



## Lancaster Public Library Emergency Procedures

In the event that an emergency situation should arise, staff should notify the Librarian in charge immediately.

### **Bomb Threats**

- In the event of a bomb threat, you should always:
  - Notify the Librarian in charge right away.
  - Write down as many details as you can remember.
  - Promptly complete a Bomb Threat Report (located on the staff Intranet).
  - Be available for interviews with law enforcement.

In addition, the following procedures are recommended for specific types of threats:

#### **Phone Threat**

- Remain calm and do not hang up.
- 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.
- If the phone has a display, copy the number and/or letters on the window display.
- Be calm and courteous.
- Listen and do not interrupt the caller.
- Write down the exact wording of the threat.
- 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.
- Record the phone conversation if possible.

#### **Verbal Threat**

- If the perpetrator leaves, note which direction they went.
- Write down the threat exactly as it was communicated.
- Note the description of the person who made the threat on the Bomb Threat Report.

#### **Written Threat**

- Do not handle the document; notify the Librarian in charge right away.
- If visible without handling, rewrite the threat exactly as is on another sheet of paper.
- 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.

### **Threat on Computer**

- Leave the message open on the computer.
- If on a public computer, take steps necessary to avoid automatic log off.
- Print, photograph, or copy the message and the subject line; note the date and time.
- Use the checklist on the Bomb Threat Report to gather as much information as you can.

The Librarian in charge will coordinate with local law enforcement to ensure smooth handling of a bomb threat.

### **Emergency Closing: Weather**

- In case of threatening weather conditions, the Library Director will determine whether to close.
- If the Library Director is not available, then contact the Board President when making a determination on closing.
- The Librarian in charge will notify pertinent personnel and will refer to the "Emergency Closing" file folder in the file cabinet in the staff workroom to contact TV and radio stations.
- The Librarian in charge will update the Online B&ECPL Calendar page on the Intranet: <http://intranet.buffalolib.org/statistics/becpl-calendar> and enter all pertinent information. If unable to access the Online B&ECPL Calendar, contact the Information Technology Help Desk at (716) 858-6849.
- The Library Director or Youth Services Librarian will post a notification on the library's Facebook page.

### **Fire**

- Pull alarm box to notify the Fire Department. Lancaster has four fireboxes: one located in the front foyer, one in the back hall to the left of the elevator, one in the community room, and one in the downstairs foyer.
- Evacuate the building and call 911 from a cell phone.
- **Do not** attempt to fight the fire yourself.
- If the fire is on library property outside the building, call 911.
- Lancaster has four fire extinguishers: one located behind the Information Desk near the Director's Office, one next to the front security gates, one in the downstairs foyer, and one in the furnace room. All the Library's extinguishers will work on any type of fire.
- The designated assembly point for staff is the front parking lot of the Lancaster Presbyterian Church. The Librarian in charge will verify that all employees have made it to the assembly point.
- Notify the Library Director and the Board President.
- Notify the Information Technology Help Desk at 858-6849.
- False alarm - Call Fire Safety at 894-9700 and give our password. The password is located on the bulletin board in the staff workroom.

## Medical Emergencies

- For assistance that requires more than use of a first aid kit, call 911.
- Do not give medical assistance yourself unless you are a properly trained professional. This includes giving over the counter medication you may have available.
- Do not attempt to move a person who has fallen and who appears to be in pain.
- Avoid unnecessary conversation with, or about, the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock. Limit your communication to quiet reassurances.
- Do not discuss the possible cause of the accident or any conditions that may have contributed to the cause.
- Do not discuss any insurance information.
- If the injured party is a patron, immediately complete a Library Accident/Incident Report (located on the staff Intranet). Print and sign three copies and place them on the Library Director's Desk. One copy remains at the library, one is sent to the Town Attorney, and one is sent to the Central Library.
- If the injured party is a library employee, immediately complete an Incident and Accident 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 the library and one is sent to the Central Library.

## Personal Safety & Workplace Violence

- If confronted with an unruly patron:
  - Remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.
  - Walk away, if you are uncomfortable in the situation or the patron's behavior is escalating.
  - Give the Librarian in charge a description of the problem, so they may handle the situation as needed.
- If a patron refuses to adhere to the Library's Rules of Conduct, call local police at 683-2280.
- If you fear for your personal safety, call 911.
- Active Shooter:
  - In the event of an active shooter situation, one of the following actions is recommended:
    1. EVACUATE (RUN): Identify nearest exits, have an escape route and plan in mind, leave your belongings behind, and 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; once locked, do not let anyone in. Silence your cell phone.

3. TAKE ACTION (FIGHT): Use this 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.

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, and number of potential victims at the location.

### Power Outage

- Assess the situation. Many times the power will come on again after a short time. Consult with the Caretaker.
- Notify the Library Director and the Board President.
- Call the Lancaster Town Recreation Department (684-3320).
- Call NYSEG at (800) 572-1121 if electrical failure cannot be resolved.
- If it is determined that the library must close (after a reasonable period of time), post signs, lock the doors, turn on the building alarm (if working), and evacuate the building. Refer to the "Emergency Closing" file folder in the file cabinet in the staff workroom to contact TV and radio stations.
- The Librarian in charge will update the Online B&ECPL Calendar page on the Intranet: <http://intranet.buffalolib.org/statistics/becpl-calendar> and enter all pertinent information. If unable to access the Online B&ECPL Calendar, contact the Information Technology Help Desk at 858-6849.
- The Library Director or Youth Services Librarian will post a notification on the library's Facebook page.
- If the power comes back on, the lights need to be reset. Press the black button on the power box in the second floor supply closet (next to the elevator).
- If the power has been off for a long time, the computers and the firebox may need to be reset.
  - For computers: In the furnace room next to the exit is a computer panel with blinking lights on the front. Underneath is the CPU for the main server. Press the power button to turn it on. Note - staff computers should work without the main server being on. If computers do not reset, call the Information Technology Help Desk at 858-6849.
  - For Fire Safety Systems: Open the panel *inside* the Fire Safety Systems control panel in the staff workroom. Press the ACK/STEP button, then press the Alarm Silence button, then press the Reset button (in this order).

## 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 683-2280.

## Telephone Outage

- Use a cell phone to contact the Information Technology Help Desk at 858-6849.

## Thefts

- Thefts of Library Property: Notify local police at 683-2280, the Library Director, and the Board President.
- Thefts of Patron Property: Notify local police at 683-2280 and the Library Director.

Adopted June 19, 1997

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