



**CITY OF TONAWANDA PUBLIC LIBRARY
Disaster Response Policy**

This policy pertains solely to the City of Tonawanda Public Library of the Buffalo & Erie County Public Library System.

Introduction:

In order to protect library users, staff, as well as the library and its assets, the City of Tonawanda Public Library in the care of its Board of Trustees has established a framework for responding to emergencies and disruptions.

Emergency Contacts:

Police: Dial 911; For non-emergency matters, dial 716-692-2121

Fire: Dial 911, For non-emergency matters, dial 716-692-8400

Heating/Cooling: U&S Services - 716-693-7220

Power Failure: City Electrical Department - 716-695-9232 or 716-572-2223

Snow: City Supervisor - 716-418-3902

Other Building Emergencies: City Supervisor - 716-418-3902

Internet: Time Warner Cable - 1-855-878-2147; Inform Network at 716-858-6849

Emergency Procedures:

Fire

1. When a fire is detected, a staff member should dial 911.
2. If staff determine a fire able to be contained and extinguished they shall proceed to do so using a fire extinguisher located in the main library area to the right of the exit.
3. Evacuate library users and staff from the building.
4. If fire cannot be extinguished by staff, the library will close to the public. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849
5. If Library Director is not present, staff will call to advise them on the situation.

Power Outage

1. When power to the library is lost, the library will close to the public.
2. If during open hours, staff will assist library users with exiting the building.

3. Staff will call the City of Tonawanda Electrical Department at 716-695-9232. If attempts to contact the Electrical Department are unsuccessful, a call will be made to the city's Supervisor at 716-418-3902
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849
5. If Library Director is not present, staff will call to advise them on the situation.

No Water

1. When the library is without water it will be closed to the public.
2. If during open hours, staff will assist library users with exiting the building.
3. Staff will contact the City of Tonawanda Supervisor to report emergency at 716-418-3902
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849
5. If Library Director is not present, staff will call to advise them on the situation.

No Heat/Cooling

1. When the library is without heat it will be closed to the public.
2. If during open hours, staff will assist library users with exiting the building.
3. Staff will contact U&S Services to report emergency at 716-693-7220
4. Staff will contact the Central Library's Network Support line to report closure at 716-858-6849
5. If Library Director is not present, staff will call to advise them on the situation.

Health Emergencies

1. When a library user or users and/or staff member(s) is experiencing a health emergency, 911 will be dialed.
2. If a staff member is experiencing an emergency, their emergency contact will be phoned. Emergency contacts are kept internally and updated yearly.

No Phones and/or Internet

1. If the library is without phone service, staff will call service provider Time Warner Cable at 1-855-878-2147
2. Staff will contact the Central Library's Network Support line to report the problem at 716-858-6849

Weather Related Emergencies

1. Should inclement weather threaten the safety of library users and staff the Library Director will determine whether or not to close the library.
2. If the Library Director is not in the building, staff will call to advise them of the situation.

Public Health Emergency

1. In the event of a Public Health Emergency, the Library will seek guidance from Local, County, and State governments and implement any and all guidelines as they pertain to the operation of the Library.
2. The Library System will be notified regarding any change in service or closure of the building.
3. The Library Director will create separate plans and/or policies that specify how the Library will operate under the varying circumstances of the Public Health Emergency.

In all cases, when the Library Director is not available, staff will attempt to contact the Board of Trustees President. When applicable, a response chain will be implemented with local government agencies to ensure timely reaction to events and issues that occur. If an emergency results in the closure of the Library, all collective bargaining agreements and their provisions will be reviewed for effected staff.

Adopted by the City of Tonawanda Public Library Board of Trustees at a public meeting on December 14th, 2020.