



Emergencies Policy

Updated March 12, 2020

Part One

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, staff should 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, immediately call 911 and clear the building.

Medical 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. Safety forces (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. If possible have another staff member call the police while still on the line, if not possible, immediately after the caller hangs up, call the police 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 inform 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 the 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 stairwell of the Discovery Center. If that area has been filled to capacity the public bathrooms are the next best option.

Part Two

Public Health Emergency

It is expected that the library, as a place of public assembly, would be closed to the public for a period of time to help control the spread of the influenza or other communicable diseases. This could be a matter of weeks or months. If time allows, the Library Director should create a unique plan of action for an impending public health emergency.

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.
 - a. The Library Board, Library staff, appropriate Village officials and media are informed of the closing.



- b. The Library answering machine recording is updated for the closing and signs are posted on the building.
- c. Library staff is to report their availability for assignment to the Library Director or her/his substitute, who will determine any work that may still be done given the restrictions, as well as be in contact with the Village Administrator regarding essential services library staff may perform or assist with during closure.

Public Health Emergency- Library Resources

Information Services: The Wilberg Memorial Public Library staff should follow the specific plan created by the Library Director as well as continue to provide information service by telephone and the Internet, provided these utilities remain in operation.

1. The Wilberg Memorial Public Library is part of the Village of Osceola telephone system with two numbers published in telephone books. These could be staffed or converted to voice mail message numbers as part of the Village's public information function.
2. All available staff can be assigned to provide scripted responses on behalf of the Health Department or any other village or state department.
3. The library should provide reputable information from sources 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.

Public Health Emergency- Staff Reassignment

Wilberg Memorial Public Library staff may be reassigned to other departments to provide assistance.

Public Health Emergency- Library Facility

The facility may be used for other functions within the limits of the building features and capacity.

Public Health Emergency- Computer System

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

1. The Wilberg Memorial Public Library maintains its own web site on a server in the IFLS operation.



2. There are 9 PCs for public Internet access that would be available to Village staff to use in the Library.

END OF POLICY