



Orchard Park Public Library Emergency Procedures

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

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.
- Access the NYSEG outage web site <https://www.nyseg.com/outages> to determine approximate duration of the outage.
- Call NYSEG at 800-572-1121 if electrical failure cannot be resolved. Library NYSEG acct # is available in the Emergency folder in the staff workroom.
- 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" folder in the staff workroom to contact media outlets.
- 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.
- Appropriate staff will post a notification on the library's Facebook page.
- Should public access computers or Fire Safety Systems firebox fail to reboot automatically following a power outage, they may need to be reset:
 - For computers: In the Supply Room a computer panel with blinking lights is located under the counter next to the shipping boxes. The CPU for the main server is on the counter above it. 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 716-858-6849.
 - For Fire Safety Systems: Open the panel *inside* the Fire Safety Systems control panel in the Boiler Room. Press the Acknowledge button, then press the Alarm Silence button, then press the Reset button (in this order).

Telephone Outage

- Use a cell phone to contact the Information Technology Help Desk at 716-858-6849.
- Contact Spectrum 1-877-636-3278. Spectrum router box is located in the Boiler Room to the left of the entry door. The Spectrum acct # is available in the Emergency folder 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 properly trained. 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.
- 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. The Library Director will provide one copy to Lawley Insurance, one copy to the Central Library and retain one copy in the Director's Office.
- 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. The Library Director will provide one copy to the Central Library and retain one copy in the Director's Office.

Emergency Closing: Weather

- In case of threatening weather conditions, the Library Director will determine whether to close.
- If the Library Director is not available, contact the Board President when making a determination on closing. The Board President's contact information is available in the Emergency folder located in the staff workroom.
- The Librarian in charge will notify pertinent personnel and will refer to the "Emergency Closing" folder in the staff workroom to contact media outlets
- 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 Librarian in charge will change the answering machine message to reflect accurate library closure information.
- Appropriate staff will post a notification on the library's Facebook page.

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 716-662-6444. If you fear for your personal safety, call 911.

Violent Situation

Should you encounter a violent or potentially violent situation:

- Avoid or discreetly remove yourself from the area where the confrontation is occurring
- Inform your supervisor

- Call OP Police Dept. at 716-662-6444 OR 911 if the threat appears URGENT

Active Shooter

In the event of an active shooter situation, one of the following actions is recommended:

- EVACUATE (RUN)
 - Identify nearest exits
 - Have an escape route and plan in mind – upon exiting the building, staff should meet at the Train Depot
 - Leave your belongings behind
 - Keep your hands visible
- HIDE
 - Hide in an area out of the shooter's view
 - Block entry to your hiding place and lock the door; once locked do not let anyone in
 - Turn off the lights
 - Silence your cell phone
 - Call 911 as quietly as possible
- TAKE ACTION (FIGHT)
 - Use this as a last resort and only when your life is in imminent danger
 - Find something to distract/use as an item of physical aggression against the shooter

When law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hand (items of last resort &/or personal items)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements towards officers
- Avoid pointing, screaming or yelling
- Do not stop to ask responding officers for help or direction while 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 & type of weapons (if known)
- Number of potential victims at the location

Orchard Park Library has 5 exits: main front doors exiting to the parking lot, Boiler Room door, emergency door on the south wall (children's area), front foyer doors, and Meeting Room door. The adult Fiction and Non-Fiction areas **DO NOT** have an exit.

The following areas have doors that **LOCK**: Meeting Room, Boiler Room, Supply Room, Staff Room and Director's Office. The Meeting Room and Boiler Room have doors to the outside – the Supply Room, Staff Room and Director's Office have windows for outside access.

*The bathrooms (3) also have locks, but are recommended only as a last resort as none have exits should the lock be breached

Evacuation: Upon exiting the building, staff should meet at the Train Depot.

Thefts

- Thefts of Library &/or Patron Property: Notify local police at 716-662-6444 and the Library Director.
- Capture/save all applicable security camera coverage.

Fire

- Pull alarm box to notify the Fire Department. Orchard Park has five fireboxes: one located in the front foyer, one in the entryway from the parking lot, one in the community room, one at the south emergency exit door and one at the Boiler Room exit door.
- 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.
- Orchard Park has six fire extinguishers: one located to the right of the south emergency exit door, one to the right of north side windows, one in the hallway to the Meeting Room, one in the front foyer, one in the hallway to the Boiler Room and one inside the Boiler Room to the right of the entry door. All the Library's extinguishers will work on any type of fire.
- The designated assembly point for staff is the Train Depot. 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 716-858-6849.
- False alarm - Call Fire Safety at 716-894-9700 and give our password. The password is located in the Emergency folder in the staff workroom.

Suspicious Item

- A suspicious item is an object (e.g. package, bag, vehicle, etc.) that is reasonably believed to potentially contain explosives, an IED (improvised explosive device), bomb, or other hazardous material that requires a technician to further evaluate/neutralize 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, powders 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 716-662-6444.

Threat Assessment

Bomb Threats

- In the event of a bomb threat, you should always:
 - Notify the Librarian in charge right away.
 - Librarian in charge will notify law enforcement at 911.
 - Evacuate the building.
 - Document as many details as you can remember.
 - 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 not, 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 gather as much information as you can.
- Record the phone conversation if possible.

Verbal Threat

- Monitor perpetrator movements in the building, if they leave, note which direction they went and type of vehicle if relevant.
- Write down the threat exactly as it was communicated.
- Note the description of the person who made the threat on the Bomb Threat Report.
- Capture/save all applicable security camera coverage.

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: 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.
- Capture/save all applicable security camera coverage.

The Librarian in charge will coordinate with law enforcement for threat response.