

## **BETTENDORF PUBLIC LIBRARY INFORMATION CENTER EMERGENCY RESPONSE AND FACILITY CLOSURE POLICY**

### **PURPOSE**

This policy serves to provide guidelines for staff and patrons to be used in response to an event or emergency, including those which may require evacuation or temporary closure of the library facility.

### **IMMINENT EMERGENCY RESPONSE AND GENERAL EVACUATION GUIDELINES**

See Appendices (A, B, C, D) for diagrams of locations of fire alarms, extinguishers and exit options located on 1<sup>st</sup> and 2<sup>nd</sup> floors of the Library.

1. *IF FIRE OR SMOKE IS DISCOVERED, PULL NEAREST FIRE ALARM.*
2. Call 911. From a safe location, one (1) staff member will call 911 to report emergency and obtain instructions on response/assistance, as necessary. Stay on the line and provide the dispatcher with information, as requested and possible. Give building name, address and phone # from location of call. \*Library Police Radio may be used as a communication tool AFTER emergency has been reported via 911 OR in the event that phones are inaccessible or inoperable. Radio traffic should be limited to necessary/critical information.
3. Alert Library staff and patrons via *Public Address System (#99)*. A second staff member will announce location and type of emergency using clear language (no "code" language).
4. Evacuate building in orderly fashion, using nearest safe, clear exit. Staff should encourage others on exit path to voluntarily join in evacuation without unduly slowing the evacuation process. Staff can assist unattended children and adult patrons in need of assistance in evacuation.
5. \*If smoke is present indicating FIRE- Stay low and do not use elevators. Take stairway to ground level and leave building. Close doors when leaving rooms.
6. Staff and patrons should move to designated gathering area outside building (Grass area adjacent to 18<sup>th</sup> St. - across from Café) for head count and wait for Emergency Services authorities to issue *All Clear* to return to regular duties and activities. DO NOT re-enter building until Emergency Services personnel issue All Clear.
7. Report event to Director/Supervisor (who may report event to trustees and City officials, as necessary).
8. Fill out Library Incident Report, per *Incident Reporting Procedure*, as time allows.

Note: Emergency power supply will not operate the automated doors located at the Library's Main Entrance. These doors are designed to function as "swing" type doors in the event of a power outage- push firmly at one side to swing open. All other exits function as Emergency Exits.

## I. TYPES OF EMERGENCY

### FIRE or SMOKE

1. IF FIRE OR SMOKE IS PRESENT, PULL NEAREST FIRE ALARM
2. Proceed with ***Imminent Emergency Response and Evacuation Guidelines*** (p. 1, Steps 2-8), requesting Fire Department response.

Note: Any activation of the fire alarm system indicates there is a problem that requires corrective action. DO NOT silence the fire alarm system unless directed to do so by the Fire Department.

### HAZARDOUS ODORS/MATERIALS

Follow IMMEDIATE EMERGENCY RESPONSE AND GENERAL EVACUATION GUIDELINES (p. 1, Steps 2-8).

### INTRUDER

1. IF EVACUATION IS POSSIBLE: Follow ***IMMEDIATE EMERGENCY RESPONSE AND GENERAL EVACUATION GUIDELINES*** (p. 1, Steps 2-8), evacuating from nearest safe exit, moving far from the building to establish safe distance from facility and location of intruder.
2. IF EVACUATION IS NOT POSSIBLE: Consider LOCKDOWN PROCEDURE (as follows)

#### *In cases of Lockdown or Reverse Evacuation*

3. Call 911. From a safe location, one (1) staff member will call 911 to report emergency and obtain instructions on response/assistance, as necessary. Stay on the line and provide the dispatcher with information, as requested and possible. Give building name, address and phone # from location of call. \*Library Police Radio may be used as a communication tool AFTER emergency has been reported via 911 OR in the event that phones are inaccessible or inoperable.
4. Alert Library staff and patrons via *Public Address System* (#99). A second staff member will announce location and type of emergency using clear language (no "code" language).
5. Assemble at Library's designated lockdown area or nearest area which provides safe shelter, encouraging others on the path of evacuation to voluntarily join in relocation without unduly slowing the process.
6. Close and lock all interior doors and windows of lockdown area, as possible.
7. Control all movement; shut off lights and silence all electronic devices.
8. Take headcount.
9. If fire alarm is activated, do not exit lockdown area unless fire or smoke is visible.

10. Await further instructions and remain in locked area until Law Enforcement provides "ALL CLEAR" indicating threat has ceased.

### MEDICAL

1. Call 911 to report emergency and obtain instructions on response/assistance, as necessary. Emergency services will provide instructions on intermediate medical assistance. Trained staff should administer automated external defibrillator (AED) as directed by emergency response authorities.
2. Do not move the individual if head or neck injury is suspected, unless safety is an issue.
3. Check individual for *medic-alert* bracelet or necklace.
4. Isolate individual, if possible. Clear area of unnecessary patrons and onlookers.
5. Identify staff member to meet and guide medical services personnel to area.
6. Assist medical services personnel with pertinent information about incident. Gather names, time, location and relevant details for Incident Report.
7. Report event to Director/Supervisor (who may report event to trustees and City officials, as necessary).
8. Fill out Library Incident Report, per *Incident Reporting Procedure*, as time allows.

### SEVERE WEATHER GUIDELINES: TORNADO/SEVERE STORMS/FLOODING

#### A. Severe Storm WATCH

Weather report or the Library's weather-band radio located in Circulation Services Area indicates conditions are right for the development of a severe storm or weather hazard.

1. Circulation Services staff makes the following announcement over the Library's public address system (#99):  
  
*"The National Weather Service has issued a (type of storm) WATCH for our area until (time). Library staff will monitor weather reports and announce if shelter is necessary".*
2. At least one (1) staff member is designated to monitor weather status online at the National Weather Service website @ <http://www.weather.gov/>.
3. Desk staff reviews Library's *Severe Weather Guidelines* in preparation for potential escalation of storm to WARNING status.
4. When Storm WATCH expires, notify management or scheduled desk staff.

## B. Severe Storm WARNING

Weather report or weather-band radio indicates a severe storm WARNING has been issued and immediate shelter is advised.

1. Circulation staff makes the following announcement over the Library's public address system (#99):

*"The National Weather Service has issued a (type of storm) WARNING for this area. Please immediately move to the Library's 1<sup>st</sup> Floor CHECK OUT Desk located at the front of the library to take shelter".*

2. Staff and all patrons who are able should proceed voluntarily to the Shelter Area, as designated, until warning has cleared. Guide any unattended children or adult patrons in need to shelter area, as possible. Encourage staff and patrons to assume "tuck and cover position" kneeling with head down and covered with hands, in the event of an actual tornado event.
3. Staff will secure flashlight and police radio kept within the Shelter Area and monitor developing weather conditions.
4. Staff and patrons remain in the designated shelter area until the Storm WARNING expires.

Note: Doors to the facility should remain unlocked during an imminent *Severe Weather WARNING* to afford immediate accessible emergency shelter to the public in need.

## UTILITY or MECHANICAL OUTAGE

In case of loss of utilities or serious malfunction of primary mechanical systems, staff-in-charge will consult Public Works Department and/or respective utility company to determine the extent of the outage and possible course of action. With or without information from those agencies, staff-in-charge is authorized to close the facility if the **power duration exceeds 30 minutes**. A determination to reopen will be made once power is restored and facility is deemed secure.

## II. GENERAL FACILITY CLOSURE GUIDELINES

The Library is a public service institution, and every effort is made to maintain regular hours of service to the public. The Library may be closed in emergency situations when weather conditions or access to the Learning Campus is deemed hazardous, when vital equipment in the building fails, or in cases of general emergency.

The decision to close the Library during an emergency will be made by the Library Director, or their designee, and may be based upon:

- General conditions of roads in Bettendorf, IA.
- Conditions of the Learning Campus (grounds, parking lots and walkways).
- Availability of staff to open and operate the Library at an acceptable standard.
- Condition of the library building and/or vital equipment.

- Requests for closure by local or state agencies.
- Prolonged loss of essential utilities.
- Fire, flood, natural disaster or significant weather occurrences (tornadoes, storms, floods etc.).
- Medical emergency and/or law enforcement investigation.

Should an emergency situation occur which requires temporary closure of the facility, the Library Director, or their designee, is authorized to close the library. Library Trustees, City Administration and City Public Information Officer will be notified in a timely manner.

*Media Inquiry in Case of Facility Closure*

In cases of significant emergencies which result in the temporary closure of the library facility, all media inquiries will be forwarded to the Library Director or their designee, and the City’s Public Information Officer, as necessary.

**III. ADVANCE CLOSURE GUIDELINES**

When the library’s standard hours of operation are changed *in advance*:

1. Library Director, or their designee, will notify the City Administrator and City Public Information Officer, Library Administration/Management teams, Library Café staff, local news media, and library trustees. Library Director, or their designee, will issue email notification to library staff via Library group email addresses. Library staff should monitor work email from home when weather is questionable.
2. Library managers will notify division staff and volunteers of unforeseen emergencies by established division phone “tree”, as determined.
3. Circulation Services staff, or first available staff on-site, will post closure notices on the doors of the library building.
4. Adult Services staff will post closure notification to the Library’s website and online social media sites.

Note: Contact information for City Administration, City Public Information Officer, and Library Administration/Management staff is available via city cell-phone directory.

*INCLEMENT WEATHER- SNOW, ICE, ETC.*

Follow *General Facility Closure Guidelines* of this policy (p. 4)

Note: In all cases of emergency, evacuation, or shelter, adult patrons should be encouraged- *but cannot be forced* - to take shelter. To the greatest extent possible, in emergency situations, unattended children will be taken into and kept in staff care until such time as they can be returned to parental or law enforcement custody, in compliance with the Library’s *Unattended Child Policy*.

**DEFINITIONS**

*Automated External Defibrillator*

The Library is equipped with an Automated External Defibrillator for administration by trained staff, under instruction of emergency services.

*Emergency Generator*

The library is equipped with an emergency generator which will provide back-up power in the event of an emergency or power outage, providing sufficient light to move safely through the facility.

*Police Radio*

The Library has a police radio for use as a communication tool after emergency has been reported via 911 to the Emergency Communication Center OR in the event that phones are inaccessible or inoperable.

*Shelter Area*

Area within the Library designated as official gathering spot to be used in cases of severe weather, located at the front of the *Circulation **CHECK OUT** Desk (1<sup>st</sup> Floor)*

*Storm Watch*

A storm *watch* indicates conditions are right for development of a weather hazard. Watches provide advance notice.

*Storm Warning*

A storm *warning* indicates a weather hazard is imminent or the probability of occurrence is extremely high. Shelter may be advised.

*Weather Band Radio*

The Library has a weather band radio which is located in the Circulation Services Area and kept on at all times. Radio will issue alerts for adverse weather conditions. Radio traffic should be limited to necessary/critical information.

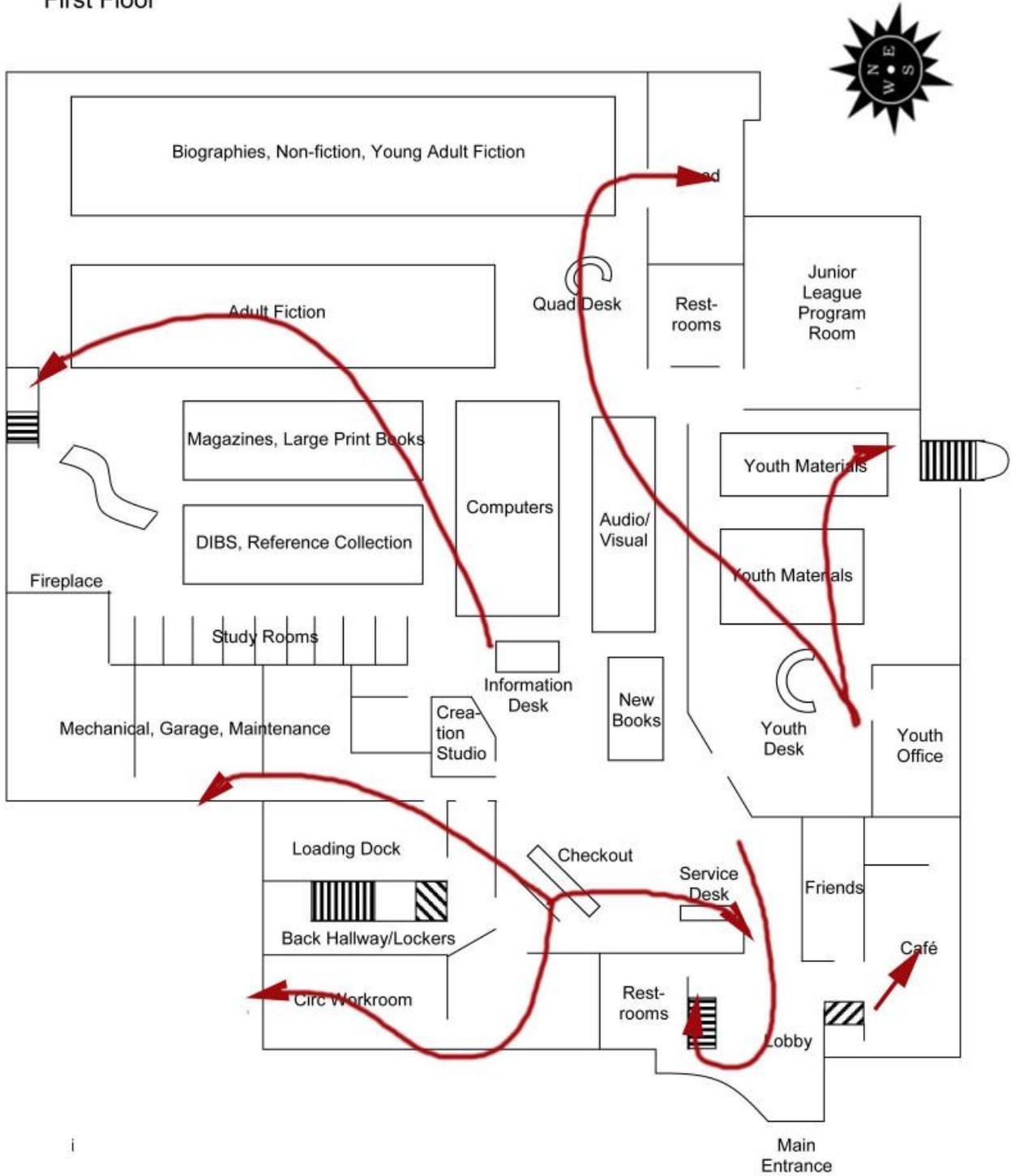
*Adopted by the Bettendorf Public Library Board of Trustees*

*1/9/14*

*5/12/16*

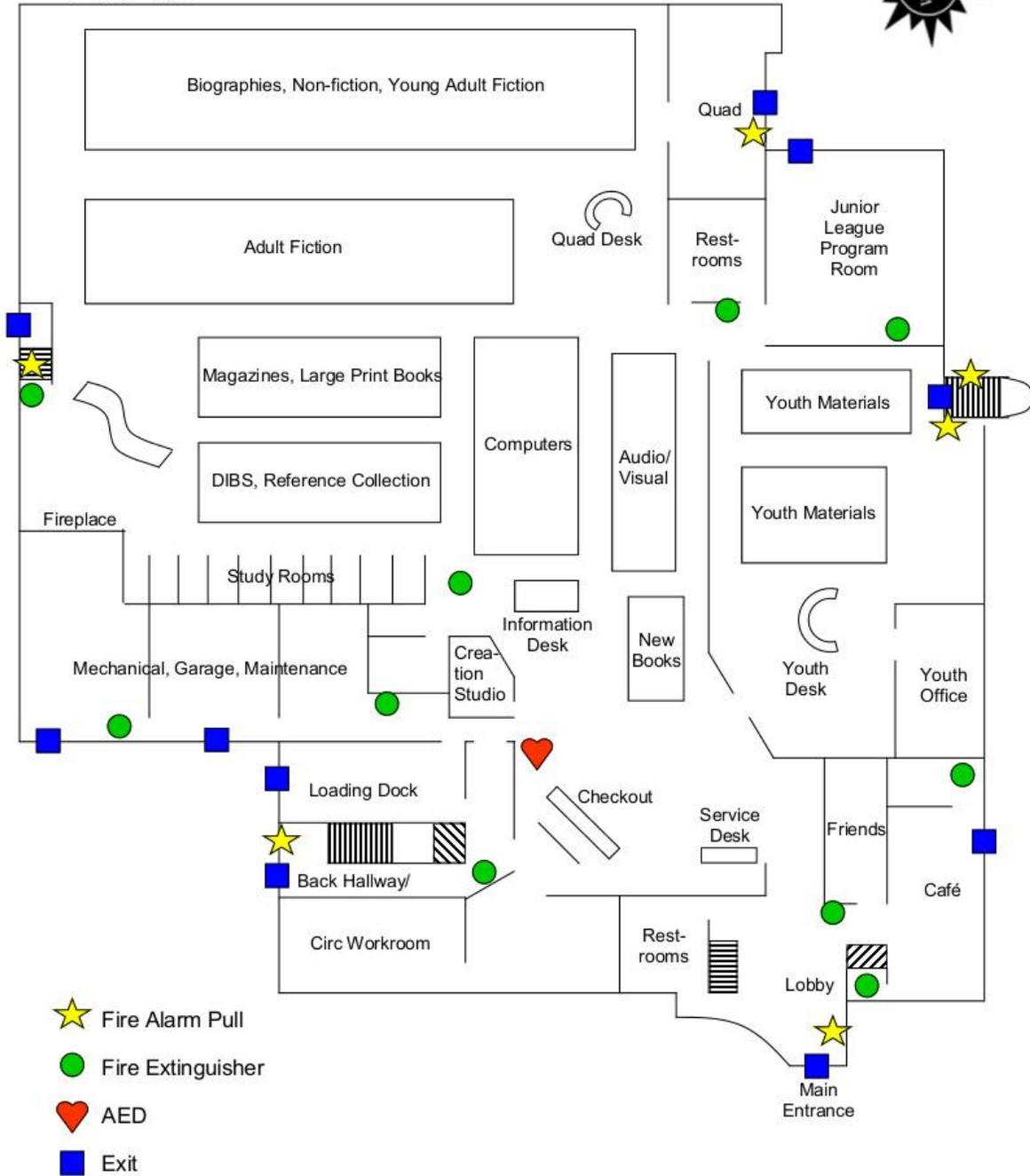
# APPENDIX A- FIRST FLOOR EXIT ROUTES

Bettendorf Public Library  
First Floor



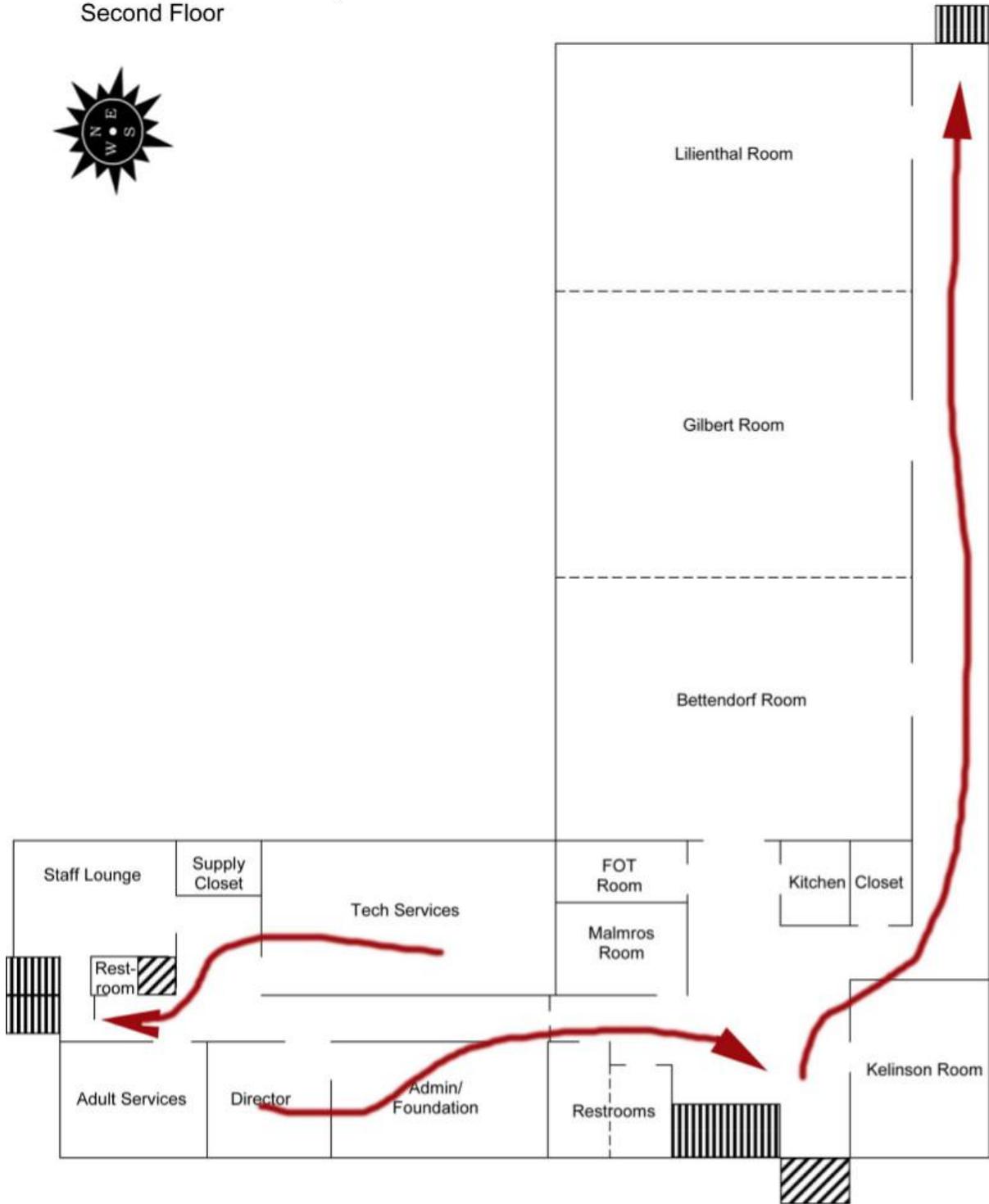
# APPENDIX B- FIRST FLOOR FIRE PULLS, EXTINGUISHERS AND EXITS

Bettendorf Public Library  
 Locations of Fire Alarm Pulls, Fire Extinguishers, AED, and Exits  
**First Floor**



# APPENDIX C- SECOND FLOOR EXIT ROUTES

Bettendorf Public Library  
Second Floor



# APPENDIX D- SECOND FLOOR FIRE ALARM PULLS, EXTINGUISHERS AND EXITS

Bettendorf Public Library  
Locations of Fire Alarm Pulls, Fire Extinguishers, and Exits  
Second Floor



- ★ Fire Alarm Pull
- Fire Extinguisher
- Exit

