



## **Emergencies Policy**

*Adopted April 18, 2013*

### **POTENTIAL EMERGENICES**

**Fire** - The Library Director should ensure that all staff and volunteers are familiar with the type, location, and application of all fire extinguishers in the building. At the first indication of smoke or flame, determine the location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, clear the building and then immediately call 911.

**Health Emergencies** - Staff members should exercise caution when administering first aid of even a minor nature to promote the safety of the injured individual and limit the potential liability of the staff. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable. No Library owned or purchased medication, including over-the-counter medicines (pain relief, bug spray, etc.) should ever be dispensed to the public.

911 should be called immediately in the event of a serious problem.

**Phone Threats** - Keep the caller on the line as long as possible. If possible, the person receiving the call should note the phone number from the phone's caller ID display. Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the specific nature, timing or location of the threat, **ASK FOR THIS INFORMATION**. Pay particular attention to background noises such as vehicles, music and any other sounds which may help identify the source of the call. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

As soon as possible after the caller hangs up, call 911 and then take steps to ensure the safety of patrons and staff, including clearing the building, if warranted. The Library Director or other staff should then remain available to apprise safety forces of the situation when they arrive.



**Concealed Weapons** - All concealed weapons are prohibited in the Osceola Public Library as a result of Village of Osceola ordinance #11-14. If a library staff person sees or is made aware of a person in possession of a concealed weapon safety forces (911) should be called immediately.

**Power Outages** - The library may close after a two hour power outage, for safety of the staff and library patrons.

**Snow Storms** - Every effort is to be made to maintain normal library hours despite inclement weather. However, in the event of any severe weather the decision to adjust or alter hours will be at the discretion of the Library Director.

**Suspicious E-mail/Regular Mail** – Segregate the item from public access and notify police. Work with appropriate safety forces to provide them with evidence they may need to investigate and resolve the matter.

**Tornadoes** - When a tornado warning has been issued in the community, the Director will advise the library patrons of the situation and will ask them to proceed to the safest part of the building until the danger has passed. The safest part of the library during a tornado is the utility room located opposite the bathrooms in the library's front hallway. If that room has been filled to capacity the staff work room behind the circulation desk is the next best option.

## **PUBLIC HEALTH EMERGENCY**

Should a public health emergency be called, it is expected that the library, as a place of public assembly, would be closed to the public for a period of time. During this period there may be no library work for much of the Library's staff.

The procedure for closing for public health reasons is:

1. An emergency order or request by the Village Administrator and/or Public Health Officer made to the Library Director. If the Director is incapacitated the request is to be made of the President of the Library Board.
2. The Director (or her/his substitute) is authorized in advance by the Library Board to close the facility when deemed appropriate or upon receiving such an order or request.



3. The Library Board, Library staff, appropriate Village officials and media are informed of the closing.
4. The Library phone message, website, and social media will be updated for the closing. The Library's email account will be updated with an autoreply response. Signs will be posted on the building.
5. Library staff is to report their availability for assignment to the Library Director or his substitute, who will be in contact with the Village Administrator regarding essential services library staff may perform or assist with during closure.

### **Library Resources**

Information Services: The Osceola Public Library staff should continue to provide information service by telephone and the Internet, provided these utilities remain in operation.

The Osceola Public Library is part of the Village of Osceola telephone system with two numbers published in telephone directory. These could be staffed or converted to voice mail message numbers as part of the Village's public information function.

All available OPL staff can be assigned to provide scripted responses on behalf of the Health Department or any other village or state department.

OPL has staff skilled in conducting interviews with individuals in order to provide reputable and relevant information to answer questions. Information sources include web sites, such as Center for Disease Control (CDC), Wisconsin Department of Health and Family Services (WDHFS), online professional and consumer health journals, and reference books and newspapers.

Staff Reassignment: Osceola Public Library staff could be reassigned to other departments to provide assistance. The majority of the library staff has public service experience and can learn and follow written procedures. They are a prime resource for departments who need data entry or other clerical assistance if instruction is provided and there is someone to answer questions about procedures.

The library staff would need to be evaluated individually for activities that require substantial physical strength. Physical limitations will have been surveyed before the expected implementation of the pandemic response plan.



The staff will have been surveyed before the expected implementation of the pandemic response plan as to any technical or emergency response skills or training they can offer.

Library Facility: The facility could be used for other functions within the limits of the building features and capacity.

While the facility is 3,200 square feet, a substantial portion is devoted to shelving for the collections and is not adaptable to other uses. Departments seeking space for emergency operations should view the facility before incorporating it into their plans.

Meeting room with capacity of 30 people equipped with chairs and tables.

There is no commercial kitchen facility for feeding groups of Village employees or others, only a refrigerator and microwave oven in the staff work room.

If necessary, employees will be provided with and trained in the use of personal protective equipment. As knowledge and understanding of potential health crisis continue to develop the library will work to stay informed of potential strategies and prepare the Library and its staff accordingly.

Computer System: The library computer system is not part of the Village of Osceola network.

The Osceola Public Library maintains its own web site on a server in the IFLS operation. A page could be developed that will provide links to the official web sites for village, state and national information.

There are 3 PCs for public Internet access that would be available to Village staff to use in the Library.

*End of Policy*

Revised Jan. 2016