Disaster Plan

**Purpose:** This plan is designed to help the library prepare for a disaster and recover from a disaster or emergency of any type. It contains emergency contact information and emergency procedures.

This plan will be revised and updated by the Board of Trustees in February of each year, with input and suggestions from staff.

Copies of this plan will be stored in the homes of officers and the library director, as well as in the library. They will be placed in red folders for easy retrieval. Every trustee and staff member will have a copy of the telephone tree.

**In a disaster at the library when it is occupied, first priority is the safety of the patrons and staff. No other procedures will be started until all people are safe.**

**Table of Contents**

[Phone Tree 3](#_heading=h.gjdgxs)

[Off Site Emergency Services To Be Called If Needed 4](#_heading=h.30j0zll)

[Other Off Site Services to Be Called If Needed 5](#_heading=h.1fob9te)

[Off Site Sources of Equipment and Supplies for Materials Recovery 6](#_heading=h.2et92p0)

[Locations of In House Emergency Equipment 7](#_heading=h.tyjcwt)

[Salvage Priority List 8](#_heading=h.3dy6vkm)

[Emergency Procedures 9](#_heading=h.1t3h5sf)

[Disaster Recovery Procedures 37](#_heading=h.vx1227)

# Phone Tree

The following staff and board members are important members of our recovery team. In a disaster, we may need the help of many people.

**Directions:** Call the first person on the list, then the next until you reach a live person. Ask them to pass on the info to the next person on the list. Speak slowly and clearly. Be clear about what you are asking them to do.

Rachel Ballenger, Director 309-706-8921

 Board Staff

Rochelle Wardell, Trustee 309-725-3510 Piper Arington 309-808-9180

Chris Miller, Vice President 309-212-2218 Emma Noel 309-262-4480

Lori Hoskins, Secretary 217-417-4649 Sally Smith 309-533-4370

Mark Schwamberger, Treasurer 309-728-2857 Madison Wallace 815-848-8973

Amy Bogner, Trustee 309-824-9832

Judy Michael, Trustee 309-824-2370

Audra Wyant, President 217-549-2823

# Off Site Emergency Services To Be Called If Needed

**Hazard Response**

Most disasters can be handled by local agencies. Usually dialing 911 will get you to the service agencies that can help.

| **Event** | **Agency** | **Phone** |
| --- | --- | --- |
| Fire | Fire Dept. | 911 |
| Chemical Spill | Fire Dept. | 911 |
| Medical effects from Chem. Spill | Health DepartmentFire DepartmentPoison Control CenterAmbulance | 309-888-54509111-800-222-1222911 |
| Occupational Exposure | Health Department | 309-888-5450 |
| Pests | Health Department | 309-888-5450 |
| Water Supply Contamination | Health Department | 309-888-5450 |
| Suspicious Powder/Package | Police | 911 |
| Flooding  | Emergency Management Agency | (309) 888-5020 |
| Tornado | EMAEmergency Med. Services | (309) 888-5020911 |
| Earthquake | EMAEmergency Med. Services | (309) 888-5020911 |
| Bioterrorism/Chemical terrorism | Health DepartmentPoliceEmergency Med. Services | 309-888-5450911911 |

# Other Off Site Services to Be Called If Needed

| **Service** | **Company** | **Phone Number/E-mail** |
| --- | --- | --- |
| Insurance Company | Country Financial (Steve Edgecomb) | 309-451-9999Steve.edgecomb@countryfinancial.com |
| Legal Advisor | Phil Lenzini | 309-370-2471plenzini@aol.com |
| Utility Companies | Ameren IllinoisNicor GasMediaCom BusinessVillage of Towanda | 800-755-5000888-642-6748800-379-7412309-728-2811 |
| Electrician | Kennell Electric (Les Kennel) | 309-303-9169les@kennellelectric.com  |
| Plumber | Redbird Pluming (Chris) | 309-287-0367 |
| Exterminator | Orkin | 309-663-9545 |
| Chemist | U of I Preservation Dept. | 217-333-0757 |
| Mycologist | U of I Preservation Dept. | 217-333-0757 |
| Document Preservation | Milner Library ISU | 309-438-3450 |
| Freeze-dry Service | Midwest Freeze-Dry | 847-679-4756 |
| Locksmith | Bill's Key and Lock Shop | (309) 454-1713 |
| Glass Company | Mike’s Glass Plus | 815-842-2724mikesglassplus@gmail.com  |
| Architect | Young Architects | 309-662-5612 |
| Computer/IT Support | Stability I.T. | 309-310-6645jcorrington@stabilityit.net  |
| Sprinkler/Heating/Cooling | Bratcher Heating & Cooling | 309-454-1611 |
| Security System | Rock Star | 309-268-0640 |
| Freezer Space |  |  |
| Roofing | Union Roofing | (815) 945-2141 |

# Off Site Sources of Equipment and Supplies for Materials Recovery

| **Equipment** | **Company** | **Phone Number** |
| --- | --- | --- |
| Dehumidifier Rental | The Home Depot | 309-452-4031 |
| Forklift Rental | Midwest Construction Rental | 309-829-1046 |
| Newsprint | PantagraphWalmartOffice DepotU-Line | 309-829-9000309-451-1100309-862-1606800-295-5510 |
| Wet Vacuum Rental | The Home DepotLowe’s | 309-452-4031309-661-6467 |
| Portable Fans | MenardsLowe’s | 309-452-6299309-661-6467 |
| Generator | The Home DepotBlain’s Farm and FleetMenards | 309-452-4031309-829-0018309-452-6299 |
| Hard Hats | The Home DepotLowesBlains Farm and FleetMenards | 309-452-4031309-661-6467309-829-0018309-452-6299 |
| Pallets | Kirk Wood PalletsThe Home Depot | 309-829-6661309-452-4031 |
| Mops, Buckets, Brooms | Miller Janitorial SupplyCentral Supply Company | 309-452-8396309-828-5081 |
| Paper Towels | Miller Janitorial SupplyCentral Supply Company | 309-452-8396309-828-5081 |
| Portable Sump Pump | Sunbelt Rentals | 309-828-2030 |
| Temp/Humidity Gages | The Home DepotLowe’s | 309-452-4031309-661-6467 |
| Waterproof Clothing, Gloves | Tractor Supply Co.Blain’s Farm and Fleet | 309-829-8511309-829-0018 |
| Plastic Sheeting | The Home DepotLowe’s | 309-452-4031309-661-6467 |
| Security Staff |  |  |

# Locations of In-House Emergency Equipment

| **Equipment Type** | **Location** |
| --- | --- |
| Batteries | Middle row, second drawer from left in old card catalog |
| Cut-Off Switches and Valves | Utility Room |
| Extension Cords |  |
| Fans |  |
| Fire Alarm Pulls  | Directly across from the circulation desk on the north pillar on the east wall; Back door Before entryway, on S wall before foyer to back door |
| Fire Extinguishers | Under Sink in Office, To the left on the interior front doors in the main area of the library, on wall near inner back door |
| First-Aid Kit | Cabinet above sink in Office |
| Flashlights | Under Front Desk under disc cleaner |
| Fuse Boxes/ Circuit Breakers | Utility Room |
| Ladder | Utility Room, Shed |
| Mop | Closet by back door |
| Paper Towels | Closet behind office, staff bathroom |
| Plastic Trash Bags | Under sink in office |
| Rubber Gloves |  |
| Smoke Detectors | 7 locations throughout library, including office closet and back door closet duct smoke detector Furnace room |
| Sponges, Pails, Brooms | Closet by back door |
| Tables |  |
| Tools | Closet by back door, shed |
| Vacuum | Closet by back door |
|  |  |
|  |  |
|  |  |

# Salvage Priority List

If salvage is possible and safe to carry out, save items in the following priority order:

1. Local History items in closet by back door
2. CPU from Office
3. External Hard drives connected to office computer, and cataloging computer
4. Board Flash Drive in filing cabinet in office
5. CPU for Cataloging Computer
6. Original artwork on walls
7. File Cabinet in Office
8. File Cabinet by local history shelves
9. Other computers
10. Copiers/printers/monitors
11. Collections
	1. DVDS
	2. Audiobooks
	3. Adult Fiction
	4. Children’s Fiction
	5. Adult Non-Fiction
	6. Children’s – Non-Fiction

Paperbacks and periodicals are a low priority

1. Furniture

# Emergency Procedures

This section describes precautions to be taken if you have advance warning of an emergency (e.g. Hurricane, flood, wildfire).

**Contents**

[Active Shooter/Violent Intruder 10](#_heading=h.4d34og8)

[Animals/Animal Bites 11](#_heading=h.2s8eyo1)

[Assult/Abuse 12](#_heading=h.17dp8vu)

[Behavior Problems 13](#_heading=h.3rdcrjn)

[Bomb Threats 14](#_heading=h.26in1rg)

[Building Takeover by a Person or Group 15](#_heading=h.lnxbz9)

[Chemical Release 16](#_heading=h.35nkun2)

[Death or Severe Medical Problems 17](#_heading=h.1ksv4uv)

[Drug and Psychiatric Emergencies 18](#_heading=h.44sinio)

[Earthquake 19](#_heading=h.2jxsxqh)

[Evacuation of Building 20](#_heading=h.z337ya)

[Fainting/Unconsciousness 21](#_heading=h.3j2qqm3)

[Fire 22](#_heading=h.1y810tw)

[First Aid and Minor Medical Problems 23](#_heading=h.4i7ojhp)

[Flooding or Water Leaks 24](#_heading=h.2xcytpi)

[Fumes (Possible Toxic) 25](#_heading=h.1ci93xb)

[Gas Leak 26](#_heading=h.3whwml4)

[Insect Bites 27](#_heading=h.2bn6wsx)

[Missing Child 28](#_heading=h.qsh70q)

[Obscene Telephone Calls 29](#_heading=h.3as4poj)

[Power Failure 30](#_heading=h.1pxezwc)

[Severe Winter Storm 31](#_heading=h.49x2ik5)

[Severe Weather 32](#_heading=h.2p2csry)

[Sexual Misconduct 33](#_heading=h.147n2zr)

[Shelving Collapse 34](#_heading=h.3o7alnk)

[Suspicious Package 35](#_heading=h.23ckvvd)

[Theft 36](#_heading=h.ihv636)

[Tornado 37](#_heading=h.32hioqz)

[Vandalism 38](#_heading=h.1hmsyys)

[Verbal Abuse 39](#_heading=h.41mghml)

[Weapons, Possession of 40](#_heading=h.2grqrue)

## Active Shooter/Violent Intruder

RUN. HIDE. FIGHT.

Get somewhere safe. Remain calm. Exit and bring patrons with you if you can. Hide if you cannot. (“There is an emergency in the library. Please exit immediately.”) Do not argue. Lead by example. Regroup at the school if possible. Do not re-enter the building for any reason.

**Can you Safely call 911?**

Calmly give then as much information as you can:

* Shooter(s) last known location
* Number of shooters
* Detailed physical description from the top down (race, hair, gender, hat, clothing)
* Number and types of weapons, if known
* Injured: Number and location, if known
* Number and location of people still in the building, if known

**If you are hiding:**

Do anything you can do fortify your position:

* Stay away from windows
* Close blinds
* Lock door
* Block door
* Turn off lights
* Stay out of sight
* Remain quiet; turn off cell phone ringer and make sure they don’t vibrate
* If you see a victim, do not give their location away by looking in their direction
* Do not come out until the police tell you it’s safe. This may be minutes or hours.

**Fight** as a last resort and only if your life is in danger:

* Attempt to incapacitate the shooter
* Act with physical aggression
* Improvise weapons such as using a chair or fire extinguisher to distract and strike the shooter
* Commit to your actions

**What to expect when police arrive:**

* First responders will be focused on capturing the shooter(s), not helping victims
* They will ignore anyone lying on the floor
* If you are outside or hidden, remain so until you are given the all clear
* Keep your hands visible at all times
* Do not surprise an officer or attempt to hand him/her anything – it could be mistaken for a weapon.
* Do whatever the police tell you to do
* Know that help for the injured is on its way

## Animals/Animal Bites

Animals are not allowed in the library except service animals and special events hosted by the library. Unauthorized animals should be carefully removed from the building by a staff member or by calling animal control.

In the event of an animal bite, the following procedure should be followed:

• Attempt to prevent further attacks. Ask patrons to carefully exit the area around the animal to create a perimeter around the animal. There may be danger of rabies or other diseases. Try to prevent other people from being bitten. Rabid animals may be either hyperactive or may show signs of paralysis.

• If possible, have the animal isolated. This could simply mean closing a door to a room or closet once patrons have exited. If the animal escapes, try to watch where it goes.

• Call 911 if there are injuries

• Call Animal Control to remove the animal. Give the following information- Description of the incident including a description of the animal and it’s behavior, Exact location of the animal, Your name

• Administer First Aid until authorities arrive. Be sure to put on rubber gloves. Apply ice or cold water to the area.

• File an incident report. Include the name of the animal’s owner, if possible, and the name of the injured person(s).

## Assault/Abuse

Assault and abuse are the willful infliction of physical pain, injury, mental anguish or unreasonable confinement. Staff and patron safety are the first priority in any physically threatening situation. The protection of property is of secondary importance. This guideline applies to any physically threatening situation in the library, including incidents between patrons as well as between patrons and staff.

• Remain calm

• Do not attempt to physically overpower the person. Comply with any demands that may defuse the situation.

• Call 911. If you are unable to call 911 yourself, use a prearranged signal to notify another staff member to call. When calling give a description of the incident including a description of the person/people involved. Be as specific as possible. Give your exact location and your name. Emphasize that immediate help is needed. Have a staff person meet the authorities at the door.

• Assess the risks. Evaluate the risk to other patrons and staff and evacuate the building if necessary.

• Do not detain a person. If the person attempts to leave the building, do NOT interfere or attempt to detain the person. If possible, observe the person’s vehicle and the direction of travel. Obtain the vehicle description and license plate, if possible.

• Administer First Aid, if needed. Be sure to wear rubber gloves.

• File an incident report. Include the name of the victim, description of the attacker, and names of any witnesses other than staff.

## Behavior Problems

The library is designed for use by all members of the community. Patrons are expected to observe the rights of other patrons and staff members and to use the library for its intended purposes.

• The library Director and senior staff members on duty shall have the responsibility for enforcing discipline within the library.

• The library Director and senior staff members on duty will determine when the behavior is inappropriate in the library.

• Response to inappropriate behavior will be immediate.

Please see the Patron Behavior Policy.

## Bomb Threats

Staff and patron safety are the first priority in any physically threatening situation. If a bomb or bomb-like object is sighted in the building, be prepared to describe the object and its location. If a bomb threat is made by phone, listen for voice or speech peculiarities, background noise, repeated use of certain phrases, etc.

• Get the maximum information. Keep the caller on the phone if possible and write down as much information as possible. Use the Bomb Threat Form below.

• Call 911. Give them all of the information obtained and meet the authorities at the door.

• Only evacuate the building if told to do so by the police. Then do so quickly and quietly.

• Allow the authorities to search for the bomb. It is not the staff’s responsibility to search for the bomb. Staff has a right to refuse if asked to participate in a search.

• File an incident report. Complete the report with all details and the actions taken.

Bomb Threat Form:

 Questions to ask on the phone:

1. When is the bomb going to explode?

2. Where is the bomb?

3. What does the bomb look like?

4. What kind of bomb is it?

5. What will cause the bomb to explode?

6. Did you place the bomb?

7. Why?

8. Where are you?

9. What is your name?

Write down the exact wording of the threat, if possible.

Caller’s voice: Male\_\_\_\_\_ Female\_\_\_\_\_\_

 Calm\_\_\_\_\_ Angry\_\_\_\_\_\_ Soft\_\_\_\_\_ Loud\_\_\_\_\_\_

 Slurred\_\_\_\_\_\_ Stutter\_\_\_\_\_ Deep\_\_\_\_\_ High\_\_\_\_\_

 Accent\_\_\_\_\_\_ Disguised\_\_\_\_\_ Adult\_\_\_\_\_ Child\_\_\_\_\_\_

 Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Background noise (music, static, voices, traffic, animals, etc.)

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Building Takeover by a Person or Group

Staff and patron safety is the first priority in any physically threatening situation. The protection of library property is of secondary importance.

• Stay calm

• Do not attempt to physically overcome the person(s). Comply with any demands that may diffuse the situation.

• Do not defend the library. It is not the staff’s responsibility to act in place of the authorities. Resistance may only increase the risk of bodily harm to staff and patrons as well as the destruction of library materials.

• Call 911, if possible. This should be done whether the takeover is an actuality or simply appears to be a possibility. Give the following information to the dispatcher: Exact location, Description of circumstances including location, number of hostile persons, if damage is being done, etc., your name, library telephone number

• Talk. If it appears to be a rational leader of the group, a supervisor should talk to them in order to learn the purpose of the takeover and any other relevant information. However, if it is an irrational person or mob, your first responsibility is your own life and then the lives of others in the building.

• Complete an incident report with all details and actions taken.

## Chemical Release

Since there are so many different types of chemical releases that may occur, please call 911 for assistance on how to proceed safely in the situation that occurs.

## Death or Severe Medical Problems

• Stay calm

• Call 911. Give them the following information: Description of the situation, exact location of the incident, your name, patron’s name if known

• Administer First Aid. Make sure to wear rubber gloves. Do not presume that death has occurred. A trained person (staff or patron) should administer first aid. Look for Medic Alert tags around the arm, neck, or in wallet to indicate special medical problems.

• Meet the authorities at the door. Provide them as much information regarding the situation and your steps for First Aid.

• File an incident report. Complete the report giving the name of the victim, if available, names of witnesses, and actions taken.

## Drug and Psychiatric Emergencies

Any person who exhibits the signs and symptoms of being under the influence of alcohol or drugs, whose judgment is affected, or whose behavior in the library is disruptive or potentially dangerous should be handled as follows:

• Stay calm

• Speak firmly, but do not get in to an argument. Listen to the person’s point of view.

• If violence occurs, call 911. Give them the following information: Location of the person, symptoms exhibited, and your name.

• Meet the police at the door. Point out the disturbed person. If he/she has left the building, give the police a description and the direction he/she may have gone.

• File an incident report. Complete the report with all details and actions taken.

## Earthquake

• Evacuate the building. Once outside, get away from potential hazards. If possible, go to the middle of the east parking lot. If it is not possible to get outside, seek shelter in an interior doorway or under a sturdy piece of furniture. Assist patrons in finding shelter, but not at the risk of your own life. Be prepared for aftershocks.

• Call 911. Give them your name and your exact location within the library. Give the exact information about any victims and the nature of the injuries.

• Administer first aid. Wear rubber gloves.

• File an incident report. Complete the report giving all details and actions taken.

## Evacuation of Building

Certain circumstances may make it necessary to evacuate the building. Staff should remain calm. One staff member should be assigned to remain at the front door after evacuation to ensure no one enters the building. The remaining staff should each take a zone of the building to ensure all patrons are evacuated from the building as quickly as possible and in an orderly manner. If possible, all staff should meet up on the far, east side of the parking lot after evacuation.

• Remain calm. Try to keep patrons calm. Talk in a normal tone of voice and ask patrons to please leave the building immediately.

• If necessary, call 911. Give the details of the situation and inform that you are evacuating the building.

Building Zones for Evacuation:

* Children’s Area/Bathrooms
* Office/closet
* Adult Area

## Fainting/Unconsciousness

• Stay calm

• Respond quickly. Fainting/unconsciousness may be associated with medical problems, such as diabetic coma, epilepsy, heart attack, stroke, or hypoglycemia (insulin shock). Quick action is necessary.

• Check for medical information. If the person is conscious, ask for their name and any medical information they can provide. If they are unconscious, check for Medic Alert bracelet, necklace or wallet card. If the victim is accompanied by another person, ask if they know of the victim’s medical history.

• Call 911. Give the following information: Description of the situation, exact location in the library, any victim information obtained from the victim, accompanying person, or Medic Alert information, and your name. A staff member should be assigned to meet the authorities at the door.

• Do not move the victim. Serious unseen injuries may exist, such as internal bleeding. Keep the victim warm and administer first aid while you wait for the authorities.

• File an incident report. Complete the report giving the name of the victim, any witnesses, and all actions taken.

## Fire

When there is a fire, the primary objective of each staff member is to get yourself and all of the patrons out of the building as quickly as possible. Advise all patrons “There is a fire alarm, leave the building now!” Do not allow anyone to go back into the library for anything. Staff should gather by the outdoor Book drop.

• Stay calm

• Call 911. Inform them of the exact location of the fire, cause of the fire, if known, and your name.

• Use the nearest fire extinguisher to put out the fire if it is small and contained. Use the dry chemical extinguisher on electrical fires.

• Evacuate the building as quickly as possible.

* Start the Phone Tree.

• File an incident report. Complete the report with all of the details describing the locating of the fire, time of day, and all actions taken.

One staff member should be assigned to remain at the front door after evacuation to ensure no one enters the building. The remaining staff should each take a zone of the building to ensure all patrons are evacuated from the building as quickly as possible and in an orderly manner. If possible, all staff should meet up by the Book drop after evacuation.

## First Aid and Minor Medical Problems

For minor injuries (cuts, scrapes, etc.) administer first aid as needed. Be sure to wear rubber gloves.

• Apply compression to stop bleeding or use Band Aids.

• Do NOT give any medication, including aspirin, to patrons.

• Offer to call an ambulance for any injured or ill patron, regardless of how minor the injury or illness. If you call 911 give the following information: the nature of the injury or illness, the location of the victim in the library, and your name.

• A staff member should be assigned to meet authorities at the front door.

• File an incident report. Complete the report giving the name of the victim, if known, the extent of the injuries, and all actions taken.

## Flooding or Water Leaks

If flooding in the building is either presumed or confirmed, stay out of the building until an electrician or the power company has disconnected the power. Water can carry electricity and there may be extreme danger of shock.

* Guard access to the building’s entrance to keep out unauthorized personnel.
* Call Ameren
* Start Phone Tree

Salvaging materials:

 Water-damaged materials are fragile. Refer to the “Salvage and Recovery” section of this plan for instructions on how to handle these materials. Do not open wet books. Transfer water soaked books and materials or those in danger of being damaged to a safe location. They should be put in a place that is well ventilated and contains no carpeting (i.e. bathrooms).

For water leaks:

 Collect water in containers. Move materials as necessary to prevent them from getting wet. If possible, identify the area of the leak. Start Phone Tree and call third parties as needed.

The library may be used as a clearinghouse for information if residents are flooded out of their

homes. Flooding risk is minimal for the library itself.

## Fumes (Possible Toxic)

In a library setting, the primary concern is carbon monoxide poisoning. Since carbon monoxide is undetectable by sight or smell it is important to pay close attention to symptoms of carbon monoxide poisoning—headache, irritability, shortness of breath, chest pain, dizziness, nausea, and fainting.

• Evacuate the building

• Call 911. Give them the following information: Description of the situation, exact location, and your name. Meet the authorities at the door.

• Provide First Aid. If necessary, give CPR and /or treat for shock.

• File an incident report. Complete the report with the names of any victims, if possible, and all actions taken.

## Gas Leak

If you smell gas indoors –

• Evacuate the building immediately, opening doors and windows to lower the concentration

of gas inside the building. Gather all staff in a safe place away from the building.

• Call the gas company from another location to report the leak. Do not use the phone in the area of the leak, since phones can create sparks that could precipitate an explosion.

• Turn off any motorized equipment and avoid any other sources of ignition.

• Do not reenter the building until it is declared safe by the authorities.

If you smell gas outside your building – Contact: 1-800-755-5000

• Call the local gas company immediately, from an area where you cannot smell gas (do not use the phone in an area where you can smell gas, as phones can create spark that could cause an explosion). **Do not assume** that someone else has already called.

Ask gas company for safety instructions. 1-800-755-5000

• Make the occupants of neighboring buildings and passersby aware of the situation.

• Block off the area, if possible, until the gas company arrives.

• Avoid any sources of flame in the area

• Shut down motorized equipment and do not use pagers or cell phones in the area (such equipment can give off sparks).

* If the gas smell is strong and located close to your building, evacuate the building and gather staff in a safe area.

## Insect Bites

If an insect bite is suspected, be aware of reactions and symptoms of allergic reaction in the victim. When someone has been bitten, look for signs of swelling or blotchy skin. Pay close attention to the victims breathing. Ask the person who was bit if he/she has had previous reactions to insect bites and if he/she carries any emergency medications.

If an allergic reaction occurs or the victim’s symptoms are severe:

• Call 911. Give them your exact location in the library, the victim’s name and any known medical concerns, if possible, description of the victim’s symptoms/reaction, and your name.

• Meet the authorities at the door

• Administer First Aid. Wear rubber gloves and apply ice or cold water to the bite.

• File an incident report. Complete the report with the victim’s name, if possible, and all actions taken.

Other information:

 Stings that go directly to the bloodstream or stings in the mouth or throat tissue may cause the most severe reactions. In the latter case, the throat may close so the person will not be able to breathe. Generally, if a person has been bitten it is best to suggest that they contact their doctor/health professional.

## Missing Child

1. Search the library and premises.
2. If the missing child is not found in 5 to 10 minutes, call 911.

## Obscene Telephone Calls

Obscene phone calls are defined as a caller who asks questions of a personal or sexual nature, breathes heavily, offers or requests sexual favors, uses obscenities, etc.

• Hang up the phone immediately. Alert other staff on duty about the call.

• If calls persist, notify the police using the non-emergency number. Provide as much information as possible, such as male/female, voice quality, content of the call, and your name.

• Call MediaCom. Inform them of the obscene call and provide them the same information as you provided the police.

• File an incident report. Complete the incident report giving as much information as possible and any actions taken.

## Power Failure

In the event of a total power failure that lasts longer than a few minutes, the primary concern is ensuring the safety of our staff and patrons. If the weather outside is not severe, evacuate the building calmly and in an orderly manner. One staff member should remain at the front door to ensure new patrons do not enter the building. If the power failure is likely caused by severe weather refer to the “Tornado/Severe Weather” section of this plan.

• Stay Calm. Use a calm voice and try to keep all patrons calm.

• Use flashlights to provide enough lighting to ensure all patrons are safe and calm. If severe weather is not a factor, ask patrons to evacuate the building.

• Contact Ameren

• File an incident report. Complete the report giving the time and date of the power outage and length of time power was out

## Severe Winter Storm

A **winter weather advisory** is used when poor weather conditions are expected.

A **winter storm watch** is issued when a storm is possible.

A **winter storm warning** is issued when a storm is occurring or will occur shortly.

A **frost/freeze warning** is issued when below freezing temperatures are expected.

 A **blizzard warning** is issued when heavy snow, near zero visibility, deep drifts, and severe wind chill are expected.

**If a winter storm watch is issued** –

• Check that the disaster kit is complete and that food, water, and/or batteries are not expired.

•. Be sure that fire extinguishers and detectors are operating properly.

• Ensure that auxiliary sources of electricity are in working order (e.g., generators).

Allow water faucets to drip before leaving building when an ice storm is predicted. This may save water pipes from freezing during a power outage.

The doors to the library may be snowed in, in which case the library should be closed until snow removal is done. Call Daniel at Dirtworks Mowing & Snow Removal at 309-706-9167.

If the roads are too hazardous to drive on, close the library. If Unit 5 school district is closed, the library director will close the library. Upon library closing, the director will call WJBC (829-1221) and WGLT (438-8910) radio stations.

## Severe Weather

A **severe thunderstorm watch** is issued when a severe thunderstorm (defined as damaging winds 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater) is likely to develop.

A **severe thunderstorm warning** is issued when a severe thunderstorm has been reported or identified on radar. Once a warning has been issued, it is important to take shelter and listen to a battery-operated radio for more information. Also, remember that thunderstorms can hit with no warning.

**When a thunderstorm warning is issued –**

* Monitor radar on internet and turn on radio to further monitor.
* Ensure that flashlights and fresh batteries are available.
* Self-charging flashlights are at the front desk.
* Ensure that battery powered radios with weather band (and fresh batteries) are available.
* Ensure that auxiliary sources of electricity are in working order (e.g., battery backups).
* Tie down loose objects outside the building (bicycles, garbage cans, etc.) or move indoors.

If there is a big storm predicted, shut down the computers and unplug the main power cords -

this offers the best protection!

After a power outage, call Ameren IP if power goes out and doesn’t come back on in 15 minutes.

Do not handle any electrical equipment, telephones, or televisions during the storm because lightning could follow the wire. \* Avoid water faucets and sinks because metal pipes can transmit electricity.

## Sexual Misconduct

Acts such as exposure, masturbation, sexual harassment, offensive touching, sexual solicitation, etc. are covered under this section.

If the situation not critical (e.g. watching, following, leering), alert the library director of the situation immediately. Let the person know you are aware of them and their behavior by asking if you can assist them in finding something in the library. If the problem persists or becomes critical, call the police.

In the event of a critical situation (e.g. indecent exposure, molestation, assault, rape, etc.):

• Call 911 immediately and give the following information: Nature of the offense, request an ambulance if needed, description of the offender and name, if known, exact location, victim’s name, if known, and your name. Meet the police at the door. Point out the offender. If the person has left the building, provide a description and the direction in which he/she went, if possible.

• The victim may be very upset. If possible, take the victim to a quiet area away from the public area to provide them privacy. If the victim is a child, notify the parent/caregiver immediately. Have a staff member present with the child if police begin any questioning and the parent/caregiver is not present.

• File an incident report. Complete the report with the name of the victim, nature of the offense, description of the offender, and all actions taken.

## Shelving Collapse

If a shelving unit fails or falls over, the first priority is to assess whether there are any patron or staff injuries. If injuries are present, call 911 and give them the location in the library, a description of injury, and your name. A staff member should meet the authorities at the door. Begin administering First Aid to any injured. Be sure to wear rubber gloves.

* Barricade the area to keep people out of a potentially dangerous area.
* Assess whether additional shelving units are at risk of failing and move people away from those areas immediately.
* File an incident report. Complete the report with the location of the collapse and the cause, if known. Also include the names of anyone injured, if known, the extent of the injuries, and all actions taken.

## Suspicious Package

**Common Characteristics of Suspicious Packages**

* Package or envelope with suspicious leaks, stains, or powdered substances
* Package is rigid, bulky, or has excessive tape/string
* Poor handwriting, misspellings, improperly addressed
* Excessive postage, no postage, or no/strange return address
* Ticking, vibration, abnormal sounds, strange odors
* Generic addressee and restrictive markings
* Unexpected and from someone unfamiliar
* Irregular placement of package/item

**If you find a suspicious package or item**

If you experience any of these characteristics, remember to stay calm and do the following:

* Do not touch, move, or alter the object.
* Inform others and keep people away from the area.
* Once you have left the immediate area, call 911.
	+ Provide your name, location, object location, and suspicious details.
* Write down any information you have about the object. You can give this to Emergency Personnel when they arrive before you forget.

**If you come in contact with a Suspicious package/item**

If you come in contact with a package, it is important that you provide for your own safety by thoroughly washing your hands with warm soap and water and asking another person to call 911, if possible. Make note of which sink you used.

If you are already handling a suspicious package, gently put it down in a secluded area, and step away. Then follow the steps above. Always notify emergency personnel about your possible exposure. If a hazardous material is found in the package, emergency personnel will only be able to treat you if they are made aware.

## Theft

If you witness theft or mutilation of library or personal belongings, or if a theft is reported to you:

• Call the Non-Emergency number for Police and give them the following information: Description of stolen or mutilated property, Description of the suspect and name, if known, Name of the victim, Location of the theft, and your name.

• Be Alert. Ask the suspect to stay until police arrive. Staff may request the suspect to empty handbags, briefcases, packages, etc. Staff may NOT search for stolen items. Staff may NOT search the suspect or any clothing. If the suspect refuses to stay in the building, do not forcibly detain or search the suspect. Try to find out the direction the suspect was going and get a physical description.

• Offer assistance to the victim. Allow him/her to make a phone call, if needed. Stay with them while Police take down the information regarding the incident.

• File an incident report. Complete the report giving a description of the suspect, items stolen, name of the victim, and all actions taken.

## Tornado

**Tornado Watch**- Conditions are favorable for the development of a tornado in the immediate area. This means everyone should be prepared to go to a place of safety. The designated tornado shelter areas in the library are the bathrooms and office. The bathrooms should be reserved for disabled patrons. Staff should monitor the weather using the internet/weather radio during severe weather for tornado watches/warnings.

**Tornado Warning**- A tornado has been sighted in the immediate area. In the event that a tornado warning is given and the sighting is in the general area of the library, it is advisable that staff explains to the patrons that they should remain at the location until the storm passes. Staff cannot detain anyone who wishes to leave the building, but you should calmly inform them of the severe weather conditions and encourage them to stay.

* Direct all patrons to the office and bathrooms. Disabled patrons should go to the public restrooms. Stay away from windows and move to the center of the room. Take flashlights with new batteries and a radio or charged cell phone. Stay in the office or bathrooms until the “all clear” is given. Be very careful exiting the designated tornado shelter in the event of any damage to the building.
* If damage is evident or injuries exist, call 911. Give them your exact location within the library, the extent of the injuries or damage, and your name.
* If power lines are knocked down during the storm, do not allow anyone to approach the area of the downed lines. Report all downed lines to Ameren.

\* Shut down the computers ONLY if time allows and unplug main power cords

## Vandalism

Vandalism involves damage to and/or destruction of library materials and property. If you witness an act of vandalism in progress:

• Call the Non-Emergency number for the Police. Give them the following information: Description of the situation, Description of the suspect, the exact location within the library, and your name.

• Assign a staff member to meet the authorities at the door and direct them to the proper location.

• Do NOT try to detain the suspect. If the suspect has left the building before police arrive, try to determine the direction the suspect was going and a description.

• File an incident report. Complete the report giving full details to the extent of the damage, the suspect’s name/description, if known, and all actions taken.

If the vandalism has already occurred and you are not able to determine who was responsible, inform the Library Director and give full details. For clean-up, (if necessary) contact ? during library hours. If the vandalism is discovered at night or over the weekend, contact the Library Director.

## Verbal Abuse

Verbal abuse includes personal attacks and can make staff experience an unacceptable level of discomfort. Patrons have the right to express anger to the library staff; they do not have the right to be abusive, nor does the staff have the obligation to tolerate such behavior.

• Stay Calm. Do not argue. Use listening skills to attempt to defuse the situation. Allowing the person to vent may be helpful. If the situation escalates, address the person calmly by saying; “I cannot assist you until you have calmed down.”

• If abuse continues, notify the Library Director. As a last resort, say “You are disturbing the staff and patrons. You will have to leave the library.”

• If the person refuses to leave, call the non-emergency number for the police. Give the specific information about the level of disturbance and your name.

• File an incident report. Complete the report giving description of the person and name, if known, and all actions taken.

## Weapons, Possession of

A weapon is defined as a gun, rifle, shotgun, knife, switchblade, or other object used to threaten or cause bodily harm. Any gun seen is to be considered threatening. Act promptly.

• Stay Calm

• Alert other staff to the situation. Do NOT provoke a confrontation with the patron.

• If, and only if, you feel it is safe to do so, calmly advise the patron that weapons are prohibited in the library and that the weapon must be taken out of the building. Anyone possessing a gun in plain sight should not be approached. Call 911 immediately.

• If the patron is threatening you or others or refuses to comply with your request, call 911 immediately. Give them the following: Description of the patron, type of weapon, exact location within the library, and your name.

• If possible, calmly keep others away from the area and the person until authorities arrive.

• File an incident report. Complete the report with the description of the person and name, if known, type of weapon, and all actions taken.

# Disaster Recovery Procedures

In the event of a major disaster, do not enter the building until it has been declared safe to do so by emergency personnel. Most of all disasters will result in some form of water damage to the building. Keep in mind that mold will form within 48 to 72 hours in a warm, humid environment. Staff must work quickly to salvage damaged materials and to prevent additional damage from occurring, but only after emergency personnel have declared the building safe to enter.

The following steps need to be taken for an effective recovery operation:

1. Establish a command post. Set up a desk or table for operations near the disaster sit.

2. Assess the damage.

a. How much damage has occurred?

b. What kind of damage is it?

c. Is it confined to one area or is the entire building damaged?

d. What types of materials have been damaged?

e. Are the damaged items easily replaced or are they irreplaceable?

f. Can the in-house recovery team salvage the items or will outside help be

 required?

3. Gather the necessary supplies; stabilize the environment.

a. Ideal conditions for a recovery operation are 65 degrees Fahrenheit and 50% relative humidity for the prevention of mold. Portable generators, fans, and pumps should be accessible to help stabilize the environment.

b. Dehumidifiers will lower humidity, but they can also increase the room temperature accelerating the potential for mold growth. Air should be circulated in the damaged area. This can be accomplished by running fans, turning on the air conditioning, or by opening doors and windows. Any standing water should be pumped from the area as quickly as possible. Extreme caution must be taken as standing water may conceal additional hazards.

Remember the following rules:

- Do not open or close wet books.

- Do not separate single sheets.

- Do not remove book covers.

- Do not press wet books or paper.

Activate the in-house disaster recovery team. Organize crews and be sure that their responsibilities are clearly defined. Disaster and recovery areas should be inaccessible to the public. Rest breaks, food, and beverages should be available for workers.

After the damaged items have been removed and the environment has been stabilized, the area must be thoroughly cleaned. Walls, floors, ceilings, furniture, and equipment must all be scrubbed with soap, water, and a fungicide. Carpeting and padding should be carefully examined as mold will grow quickly. Professionals should be contacted to perform any necessary fogging, smoke removal, and mold remediation if necessary.

**Salvage Procedures for Water-Damaged Materials**

The choice for treating water damaged materials will depend on the extent and type of damage incurred. Available manpower, expertise, and facilities should also be taken in to consideration.

**Freezing:**

Freezing wet materials will stabilize them and provide time to determine a final course of action for restoration. Mold will not grow and further damage from water will not occur when materials are frozen. Rapid freezing is recommended to minimize damage from ice crystals (the faster the materials are frozen, the smaller the ice crystals will be). Temperatures below 15 degrees Fahrenheit will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15 degrees Fahrenheit, place the materials in a secure location outside. Cover them with plastic if snow or rain is expected. Freezing is an intermediate stage. After materials have been removed from the freezer, they must be placed in a vacuum freeze drier or they must be air-dried.

**Vacuum Freeze-Drying:**

Vacuum freeze-drying is the safest method, although it is also the most expensive. Materials must be already frozen when they are placed in a sublimation chamber. This type of chamber operates under high vacuum and high heat, and turns the ice crystals in and on the frozen materials to water vapor. The vapor is then collected on a cold panel that has been chilled at least 200 degrees Fahrenheit, so it cannot go back on the materials. If the damaged items are not frozen when they are put in the chamber, the materials will freeze on the outside and the water molecules on the inside will be forced through the frozen barrier as the vacuum is pulled. This action can cause the book or document to “explode”.

When materials are removed from the vacuum freeze chamber, they will be very dry and will need to acclimate to normal air conditions for at least one month before they are opened to avoid cracking of the spine. This is especially true of leather binding. Items may be placed in a high humidity room to accelerate the acclimation process, but close monitoring for signs of mold will be necessary. Materials treated in this way will not look like new. They will show signs of swelling and distortion.

**Air-Drying:**

Air-drying should only be done in a stable environment to prohibit the growth of mold. The ideal environment for air-drying is 50-60 degrees Fahrenheit and 25%-35% relative humidity. Instructions are outlined in the following salvage procedures.

**Vacuum Drying:**

Vacuum drying involves the placement of wet materials in a chamber that pulls the moisture by means of a vacuum. This method is not preferred as the heat involved can be damaging to paper (especially bound paper) and photographic materials.

The following salvage procedures are recommended:

Volumes to be Frozen:

**Removal**

1. Clear the floors and aisles first.

2. Begin with the wettest materials. These will usually be on the lowest shelves, unless water has come in from the ceiling.

3. Dirt and mold should be removed and treated before freezing. If time does not permit these activities, dirty and/or moldy books may be frozen (mud will easily brush off when it is dry). Silt should be washed out immediately, as it is almost impossible to remove when it is dry.

4. Pack materials on-site, if possible. If not possible, remove by human chain.

5. Keep accurate records of the locations from which materials are removed.

**Packing**

1. Remove volumes from shelves in order

2. Wrap freezer paper around each volume (waxed side next to the volume) and place in plastic crates spine down.

3. Pack crates one layer only, snugly enough that volumes will no slide or lean.

4. Wrap open books as found and place on top of a packed container. Do not place more than one open volume in a container. Be sure that there is freezer paper barrier between the packed volumes and the open volume to prevent staining from binding dyes.

5. If books are stuck together, do not attempt to separate them, but pack them as one volume.

6. Pack items in the condition in which they were found. Do not attempt to close open volumes or open closed volumes that are wet.

**Record-keeping**

1. Label each container with the library’s name and assign it a number.

2. On a separate sheet of paper, record the box number, call numbers of the first and last volumes packed, and the total number of books packed in each container. If the books are not in call number order, note the location where found.

3. If the containers are sent to more than one freezer, note which containers are sent where.

4. Keep records of all discarded items.

**Transporting**

1. Materials should be placed in a freezer facility as quickly as possible to prevent the growth of mold. Care should be taken that containers do not fall over during transport, as further damage may result.

2. Materials should be placed in refrigerated trucks if they cannot be frozen within 48 hours.

Volumes to be air-dried

**Do Not Wash:**

- Open or swollen volumes

- Vellum or parchment bindings or pages

- Full or partial leather bindings

- Fragile or brittle materials

- Works of art on paper

- Water-soluble components (inks, tempera, water-colors, dyes, charcoal, etc.)

- Manuscripts

- Non-paper materials

**Washing procedure (to be performed off-site only)**

1. Keep books tightly closed and hold under cold, clean running water.

2. Remove as much mud as possible from the binding by dabbing it gently with a sponge. Do not rub or use brushes and do not sponge the pages or edges as these actions can force mud into the spine or wet pages, causing further damage. Let the motion and pressure of the running water clean off the dirt.

3. Squeeze the book gently and with even pressure to remove excess water and to reshape the binding.

**Saturated volumes**

1. Do not open saturated volumes. Wet paper tears easily.

2. Set volumes on their heads on absorbent paper. Pages tend to droop within the binding when a volume is shelved upright, so setting it on its head will counteract this tendency. Plastic sheeting should be placed under paper towels or unprinted newsprint to protect tabletops. Turn the volumes right side up when changing the paper beneath them. Their position should be reversed each time the paper is changed and the wet paper is removed from the area.

3. Covers may be opened to support the volume.

4. Aluminum foil may be placed between the cover and the end leaf to prevent staining from the binding dyes.

5. When most of the water has drained, proceed with instruction under “Damp volumes.”

**Damp volumes**

1. Very carefully open the book (no more than a 30-degree angle).

2. Begin interleaving from the back and keep the volume in an upright position.

3. Place interleaving sheets at intervals of 25 leaves (50 pages), unless they will distort the volume.

4. Change interleaving frequently. Do not reuse unless the sheets are being impregnated with fungicide. If using fungicide, make sure the area is well ventilated. Ortho-Phenyl Phenol (O-PP) has been found to be less toxic than thymol and is recommended. Mix one pound of O-PP to one gallon of acetone or ethanol (do not use methanol, as it will cause inks to bleed). Safety equipment (mask, eye goggles, and rubber gloves) should be worn when preparing and using this solution.

5. Continue to change the paper underneath and remove from the are

**Slightly damp volumes/volumes with wet edges:**

1. Stand the volume on its head and fan open slightly. Paperback books may support each other with a barrier between them or they may be wedged with Styrofoam pieces. Position volumes in the path of circulating air.

2. When almost dry, lay the volumes flat and place weights (not other drying books) on them to minimize distortion. Do not stack wet volumes.

3. Lightweight volumes (less than six pounds) may hung on lines to dry.

4. Use monofilament nylon lines, not more than 1/32” diameter, not more than six feet long, spaced approximately one-half inch apart.

5. Do not line dry a saturated volume as the monofilament will cut through the wet paper.

**Volumes with coated stock paper**

Volumes with coated stock paper should be handled with extreme care, as the print will slide off the wet pages as it is rubbed. Do not allow wet books with coated stock paper to dry in a closed state as the pages will permanently bond together. Keep volumes submerged until the pages can be separated. Then interleave every page and air dry.

**Documents/Unbound Materials:**

Freeze as found.

1. Do not remove from file cabinet drawers, document cases, or folders.

2. Do not turn containers upside down to empty or drain.

**Non-book materials**

Audio tapes, video tapes, and floppy disks.

Water is especially damaging to magnetic materials. The longer they have been wet, the greater the damage will be. Do not attempt to play any damaged tapes or disks, as they can damage the equipment on which they are being played. The following procedures are recommended if salvaging these items it to be attempted.

1. Break open the cassettes

2. Wash film in clean distilled water

3. Air-dry

**Compact discs, CD-Roms, and DVDs**

Clean water probably will not damage sound recordings, but flood water carries silt which will scratch discs. Discs should be washed and dried with a soft, lint-free cloth. Protective packaging and paper inserts should be discarded as they can trap moisture and allow mold to develop.

**Mold**

Mold and mildew are interchangeable names for fungi. They can never be killed and can remain dormant for many years. Spores are always present in the air and will become active and grow when the environment is warm and humid. Freezing will inhibit the growth of mold and is recommended if immediate remediation is not possible.

1. Mold can develop within 48 to 72 hours in an environment where the temperature is over 75 degrees Fahrenheit and the relative humidity is over 60%.

2. Separate the affected materials to prevent spreading.

3. If the materials are wet and mold is beginning to develop, interleave the volumes with papers impregnated with fungicide.

4. Keep air circulating in the room.

5. Mold is easier to remove if it is dry. Vacuum or brush it off and remove spores from the area.

6. Materials that will be fumigated should be removed from plastic crates, as plastic will absorb the fumigants. Fungicidal fogging should only be done by professional chemists or conservators.

**Do Not Under Any Circumstances**

1. Enter an area until it has been declared safe.

2. Attempt to open a wet book.

3. Attempt to close an open book that is swollen.

4. Use mechanical presses on wet materials.

5. Attempt to separate books that are stuck together

6. Write on wet paper.

7. Use bleaches, detergents, water-soluble fungicides, adhesives, paper clips, or staples on wet materials.

8. Use colored paper of any kind during salvage and recovery operations

9. Pack newly dried materials in boxes or leave them unattended for more than two days.