



**MARILLA FREE LIBRARY
EMERGENCY PROCEDURES
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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 Marilla Free 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 Marilla 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, he/she should contact 911 immediately.

These procedures will be reviewed by the Library Director annually.

II. POINTS OF CONTACT

Library Director: Shannon Thompson 716-713-2618

Board President: Rachelle Walker 716-880-7269

Caretaker: Brian Putney 716-857-0211

Police: Dial 911; for non-emergency matters dial 716-652-5654

Fire: Dial 911; for non-emergency matters, dial 716-652-1080

Power Failure: NYSEG 1-800-572-1111

Snow: Library Director

Other Building Emergencies: Library Director

Internet: Network Support 716-858-6849

System Administration Key Personnel

Jeannine Doyle, Deputy Director – Chief Operating Officer: 716-858-7191

Business Office (Supplies) – 716-858-7165

Human Resources – 716-858-6094

Development and Communications Department – 716-858-7182

III. HEALTH AND PERSONAL SAFETY

Medical Emergency

- Call 911.
- Be prepared to give as much information as possible:
 - Location of emergency
 - Type of incident and any direct details of emergency
 - Your name
- Render First Aid/CPR if needed and you are properly trained.
- 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](#)

Panic Button

- Panic button is located at the front Circulation Desk.
- When pushed, the panic button will send an alarm directly to Amherst Alarm Dispatch.

Unruly Patrons

If confronted with an unruly patron:

- Notify person in charge immediately.
- Take note of the following information:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name and the extension from which you are calling
- 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.

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.

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:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name and the extension from which you are calling
- 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.

Personal Safety

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

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:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name and the extension from which you are calling
- 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.

Lift Failure

- In the event that the lift stops operating for any reason while you are inside, push the alarm button and the alarm will sound.
- If you are outside of the lift and hear the alarm sound, please notify the person in charge.
- The crank for the lift is located at the Circulation Desk under the counter on the right side, under the Circ701 computer is located.
- If possible remove the top cover of the lift and attempt to crank the lift to a floor level. If unable to crank the lift up call the Fire Department for assistance.

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.
- Call 911.
- Do not attempt to fight the fire yourself.
- 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 the extension from which you are calling;
- 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 Library Director or the person in charge.

Chemical Spills

- Describe the extent and location of the spill.
- Do not touch or handle spilled materials.
- In the event of strong fumes, staff 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 Marilla Free Library's Emergency Evacuation Plan including:

- Designation Zones
 - Zone 1 - Attic** Exit at Front Entrance
 - Zone 2 - Main Floor** Exit at Front Entrance
 - Zone 3 - Lower Level** Exit at the Back Door
 - Zone 4 - Glass Enclosure** Exit at the Back Door

Maps of Library

- External assembly points

Assembly Point 1, Point 2, Point 3, Point 4 – Corner of Bullis and Shannon Dr.

Employees should cross Shannon Drive and assembly in the corner of the Marilla Baptist Church parking lot near the Shannon Drive Street sign.

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:

- 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 should:

- Exit the building through the exit designated in your evacuation plan.
- Use the stairwells to exit from the building. Do not use elevator.
- Make your way to your designated assembly point.

- Wait for further instruction from the person in charge or responding fire department.

Persons in Need of Assistance

Employees in need of assistance are advised to self-identify if assistance may be needed in the event of evacuation of the building. They 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(s) below:
 - Monday – Thursday and Saturday 10:00 am to 5:00 pm
 - Primary Site: Marilla Country Store, 1673 Two Rod Road (at the corner of Bullis and Two Rod Road)
 - Secondary Site: Marilla Post Office, 1800 Two Rod Road (at the community center) open 24 hours
 - Evenings:
 - When the Marilla Country Store is closed, staff will be instructed to proceed to the Marilla Post Office.
 - Prior to departing the evacuation site, staff will be advised of a time to return to the Library.

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. 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.

Designated area to Shelter in Place is the Utility Room located in the Children's Library in the lower level. 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.

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 at doylejm@buffalolib.org.
 - [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. OTHER

Power Interruption

- **Power Outage** - In the event of a power outage, assess the situation, notify the Library Director. Call NYSEG to report or check status of the outage. Many times the power will come on again after a short time.
 - 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 Director 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.
 - If the power has been off for a long time, the computers may need to be reset.
 - For computers: In the meeting room, in the second closet 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.
- **No Heat/Cooling** - In the event the library has no heat or air conditioning, assess the situation and notify the Library Director.
 - The Library Director or person in charge will contact the caretaker to further assess the situation.
 - The Library Director or person in charge will contact GTF Plumbing * Heating * Cooling about repairs if needed.
 - 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 Director 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.

- **No Phones/Internet**
 - If the library is without phone service, staff will call service provider Time Warner Cable at 1-888-812-2591
 - Staff will contact the Central Library's Network Support line to report the problem at 716-858-6849
- **Fail Safe Locks** - Doors with access control have fail-safe locks. Crash bars allow for exit without power.

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

- 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.

Notification of Library Closing

- The Director 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 Director 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.
- In the event of an emergency or weather-related closing, the following broadcasters will be alerted: Channel 2 WGRZ, Channel 7 WKBW, Channel 4 WIVB
- 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 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.

Approved July 19, 2022. This policy supersedes the Disaster and Safety related policies previously adopted by Board resolutions.