

**WEST SENECA PUBLIC LIBRARY
EMERGENCY & DISASTER PROCEDURES
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Revised March 2026

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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 West Seneca Public Library (WSPL). These are best practices and may not cover every situation encountered. Please discuss any questions or concerns with the Library Director or your immediate supervisor.

The WSPL maintains specific Emergency Procedures to:

- Provide employees with basic emergency preparedness and response information. One of the main goals is to maintain a safe environment within the applicable laws and regulations set forth by the Town of West Seneca 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, they should contact 911 immediately and then notify the Library Director or person in charge as soon as safely possible.

These procedures will be reviewed annually by the Library Director.

External Assembly Point:

- Sidewalk along Legion Parkway directly across from the playground

Inclement Weather Evacuation Site:

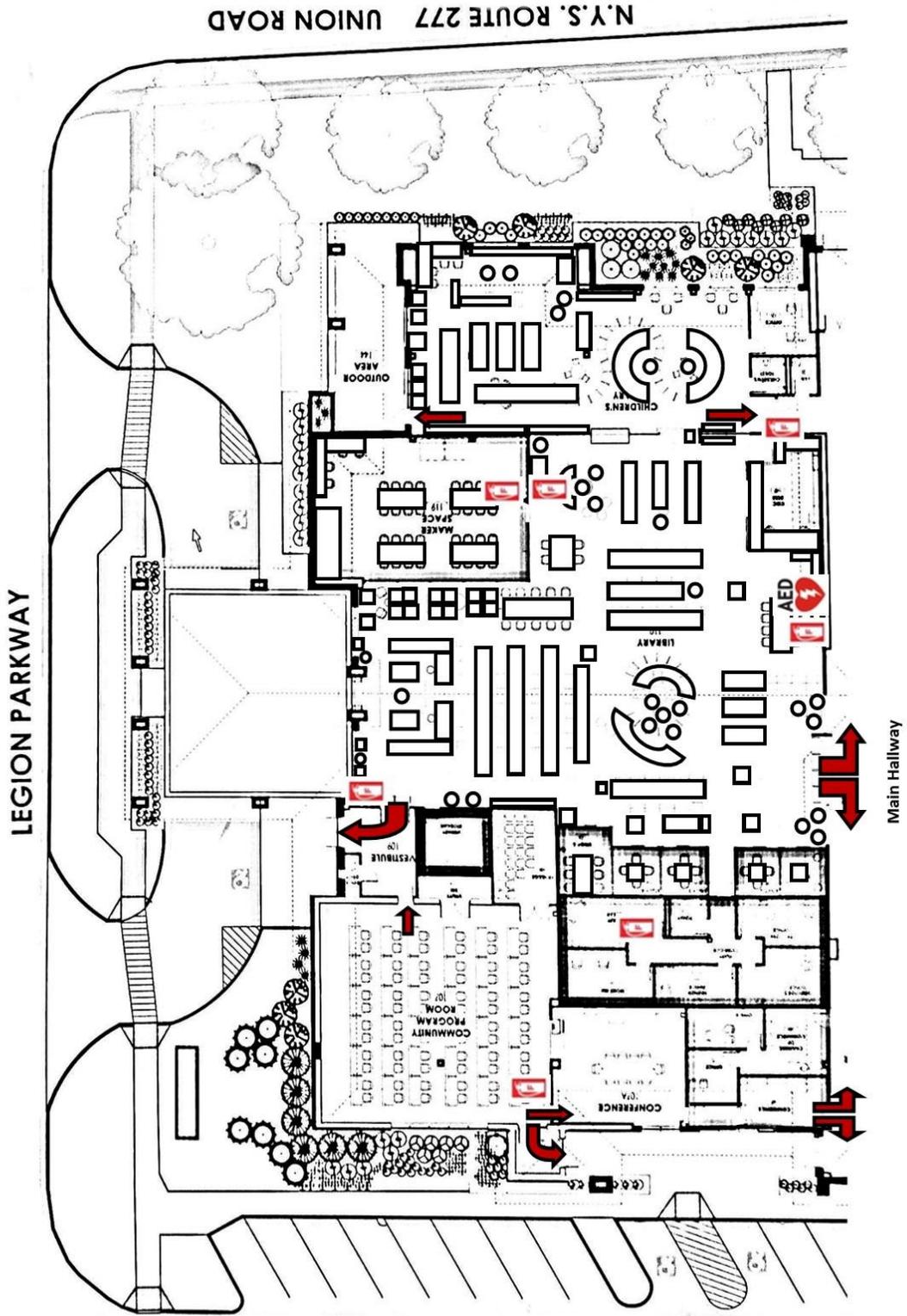
- Will be used if necessary AFTER staff has checked in at the External Assembly Point
 - West Seneca Town Hall 1250 Union Rd West Seneca, NY 14224

II. POINTS OF CONTACT

NAME	POSITION	CONTACT
Robert Alessi	Director, West Seneca Public Library	716-674-2928
William Josefiak	President, West Seneca Public Library Board	716-674-2928
West Seneca Police Department	-	911 -OR- 716-674-2280 (non-emergencies)
Vigilant Fire Department	-	911 -OR- 716-674-0420 (non-emergencies)
Steve Hanavan	West Seneca Buildings & Grounds	
Don Bebak	West Seneca Buildings & Grounds	
Gary Dickson	Town of West Seneca Supervisor	716-558-3203 (office) -OR- 716-777-2504 (cell)
Amelia Greenan	Deputy Town of West Seneca Supervisor	716-558-3202
Dorinda Darden	Interim Director, B&ECPL	716-858-8900
Angela Marinucci	Chief Operating Officer, B&ECPL	716-858-8900
Judy Fachko	Human Resources	716-858-8900
IT Help Desk		716-858-8900

III. MAP

West Seneca Public Library Exits, Fire Extinguishers & AED



IV. 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
- Immediately report the event to Library Director or person in charge when it is safe to do so.
- 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 a Library Accident/Incident Report or, if applicable, an Employee Injury report.
- If the injured party is a patron, immediately complete a [Library Accident/Incident Report](#) (located on the staff Intranet). Print/sign a copy and place it on the Library Director's Desk. The Library Director will retain a copy at the library and provide copies to the Town of West Seneca Supervisor's Office, Town Clerk, Town Legal Department and Central Library.
- 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/sign a copy and place it on the Library Director's Desk. The Library Director will retain a copy at the library and provide a copy to the Central Library.

Automatic External Defibrillator (AED)

- One (1) AED is located in the West Seneca Public Library for use in the event a patron or staff member experiences a cardiac episode. It is hanging on the wall between the main desk and the photocopier/fax machine area.

Panic Buttons

- Panic buttons are located at key points of the West Seneca Public Library.
- See your supervisor for the exact location in your area.
- When both buttons on the alarm are pushed and held briefly at the same time, the panic button will send an alarm directly to the monitoring station and ultimately the West Seneca Police. It is best to only use the panic button for situations involving an immediate threat to yourself or others. Otherwise, it is better to call 911 or the West Seneca Police department directly. This will allow responders to know and understand the situation they are responding to at the library.

Unruly Patrons

If confronted with an unruly patron:

- Notify Library Director or person in charge immediately.
- Take note of the following information:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name
- Remain calm and keep your composure. Do not argue.
- Walk away if necessary and you can do so safely.
- Call 911 or the West Seneca Police (non-emergency line) as necessary.
- Allow Police 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 Library Director or person in charge and/or call 911 or the West Seneca Police (non-emergency line) as necessary.

Suspicious Behavior

In the event that you notice an individual behaving in an unusual, disorderly, intoxicated, or suspicious manner:

- Notify Library Director or person in charge immediately.
- Take note of the following information:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name
- Keep a safe distance from the person; do not attempt to talk with or remove the individual yourself.
- Call 911 or the West Seneca Police (non-emergency line) as necessary.
- Allow Police to handle the situation when they arrive.

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. [Workplace Violence Policy](#)

- Report all physical acts of aggression or verbal threats immediately to the Library Director, person in charge, or Human Resources.
- [Workplace Violence Incident Report](#)
- Take note of the following information:
 - A description of the problem
 - Your location (be as specific as possible)
 - Your name
- Keep a safe distance from the situation; do not attempt to interfere.
- Remain calm and keep your composure. Do not argue.
- Direct responding management, or law enforcement to the scene.
- 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.

- Evacuate the area if directed or as needed for your safety.

V. HAZARDOUS SITUATIONS

Suspicious Items

- A suspicious item is any object that is out of place and can not 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, if possible to safely do so, notify the Library Director or person in charge – if possible use hard-line communication (desk phone). Avoid using radio or cell phones.
 - Alert others nearby that they should evacuate the area.
 - Contact law enforcement, and apprise responding emergency personnel of the situation: 911 -OR- 716-674-2280 (non-emergencies)

Bomb Threat

In the event of a bomb threat:

- Notify Library Director or person in charge immediately.
- Write down as many details as you can remember.
- Promptly complete a [Bomb Threat Report](#) (available on Intranet).
- 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 genuine until investigated and proven otherwise.
- Keep caller on line as long as possible to obtain and write down as much information as possible.
- Utilize [Bomb Threat Report](#) to document all pertinent information.

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. Advise someone to notify the Library Director, person in charge or 911.

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 Library Director, 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 Library Director, 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 Library Director, person in charge or 911.

Fire

Suspicious Odors or Light Smoke

- Notify Library Director or person in charge immediately.
- Give the location and brief description.
- The person in charge will indicate whether or not necessary to call 911. If necessary, follow procedures for evacuating the building. When evacuating, the Library Director or person in charge should announce to patrons and staff that: THIS IS AN EMERGENCY. LEAVE THE BUILDING IMMEDIATELY!

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.
- Notify Library Director or person in charge immediately or call 911.
- If possible, attempt to extinguish with a fire extinguisher. Do not attempt to fight the fire yourself.
- Follow procedures for evacuating the building. When evacuating, the Library Director or person in charge should announce to patrons and staff that: THIS IS AN EMERGENCY. LEAVE THE BUILDING IMMEDIATELY!

Fire Extinguisher / Fire Alarm Pull Station Locations

Fire Extinguishers (7 in library and community room)

- Staff breakroom
- Near Information Desk next to the photocopier
- Emergency Exit from Children's Room into main hallway
- Makerspace (inside)
- Makerspace door near self-checkout
- Inner doors near Legion Parkway (under light switches)
- Large Community Room near doorway to Multipurpose Room
- Three (3) additional fire extinguishers are in the Atrium: Outside Emergency Exit from Children's Room, Outside Recreation Department and near the main doorway to the parking lot

Fire Alarm Pull Stations (3 in library and community room)

- Door to Children's Room outdoor porch
- Doors to Legion Parkway side entrance
- Door from Large Community Room to parking lot
- Three (3) additional fire alarm pull stations are in the Atrium: Main door to Union Road and at both doors from the Atrium to the parking lot

Fire Alarm Annunciators (1 in library and community room)

- Doors to Legion Parkway side entrance
- One (1) additional fire alarm annunciator at door from the Atrium to the parking lot

Explosion

In the event of an explosion, immediately evacuate the area of the explosion and notify 911. Notify Library Director or person in charge if it is safe to do so.

Give the following information:

- The location of the explosion (be as specific as possible);
- Your name and where you are calling from;
- 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 the Library Director or person in charge. If they are not readily available, contact the Town of West Seneca Buildings & Grounds.

Chemical Spills

- Notify Library Director, person in charge or Buildings & Grounds of 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 Library Director, person in charge and/or Buildings & Grounds has had an opportunity to assess the spill.

Gas Leaks & Suspicious Odors

- Notify Library Director, person in charge or Buildings & Grounds of the location and brief description of the odor.

In the event of strong fumes, staff may be relocated temporarily until Library Director, person in charge and/or Buildings & Grounds has had an opportunity to assess the cause of the odor.

Carbon Monoxide

Carbon Monoxide Detectors

- Multiple Carbon Monoxide (CO) detectors are installed throughout the West Seneca Public Library.

Detector Activation

In the event a Carbon Monoxide alarm is activated, staff should take the following actions:

- Evacuate the immediate area. Move to fresh air immediately.
- Call 911.

VI. EVACUATION

Employees should observe the following procedures to evacuate the West Seneca Public Library in case of emergency. All employees should be familiar with the West Seneca Public Library's emergency evacuation plan including:

- Map of Library Exits
- External assembly point (sidewalk along Legion Parkway directly across from the playground)

It is the responsibility of the Library Director or person in charge to ensure that they have:

- A means of identifying which staff is present each day (weekly schedule sheet at the desk or on a phone); the Library Director or person in charge will be responsible for reporting information about the presence/absence of staff at the assembly point.
- Identification of employees with mobility impairments and/or other special needs and assignment of at least one buddy and one alternate buddy to assist the employee during evacuation.

During an Evacuation - employees should:

- Exit the building.
- Make your way to the designated assembly point.
- Wait for your supervisor for further instruction.

During an Evacuation the Library Director or 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.

Persons in Need of Assistance

Employees in need of assistance are advised to contact Human Resources to self-identify if assistance is needed evacuating a building, 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 they 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 they 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 the external assembly point (sidewalk along Legion Parkway directly across from the playground)
- If necessary, staff will be instructed to proceed to one of the inclement weather evacuation site(s) below:
 - West Seneca Town Hall 1250 Union Rd West Seneca, NY 14224

VII. 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, HIDE, FIGHT.

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.
- Alert others to possible threat as you escape.
- 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 or Security 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.
- Drop 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

VIII. 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, the Library Director or person in charge may determine that a lockdown is an appropriate response.

A lockdown means staff is secured 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.
- Move to nearest part of the building away from doors and windows.
- Remain alert and listen for updates.
- Remain in location until Emergency Personnel, Library Director or person in charge tell you the situation has been resolved.

The Library Director or person in charge will 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, the Library Director or person 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 are secured 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.
- Move to nearest part of the building away from doors and windows.
- Remain alert and listen for updates.

- Remain in location until emergency personnel, the Library Director or person in charge tell you the situation has been resolved.

The Library Director or person in charge will coordinate with 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, the Library Director or person in charge notify you that the situation has been resolved.

Individuals should move to a place to shelter away from doors and windows.

IX. OTHER

Power Interruption

- Assess the situation. Many times the power will come on again after a short time, but this is not always the case.
- In the event of a power outage, notify Steve Hanavan or, if not available, Don Bebak from the Town of West Seneca Buildings & Grounds Department.
- When the power is out:
 - Door fobs will not work. You must use a key to access staff area. For any persons in charge, remember that you can use your building key to get in through the outside door that goes into the Large Community Room from the parking lot, and then use the same key to enter the Friends workroom through the Multipurpose Room should you not have the key for the staff door handy.
 - The main gate will not open/close with the gate key when the power is out. (To close the gate, there is a panel in the ceiling on the right side that needs to be opened. Inside is a pull chain that manually controls the gate. Town of West Seneca Buildings & Grounds Department staff should be able to assist with closing the gate if needed as a ladder is necessary to access the panel.)
 - 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.
 - 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.
 - Assure patrons that all items will be checked out to them, renewed, or discharged from their accounts after we regain power.
- If it is determined that the library must close (after a reasonable period of time), post signs, lock the doors, close the gate, and evacuate the building. Refer to “**CLOSING PROCEDURES (UNANTICIPATED)**” below for more detailed steps when closing.

Telephone / Internet Service Interruption

- Use a cell phone to contact the Information Technology Help Desk.
- Contact Spectrum 1-888-812-2591. Spectrum router box is located in the Mechanical Room across the hall and across from the public restrooms. The Spectrum acct # is available in the red Emergency folder in the Library Director's Office.

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

- The Library Director, Library Board President or designee (when the Director or President are not readily available) is responsible for determining if the West Seneca Public Library will close.

CLOSING PROCEDURES (UNANTICIPATED) (Updated March 2026):

1. If at all possible, discuss with Rob Alessi. If not available, contact Library Board President Bill Josefiak.
2. Notify CEN via **Open Hours Calendars/Emergency of Planned Building Closings** <http://intranet.buffalolib.org/statistics/becpl-calendar> *This updates the calendar of hours on our web page, the OPEN TODAY section of the main web site and also sends a notice to CEN staff members who need to be notified of a closing.
*If the calendar cannot be updated online, contact the IT Help Desk and be prepared to give the following information: Library name, date/time of closing, reason for closing, expected duration of closing, status of electrical power and network connection, your name and contact info
3. Notify Staff
4. Notify Steve Hanavan - Town of West Seneca General Crew Chief OR Don Bebak – Town of West Seneca Building and Grounds
5. Create signage for the doors indicating the date(s) of closing, reason and any important instructions (when possible).

6. Notify volunteers and/or any other patrons, organizations, etc that were to attend any events or programs in the building (when possible).
7. Put on WSE Facebook page
8. Put on WSE web page
<http://intranet.buffalolib.org/branch-edit-live>
EXAMPLE: The West Seneca Public Library is closed today due to the weather. We plan to reopen for our regularly scheduled hours on _____. **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.**
9. Notify WGRZ and/or WKBW, especially for short-term, weather-related closings.
10. Notify entire WSE Board via email to let them know we closed and why.

Emergency Exits in the Children's Room - Door Alarms

There are internal door alarms in the Children's Room on all three doors which exit the library space. One (1) at the door to the Children's Room outdoor porch area and two (2) at the doors from the Children's Room into the main Atrium hallway. A long tone indicates the alarm has been set while a short tone indicates the alarm is now turned off.

Doors with Key Locks and Fobs

Director Office
 Library Assistant Office
 Staff Workroom
 Staff Area door
 Children's Office (includes ladder to roof)

Doors with Key Locks only

Friends storage room
 Makerspace
 Bookdrop Closet
 Large Community Room door from foyer
 Storage Room (includes ladder to roof)
 Friends storage room to multipurpose room

Doors with Push Button Lock (on inside only)

Staff Restroom

Children's Restroom

Thefts

Thefts of Library Property: Notify local police at 716-674-2280, the Library Director, and Board President

- 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 716-674-2280 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.

News Media and Public Inquiries

Only the Library Director and/or Library Board President 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 - the Library Director and/or Library Board President.
- Refrain from discussing or speculating on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media.

Approved and adopted by the West Seneca Public Library Board of Trustees on March 18, 2026.