

Disaster Plan

In the event that an emergency situation should arise at the Aurora Town Public Library (ATPL), staff must notify the Director, or in her absence, the Librarian-in-Charge, immediately. If the Director is not present, contact her as soon as it is safely possible to do so.

Active Shooter

I. Alert

- a. Press nearest panic button.
- b. When safe, call 9-1-1 to report the incident. Information to provide dispatcher:
 - Location of the active shooter
 - Number of and physical description of shooter(s)
 - Number and type of weapons held by the shooter(s)
 - Number of potential victims

II. Escape

- a. Evacuate using an emergency exits or any available entrances, or windows.
- b. Leave belongings behind.
- c. Assist others in evacuating if possible. Do not attempt to remove wounded people.

III. Hide

- a. If unable to evacuate, secure people in an area that provides cover against gun fire. Hide out of the sight line of the shooter.
- b. Lock the door, shut off lights, shut blinds, and silence cell phones.
- c. Barricade the door with heavy furniture.

VI. Fight

- a. If an active shooter enters a locked down area, or is encountered while evacuating, you must use extreme physical force to overcome the threat.
- b. Throw or strike the attacker with any objects nearby.
- c. Continue to fight until the attacker is completely disabled.

IV. Respond

- a. When police arrive, remain calm, and follow their instructions. Keep hands visible and over your head. Avoid sudden movements, pointing, and yelling.
- b. Do not ask law enforcement for help, or for directions – just proceed in the direction from which officers are entering the premises.

VI. Assist

- a. Upon escape, the Aurora Town Public Library Director, or most senior staff member present, must lead staff to a remote site, establish a count of employees, safe and missing for first responders, and provide information to police.
- b. If the Aurora Town Public Library Director is not present at the time of incident, the most senior staff member must inform the Library Director of the event.
- c. The Aurora Town Public Library Director will notify the President of the Aurora Town Public Library Board of Trustees, the Assistant Deputy Director, Human Resources/Labor Relations, and emergency contacts of employees. In the event the Library Director is missing, the most senior staff member must make contact.
- d. Aurora Town Public Library staff should stay together until the situation is under control, and all witnesses have been identified and questioned. All employees must cooperate with



police and emergency services, and must not leave without the instruction of law enforcement.

Building Threats

I. Bomb

1. Notify the Director, or in her absence, the Librarian-in-Charge right away. If the Director is not present, she should be contacted as soon as safely possible.
2. Write down as many details as you can remember.
3. Promptly complete a Bomb Threat Report (located on the staff Intranet).
4. Call the Police at (716) 652-1111 or if there is clear immediate danger, call 911 or press a panic button (only use during emergencies which absolutely require immediate police involvement, such as a violent patron threatening or going after another patron or staff member).
5. Be available for interviews with law enforcement.
6. The Director, or in her absence, the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk. If the Director is not present during the incident, she must be notified.
7. The "Closing Procedures" should be followed when determined necessary.

II. Computer

1. Leave the message open on the computer.
2. If on a public computer, take steps necessary to avoid automatic log off.
3. Print, photograph, or copy the message and the subject line; note the date and time.
4. Use the checklist on the Bomb Threat Report to gather as much information as you can.
5. The Director, or in her absence, the Librarian-in-Charge, will coordinate with local law enforcement to ensure smooth handling of a bomb threat.
6. The Director, or in her absence, the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk. If the Director is not present during the incident, she must be notified.
7. The "Closing Procedures" should be followed when determined necessary.

IV. Phone

1. Remain calm and do not hang up.
2. If possible, signal other staff members to call 911 while you are still on the phone; if no staff members are around, call 911 as soon as the call ends.
3. If the phone has a display, copy the number and/or letters on the window display.
4. Be calm and courteous.
5. Listen and do not interrupt the caller.
6. Write down the exact wording of the threat.
7. Keep the caller on the line for as long as possible and use the checklist on the Bomb Threat Report to gather as much information as you can.
8. Record the phone conversation if possible.

9. The Director, or in her absence, the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk. If the Director is not present during the incident, she must be notified.
10. The "Closing Procedures" should be followed when determined necessary.

VI. Verbal & Workplace Violence

If confronted with an unruly patron:

1. Remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.
2. Note the person's description, approximate age, mannerisms, exact words, and movements.
3. Walk away, if you are uncomfortable in the situation or the patron's behavior is escalating.
4. Give the Director, or in her absence, the Librarian-in-Charge a description of the problem, so they may handle the situation as needed.
5. If a patron refuses to adhere to the Library's Rules of Conduct, discreetly call the local police in the back office at 652-1111.
6. If you fear for your personal safety, reach for a panic button or call 911.
7. When safe to do so, the Director or Librarian-in-Charge a [Workplace Violence Incident Report](#) should be filled out within 24 hours of the event.
8. The Director or in her absence, the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk. If the Director is not present during the incident, she must be notified.
9. The "Closing Procedures" should be followed when determined necessary.

VII. Written

1. Do not handle the document; notify the Librarian in charge right away.
2. If visible without handling, rewrite the threat exactly as is on another sheet of paper.
3. Note the following on the Bomb Threat Report: date/time/location document was found, any situations or conditions surrounding the discovery/delivery, and full names of any other staff who saw the threat.
4. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk. If the Director is not present during the incident, she must be notified.
5. The "Closing Procedures" should be followed when determined necessary.

Carbon Monoxide

I. Carbon Monoxide

Multiple Carbon Monoxide (CO) detectors are installed throughout the ATPL building. They are not connected to or part of a fire alarm system. All Carbon Monoxide alarm is activations must be reported to Director, Board President, Town Highway Department, and Caretaker. In the event Carbon Monoxide detectors activate, staff should take the following actions:



1. Employees and patrons should leave the Library and move to fresh air immediately. The designated assembly point for staff is the on the sidewalk on the northwest corner of Main Street and Whaley Avenue.
2. The Director or Librarian-in-Charge will call 911 and inform emergency services that a Carbon Monoxide detector has been activated and the location of the alarm.
3. The East Aurora Fire Department will inspect the Library for carbon monoxide and make recommendations on how to proceed.
4. The Director, Board Trustees, and Town Highway Department should be kept informed.
5. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
6. The "Closing Procedures" should be followed when determined necessary.

Chemical Spills, Gas Leaks & Odors

I. Chemical Spills

All chemical spills must be reported to the Director, Board President, Town Highway Department, and Caretaker.

1. Note the extent and location of the spill.
2. Do not touch or handle spilled materials.
3. In the event of strong fumes, staff and patrons may be relocated temporarily until the Town Highway Department has had an opportunity to assess the spill.
4. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
5. The "Closing Procedures" should be followed when determined necessary.

II. Gas Leaks & Suspicious Odors

All gas leaks and suspicious odors must be reported to the Director, Board President, Town Highway Department, and Caretaker.

1. In the event of strong fumes, staff and patrons may be relocated temporarily until the Town Highway Department has had an opportunity to assess the spill.
2. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
3. The "Closing Procedures" should be followed when determined necessary.

Emergency Closings

I. Evacuation

1. The Director or Librarian-in-Charge will announce to employees and patrons of the need to evacuate.
2. All patrons and staff should exit the building through the nearest emergency exit.
3. The designated assembly point for staff is the on the sidewalk on the northwest corner of Main Street and Whaley Avenue.
4. The Director or Librarian-in-Charge will take a count of all employees that were working at the assembly point.

5. If staff members are missing, the Director or Librarian-in-Charge will notify the law enforcement.
6. Note that the Director is not expected to remain in the building and wait for/gather staff.
7. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
8. The "Closing Procedures" should be followed when determined necessary.

Persons in Need of Assistance

Evacuating a person with a disability or injury yourself is a 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. 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:

1. Always ask how you can help before attempting any rescue technique or giving assistance.
2. Ask how he or she can best be assisted or moved, and whether they have any special considerations.
3. 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.

Deaf Persons/ Persons with Hearing Difficulties

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. Doing so would likely be a last choice when there is an imminent threat to people in the building.

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. Doing so would likely be a last choice when there is an imminent threat to people in the building.

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).

II. Weather

In case of threatening weather conditions, the Library Director will determine whether to close. If the Library Director is not available, then the Librarian-in-Charge should contact the Director when making a determination on closing. If the Director cannot be reached, the Board President should be contacted.

1. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
2. The "Closing Procedures" should be followed when determined necessary.
3. The Director or Librarian-in-Charge will notify CEN via Open Hours Calendars/Emergency of Planned Building Closings at <http://intranet.buffalolib.org/statistics/becpl-calendar>
4. Information Technology staff will send all B&ECPL libraries e-mail notification. In addition, the information will be posted in a red banner on the website and on the Intranet home page. Related staff will be notified, when appropriate (if the Information Technology staff and the network are available to do so).
5. If closing occurs after Library has opened and computers are available, signs should be made and posted to the front door.
e.g. The Aurora Town Public Library is closed today due to the weather. We plan to reopen for our regularly scheduled hours on Friday, January 28, 2022. The material drop box will remain open and all request items will remain at the library for an additional day for pick-up when the building reopens. We apologize for any inconvenience.

Fire, Alarms, & Panic Buttons

I. Fire

The Director or the Librarian-in-Charge should follow the "Fire Safety System Procedures" as outlined in the "Safety Folder" underneath the service desk.

1. Pull fire alarm pull station to notify the Fire Department. ATPL has **five** fire alarm pull stations: one by the entrance to the front foyer, one near the security gates at the public entrance to the Library, one in Community Room by the Emergency Exit, one by the Emergency Exit by the Fiction Section, and one by the staff entrance door by the Locker Room.
2. If the fire alarm goes off, the Central Monitoring Station will call the library to verify there is a true emergency. Unless staff answers within 2-3 rings, Central Station will call 9-1-1 and all first responders will be dispatched to the Library.
3. Unless 100% certain there is a false alarm, the Director or Librarian-in-Charge must to announce to the patrons and staff that: THIS IS AN EMERGENCY. LEAVE THE BUILDING IMMEDIATELY!
4. Evacuate the building and call 911 from a cell phone.
5. Do not attempt to fight the fire yourself.
6. If the fire is on library property outside the building, call 911.
7. ATPL has **three** fire extinguishers: one by the Utility Room door, one inside the Utility Room, and one in the Kitchenette. All the Library's extinguishers will work on any type of fire.
8. The designated assembly point for staff is the on the sidewalk on the northwest corner of Main Street and Whaley Avenue.
9. The Director or Librarian-in-Charge will verify that all employees have made it to the assembly point.

10. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
11. The "Closing Procedures" should be followed when determined necessary.

II. False Alarm: Fire

Follow the "Fire Safety System Procedures" as found in the "Safety Folder" underneath the service desk.

III. False Alarm: Panic Buttons

Follow the "Panic Button Procedures" as found in the "Safety Folder" underneath the service desk.

IV. Panic Buttons

The location and information about panic buttons is in the "Panic Button Procedures" located inside the "Safety Folder" underneath the service desk.

- The panic buttons are only for use during emergencies which absolutely require immediate police involvement, such as a violent patron threatening or going after another patron or staff member. Otherwise, it is preferable that if we can handle the situation in a subtle manner (i.e a discreet phone call to the police non-emergency line at 652-1111 from the back office).
- The panic alarm can be activated using either one of the two panic buttons or by pressing the blue police button on the keypad at the back staff entrance. Hold in any of these buttons until you hear the siren sound.
- If staff presses a panic button, an actual siren will sound and the Central Monitoring Station will call the library to verify there is a true emergency. Unless staff answers within 2-3 rings, Central Station will call 911 and the East Aurora Police will be dispatched to the Library.

Lockdown

When there is an imminent concern inside of the Library building requiring the Library to take extra security measures, the Director or Librarian-in-Charge may determine that a lockdown is an appropriate response.

A lockdown means staff and patrons are secured in designated rooms throughout the building and are not allowed to leave until the situation has been resolved. Situations may include an active shooter, explosion inside the building, or a violent situation inside of the Library.

In the event of a lockdown:

1. Comply immediately locking down the building.
2. Listen for instructions regarding the situation and your actions.
3. Move patrons to a safe part of the building away from door and windows.
4. Remain alert and listen for updates.
5. Remain and encourage patrons to remain in safe locations until emergency personnel state that the situation has been resolved.

6. The Director or the Librarian-in-Charge will coordinate with local law enforcement to ensure that lockdown procedures are followed and all personnel and patrons are safe and informed.
7. When safe to do so, the Director or the Librarian-in-Charge will notify Board President, Town Highway Department at (716) 652-4050, and pertinent staff. In her absence, the Librarian-in-Charge will inform the Director in addition to the other necessary contacts.

Lockout

When there is an imminent concern outside of the Library building that requires the Library to take extra security measures, the Director or Librarian-in-Charge may determine that a lockout is the appropriate response. A lockout refers to securing the building so that no one may enter. Staff and visitors are secured in designated rooms throughout the building and are not allowed to leave until the situation has been resolved. Situations may include an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the library.

In the event of a lockout:

1. Comply immediately with the request to lockout the building, listen for instructions regarding the situation and your actions.
2. Move patrons to a safe part of the building away from door and windows.
3. Remain alert and listen for updates.
4. Remain and encourage patrons to remain in safe locations until emergency personnel tell you the situation has been resolved.
5. When safe to do so, the Director will notify Board President, Town Highway Department at (716) 652-4050, and pertinent staff. In her absence, the Librarian-in-Charge will inform the Director in addition to the other necessary contacts.

Medical Emergencies

1. When medical assistance that requires more than use of a first aid kit, call 911.
2. In the event of sudden cardiac arrest, there is a fully equipped and monthly inspected AED at the front entrance of the building by the security gates. ATPL staff are not required as part of their jobs description to receive training to use this device.
3. Employees should not give medical assistance unless they are a properly trained professional. This includes giving over the counter medication.
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Avoid unnecessary conversation with, or about, the ill or injured person. This interaction might add to the person's distress or fears, increasing the risk of medical shock. Limit any communication to quiet reassurances.
6. Do not discuss the possible cause of the accident or any conditions that may have contributed to the cause.
7. Do not discuss any insurance information.
8. If the injured party is a patron, immediately complete a [Library Accident/Incident Report](#) (located on the staff Intranet). Print and sign two copies and place them on the Library Director's Desk. One copy remains at the library and one is sent to the Central Library.
9. If the injured party is a library employee, immediately complete an [Employee Injury Report](#) (located on the staff Intranet) no matter how minor the injury. Print and sign two copies and place them on the Library Director's Desk. One copy remains at ATPL and one is sent to the Central Library.

News Media and Public Inquiries

The Director or Director's designee are the only persons authorized to release information on behalf of ATPL. This spokesperson will coordinate information and information release with law enforcement, emergency medical personnel, and government officials as required.

During and after an emergency situation, staff should:

- Not respond to media or public information requests.
- Refer all public and media inquiries and information requests to the Library Director or Director's designee.
- Not discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media.

Power Outage

Assess the situation. Many times the power will come on again after a short time.

1. Call the Town of Aurora Highway Department. Ask them if we should call NYSEG at (800) 572-1111 if the electrical failure cannot be resolved.
2. If the Library phone system is down, use a cell phone or plug the jack from the fax machine into the corded landline phone.
3. Flash lights can be found hanging in the Utility Room and in the back office hallway.
4. If the power outage is temporary and the computers are down, patrons may still check out and renew items. Manual "Charge" and "Renewal" slips are located inside of the service desk. Take the patron's name, card number, and write down the item ID of each item.
5. Keep track of patron material returns. Check condition as usual and put them on a cart with a note stating: "Items returned during power outage on month/date/year" with staff initials.
6. Assure patrons that all items will be checked out to them, renewed, or discharged from their accounts after we regain power. If the power outage lasts for longer than the day it started, all materials will be backdated to when the power originally went out.
7. The Director or the Librarian-in-Charge will notify pertinent personnel, Board of Trustees, the IT Help Desk, the Town Highway Department, and media / social media outlets, referring to the "Safety Folder" underneath the service desk.
8. The "Closing Procedures" should be followed when determined necessary.
9. If the power has been out for some time the Fire Safety System may need to be reset by following the "Fire Safety System Procedures". For questions about the alarm refer to the "Safety Folder" located under the service desk. Contact American Security and contact the Director.
10. If the computers remain down, call the Information Technology Help Desk.

Suspicious Item

A suspicious item is an object (e.g. package, bag, vehicle) that is reasonably believed to contain explosives, an IED (improvised explosive device), bomb, or other hazardous material that requires a bomb technician to further evaluate it. Potential indicators of a suspicious item are threats, placement, and proximity of the item to people and valuable assets. Example include: unexplainable wires or electronics, other visible bomb-like components, and unusual sounds, vapors, mists, or odors. Generally anything that is hidden, obviously suspicious, unattended, and not typical should be deemed suspicious.



If a suspicious item is found:

- Do not touch, tamper with, or move the item.
- Immediately notify local police at 652-1111.

Telephone Outage

If the Library phone system is down, use a cell phone or plug the jack from the fax machine into the corded landline phone to contact Information Technology Help Desk or e-mail the IT Administrator.

Thefts

Thefts of Library Property: Notify local police at 652-1111, the Library Director, and the Board President.

- Immediately complete a [Library Accident/Incident Report](#) (located on the staff Intranet). Print and sign two copies and place them on the Library Director's Desk. One copy remains at the library and one is sent to the Central Library.

Thefts of Patron Property: Notify local police at 652-1111 and the Library Director.

- Immediately complete a [Library Accident/Incident Report](#) (located on the staff Intranet). Print and sign two copies and place them on the Library Director's Desk. One copy remains at the library and one is sent to the Central Library.

Adopted by the Aurora Town Public Library Board on March 29, 2022.