discussing or speculating on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media.

Adopted at a regular meeting of the Town of Collins Public Library Board on 12/8/2022. Amended 12/7/2023. Amended 12/2025. For amendment 12/2026.