

THE TOPSFIELD TOWN LIBRARY EMERGENCY RESPONSE POLICY AND PROCEDURE

The Topsfield Town Library, like all facilities is vulnerable to unplanned issues and disasters. Since the facility management is the responsibility of the Library Director, it is important that Director, Library Staff and Trustees are aware of the appropriate response to unforeseen incidents that may endanger the well being of those in the facility. These issues can be facility conditions, behavioral or medical in nature and may occur during operating hours and after hours.

During library hours, staff may need to respond to alarm systems that would indicate a fire or an elevator entrapment. It is important that all staff know to call 911, how to exit the facility by following the How to exit the Building procedure and respond to other issues that are outlined in the Staff Handbook. An elevator entrapment can be resolved by referring to the Systems Emergency Contacts and working with the local Fire Department. After hours the Director may be contacted by the contracted alarm company that receives signals for either a fire alarm or security breach. The following procedure outlines the best actions to take to protect staff and public, and to protect or minimize the Library facility from damage.

Facility Issues

The Library Director or senior-staff-in-charge must know how to act to secure the safety of others during a facility incident. In cases of facility disasters which may include fire, an explosion, flooding etc. the action required is to evacuate the facility, please follow the How to exit the Building procedure in a calm and organized manner. Once all library patrons and staff are outside and have congregated at the designated outside location, the Library Director or senior-staff must make sure that all staff and known patrons are accounted for. Staff should not leave the property until the Director (or senior-staff) gives approval.

If a facility issue is discovered either prior or after open hours, staff should not enter or stay in the facility. If the Director is not present at the time, he/she should be contacted by the senior-staff-in-charge immediately for action and or advice.

The Director must work with the appropriate contacts to address the emergency by using the Systems Emergency Contact Information sheet (Attachment A).

The Director must inform the Chairperson of the Board of Library Trustees, or the Trustee appointed to Facility issues, as to the situation and how it is being addressed. It is the responsibility of the designated Trustee to inform the rest of the Board of any situation.

The Director, staff and trustees must know appropriate action to take in order to assure safety at all times. In cases of flood, fire and other dangerous conditions, securing the safety of staff and others is the main priority. Making the appropriate phone call is the only action required to protect town property.

The Director, in some cases, must stay in the facility while waiting for the appropriate help to arrive. It is advised that staying alone in the facility is dangerous and should be minimized until

help can arrive. It is not advisable to enter an area of flooding or other dangers, no matter the outcome to the facility or financial concerns.

Behavior Issues

Social Incident – with possible weapon.

In cases of an unstable visitor that poses a threat to others with either actions or a weapon must be responded to quickly. Identifying a safe place within the Library facility is essential. If staff and patrons need to retreat, staff must guide the public calmly to a safe location within the Library. The following safe locations apply after calling 911:

- First floor Men's bathroom can be locked from the inside and does not have windows (no phone).
- Second floor Administration and Technical Service offices have key pad lock – phone service.
- Second floor bathrooms can be locked from the inside and do not have windows (no phone).

These are all acceptable safe locations, but the Administration office has been identified as the best location with access to phone, internet and other means of visibility.

No one is to leave the designated safe location until it is confirmed by an official police officer or the Director.

Social Incident – abusive language.

In cases of a visitor using profanity and aggressive tones must be responded to quickly. Call 911 immediately and explain the situation requesting assistance. Staff should never deal with this behavior alone. The Director or senior-staff-in-charge must be called for assistance immediately. Know where the identified safe places are located within the Library facility in case the situation escalates. If staff and patrons need to retreat, staff must guide the public calmly to a safe location within the Library.

Social Incident – exterior threat.

If the Library facility is contacted by another Town Department (Town Hall, Schools, Fire Department, Police Department) reporting that it is necessary to do a facility lock down due to a danger known on the outside, the following steps must be taken:

- If possible, lock exterior, front doors.
- Announce to all patrons to follow staff to the Second Floor Administration Office.
- Lock the door and wait for further notice from Town Officials before leaving the safe location. The Administration office has a windowless area and an area to view the outside if needed. In addition, technology and telephone service is available.

Medical Issues:

The Topsfield Town Library has a Medical and Emergency Response Procedure located in the Staff Handbook. It is important to follow the procedure outlined. Calling 911 for assistance is always the best action to take if it is obvious and when in doubt. In cases where communications can occur, it is essential to understand the procedure outlined. Staff is asked to periodically take the Fire Department's CPR class for certification. Take the time to read through the information

regarding the Defibrillator located in the Meeting Room closet. The most important action to take is calling 911.

After Hours:

The Library alarm systems for fire and security may sound after Library hours to indicate a potential issue. The monitoring alarm company responds to these signals by calling the local emergency line and then the Library Director. The Library Director will communicate with the emergency dispatch department at the Topsfield Police Department. In addition, the Library facility may experience other incidents that require after hour visits to assess condition and identify problems in order to make contact with vendors that can make repairs or other appropriate action to care for the Library facility.

Fire Alarm

If the fire alarm sounds, it may be a fire. The Library Director or the designated staff member will be called by the Alarm Monitoring Company. The Library Director or the designated staff member will need to return to the Library to secure the facility after the Fire Department leaves the facility. If it is not a fire, action will be necessary to contact the alarm company to assess why the alarm was falsely tripped. There may be something wrong with the system that will need to be repaired and prevent future false alarms.

If there is a fire, the Library Director or the assigned senior staff member will need to return to the Library to assess the damages and make arrangements for securing the facility, decide what, if any, services can be provided to patrons, and to plan the actions required. Fire Department personnel are helpful and will take charge of identifying the cause and assessment of damages in case of a fire.

Security Alarm

If the security alarm is tripped, it could mean a number of things: an actual security breach has occurred, the loss of power, the system malfunctioned or human error when entering or leaving the facility. The Library Director or the assigned senior staff member will be called by the Alarm Monitoring Company. The emergency dispatch department of the Topsfield police department should be contacted immediately. Communications over the phone will help in determining why the alarm was tripped. The police will communicate what was found after visiting the property. If the facility is secure, the Alarm Monitoring Company can reset the alarm remotely. If there is any doubt about the facility condition, the Library Director or the assigned senior staff member will need to return to the library to assist police in deciding if the facility is secure and in proper order. The security alarm system will then need to be reset manually. If a break-in has occurred, police and the Director will work together to decide how best to secure the facility and what action must be taken.

Important phone numbers:

Emergency Dispatch Center – 978-887-2116

Alarm Monitoring Company – 800-933-6543, account# 06-05-7157,

Password: Bookworm

Alarm Service Company, security system repairs – Red Alert 978-887-9504

Alarm Service Company, fire system repairs – Simplex Grinnell 800-898-0055 x240

Other Facility Incidents

If it is known that extreme weather conditions or other situations exist that may require a visit during after hours, it is important that Trustees know the Library Director or the assigned senior staff member will be entering the building. Following the guidelines described in the Facility Issues section, personnel are instructed not to enter the danger areas and to minimize time alone in the facility. Contacting the appropriate vendors to address the repairs needed is the essential reason for entering the facility.

Attached Resources:

- Systems Emergency Contacts (Attachment **A**)
- Behavior Policy and Procedure (Attachment **B**)
- How to Exit Building Procedure (Attachment **C**)
- Medical and Emergency Response Procedure (Attachment **D**)
- Library Staff Emergency Phone Tree (Attachment **E**)
- Trustee Emergency Phone Tree (Attachment **F**)

Approved 9/14/2010

ATTACHMENT A**SYSTEMS EMERGENCY CONTACTS 10-10**

<u>System</u>	<u>Name/Contact</u>	<u>Telephone</u>
Director	Jackie White	978-335-5699 cell
Cleaning –	S. J. Services Manager -Leo Soares	978-750-1033 978-360-1237 cell
Electric	John Thompson Town Electrician George Sanborn	978-887-1522 781-669-2526 pager 978-833-7369 cell
Elevator	Elevator Engineering, inc. Geoffrey Mullen or Marie	978-635-1774
Fire Alarm	Fire Department Simplex Grinnell Field Service	978-887-5148 603-886-1100 x262 800-898-0055 x240
Gas Leak	KeySpan	1-888-377-5325
HVAC	ATCO (Ambient) - mechanical Burnell Controls, Inc. – thermostats	978-646-0660 978-646-9992x126 Emergency x 125
Locks	Chet’s Lock Shop Trey	978-774-5752
Plumber	Clemenzi Plumbing	978-465-5065
Police	Non-emergency # Emergency dispatch center	978-887-6533 978-887-2116
Security Gate	Budget Overhead John	888-248-3667
Security Burglar Alarm Malfunctioning	Red Alert Alarms – David	978-887-9504
Alarm Central	account # 06-05-7157, Pass code: Bookworm	1-800-933-6543
Technology	MVLC Jason Universal Data Stream Patrick Foster, pwf@unids.com	978-557-5891 978-521-5665 office 978-590-7375 cell
Trustees	Barb Bodengraven: Jen Baker:	978-887-6639 978-887-4204

ATTACHMENT B

THE TOPSFIELD TOWN LIBRARY

BEHAVIOR POLICY

The Topsfield Town Library is committed to promoting an enjoyable and safe environment where patrons and staff can fully benefit from and utilize the Library's resources and services. We expect patrons to behave responsibly, respectfully and with consideration for others. The following Behavior Guidelines must be honored:

Shoes and shirts must be worn.

Eating, drinking, smoking, running and loitering are not permitted.

Creating a disturbance such as, but not limited to, making unnecessary noise, talking loud or shouting, is not allowed.

Obscene behavior, including, but not limited to, the use of foul language and inappropriate gestures, and harassment is not allowed.

Destruction of property, including, but not limited to, books, any part of the library facility, other patron's property, etc. is not allowed.

Threatening behavior, including, but not limited to, violence, threats of violence, possession of weapons, etc. is not allowed.

Children under 9 years old must be accompanied by an adult in the library at all times.

No pets, except animals providing assistance to their owners.

Solicitation is prohibited.

Cell phone use is not allowed.

Scooters, skateboards and roller blades are not to be used on the premises.

Library staff is not responsible for personal belongings left unattended.

The library staff reserves the right to ask a patron to leave if any of the above is not honored. The staff will follow the attached procedures when communicating with patrons about any violation of the Behavior Guidelines.

Approved 1/14/03

ATTACHMENT B conti.

THE TOPSFIELD TOWN LIBRARY

BEHAVIOR AND DISCIPLINE PROCEDURE

Since the Topsfield Town Library is a busy environment it is important that the staff follow a consistent procedure when dealing with unruly behavior that disrupts others. Behavior that is inappropriate, harassing or aggressive in nature, or which makes others concerned for their safety, must be dealt with quickly. Not only are these behaviors of concern for those visiting the library, but also for the staff.

Anyone of any age should respond to a staff member requesting a certain behavior to stop. When asking a person to change his or her behavior, be sure to approach the individual with a quiet and calm voice. Ask for the changed behavior in a respectful manner. This works the majority of the time. If you are reacted to in an aggressive manner you are to call the Director to the issue immediately. If the Director is unavailable a senior-staff-in-charge should be your next choice. It is important not to be alone. Do not hesitate to call the police after getting staff help if the issue does not calm down after requesting a change the second time. If your safety or the safety of the public is in jeopardy do not hesitate to get public safety personnel in the facility immediately. Know and follow the Emergency Response Policy.

When dealing with children and teens it is important to give them a chance to acclimate to a new environment. Many students are coming directly from school to the library and may need a few minutes. Five to ten minutes is appropriate. Please deal with the individual that is acting inappropriate, not the group unless it is a group issue. Address the behavior that needs to be changed in a quiet and respectful manner, being very clear. If you need to speak to the same individual a second time please let the person know that the next time they are spoken to he/she will be asked to leave. At this point, some young people will argue the finer points of the problem. Do not argue, give the choice to leave now or stay and correct the behavior now. If you have to speak to the person again (the third time) it is time to leave the Library. It is important to let them know it is just for today, tomorrow is another day and he/she is welcomed back (with a clean slate). If the child is alone in the library with no other option for leaving, the Director must be contacted.

This typically works very well. If you have any problems with the individual again after the request to leave, the Director should be called to assist immediately. If the Director is unavailable the senior-staff-in-charge should be your next choice. If the situation is severe enough the Director will call either the police or the family, depending on the situation.

It is important to confirm, by your actions, that the next day is a clean slate. Avoid the obvious: watching every move he/she makes, or singling him/her out when someone else might

have more extreme behavior, etc. Always greet every patron with a smile and an appropriate greeting. Many young people that visit our library will go through a difficult stage that does not last long and will become a regular library visitor.

Approved 1/14/03, Revised 9/10

ATTACHMENT C

HOW TO EXIT BUILDING

Regular Closing Procedure:

Closing announcement is made exactly 15 minutes before closing time. The announcement should include the following:

Good evening, the time is (state exact time) the library will be closing in 15 minutes at (state the exact time). The Reference area and the Children's Room will be closing in 5 minutes. If you have any materials that need to be checked out, please do so now at the main circulation desk on the first floor. Thank you!

Reference and Children's start close down procedure.

If you work in Reference:

- Circle entire room and young adult's section.
- Close and lock all open windows.
- Turn off lights in both meeting rooms.
- Check both bathrooms, turn off lights.
- Turn off copier.
- Go to stairwells and look down stairs.
- Push in all chairs, check all computers, and turn off monitors.
- Log off reference computers.
- Turn off all lights.
- Go down front stairwell, check front door then check the Periodical and Mystery Room.
- Go to lobby platform and stay and secure that Patrons do not go upstairs.

If you work in Children's Room:

- Circle entire Children's Room.
- Close and lock all open windows.
- Go to back stairwell and check back door.
- Go into meeting room, secure exit door, check all windows and turn off lights.
- Check children's room bathroom and turn off lights.
- Push in all chairs, check all computers, and turn off monitors.
- Log off children's computers.
- Turn off lights in Children's Room
- Make sure doors to Meeting Room, Jane's office and Circulation office are closed. Make sure door between Children's Room and Meeting Room is locked.
- Go to circulation department and make sure Children's Room remains secure.

CHILDREN'S OR REFERENCE MUST.....

- Go down stairs and secure basement and doors.
- Check staff room and turn off any appliance left on.
- Turn off lights

- Return from basement on elevator to 1st floor.

If you work in Circulation:

- One staff member must be on circulation desk during this time to care for Patrons.

After each department has checked in and last known patron is helped and leaving please share the following duties.

- Release entry-way door bars.
- Circle Adult book area.
- Close and lock all open windows.
- Log off of each terminal, public and circ.
- Check public bathrooms.
- Turn off copier.
- Turn off lights.

Leaving Building together:

- Look at Weekly Schedule for evening events and follow directions indicated.
- Engage alarm system.
- Leave and check both doors.
- Lock front doors at closing time. Remember to release push bars to lock properly.

If a Department Head would like to stay after working hours, please do the same procedure leaving ample lighting for security and do not set alarm. That Department Head needs to make sure lights are off and alarm is set when leaving.

If there is a meeting in the Meeting Room, please do all the exiting steps except turning off lights in Meeting Room. Make sure door from Meeting Room to Children's Room is closed tightly and locked. Lower Gate; hide gate key in appropriated place and follow instructions on schedule. Also remember to release both push bars to doors.

Emergency Closing Procedure:

Each Department must follow their routine closing procedure, but include notifying patrons of the need for an emergency evacuation. The announcement should be made as follows:

May I have your attention please, It is important for all patrons and staff to evacuate the library facility. Please leave all library material behind and leave the building through the nearest exit. We ask that you meet on the small Memorial Common directly across the street from the library so that Library staff can secure you have exited appropriately. Thank you.

As you circle your department, make sure that patrons are leaving without library material. Personal property should not be a priority during an emergency.

Staff must meet with patrons on the Memorial Common located directly across the street from the Library. Staff are not to leave until the situation has been assessed and personal property is allowed to be retrieved. The Director or senior-staff-in-charge will make the determination before allowing staff to return to the building or to go home.

ATTACHMENT D

TOPSFIELD TOWN LIBRARY

MEDICAL AND EMERGENCY RESPONSE PROCEDURE - For Staff and Patrons

If a medical emergency presents itself in the library, please follow the recommended steps quickly in the absence of the Library Director.

For Staff:

Inform the Director or the senior-staff-in-charge of the medical situation.

If a staff member cannot communicate or is not coherent, call 911 immediately. DO NOT hesitate. An emergency Personnel Information Form is on file for each staff member in the Directors office, located in the drawer with the yellow dot. Take the form pertaining to the staff member and copy, returning the original to the file.

The Personnel Information Form can be used to call the employee's designated emergency contact informing them of the situation and that you will follow up with more information once medical assistance arrives. In addition, this information can be given to emergency response personnel (fire, police and ambulance company) to quickly contact the staff member's doctor and know insurance information for the hospital, etc. if the employee is not able to respond. While waiting for assistance, stay with this person and make sure he/she is comfortable and not alone.

If a staff member can communicate and is coherent and it is not life threatening, but needs medical attention, inform the employee that you have called 911 for emergency medical assistance. If the staff member refuses medical assistance, then call his/her designated emergency contact found on the Personnel Information Form. It is up to that staff member and his/her family to make other assistance arrangements. Override any decision if it appears life threatening – call 911. Using the first aid kits, please use bandages and ice packs only (basic first aid supplies, but do not administer aspirins or ibuprofens, etc.)

DO NOT TRANSPORT TO MEDICAL HELP! Why – Because we want the very best care for the staff and this action puts that care in danger. In addition, this action potentially puts many in danger if something goes wrong on the way to a medical care facility.

For Patron:

Inform the Director or the senior-staff-in-charge of the medical situation.

If a Patron cannot communicate or is not coherent, call 911 immediately. DO NOT hesitate. While waiting for assistance, stay with person and make sure he/she is comfortable and not alone.

If a Patron can communicate and is coherent and it is not life threatening, but needs medical attention, inform that person that you are calling 911 for emergency medical assistance. If the Patron refuses medical assistance, then ask the Patron to give you the phone number of an

emergency contact person. If the patron cannot do this or refuses to give you that information and you feel medical help is needed- call 911. Using the first aid kits, please use bandages and ice packs only (basic first aid supplies, but do not administer aspirins or ibuprofens, etc.) While waiting for assistance, stay with the person and make sure he/she is comfortable and not alone.

DO NOT TRANSPORT TO MEDICAL HELP! Why – Because we want the very best care for Patrons and this action puts that care in danger. In addition, this action potentially puts many in danger if something goes wrong on the way to a medical care facility.

Defibrillator:

The Library has a Defibrillator located in the Meeting Room and is made available for public use. This equipment assists in the reviving of anyone who is experiencing a heart attack, but we are reminded that the most important step is calling 911. A step-by-step use sheet is posted with the Defibrillator. The Defibrillator also is a self-instructing unit and gives next-step commands as using. Staff is encouraged to read through the material provided to stay familiar with the appropriate action required.

Revised 9/14/10

ATTACHMENT E

TOPSFIELD TOWN LIBRARY 7/10

EMERGENCY PHONE TREE

The Director will implement the following phone tree during times necessary to ensure safety and important information to all employees. Snowstorms or other dangerous weather conditions or facility conditions warranting closure of the library will be communicated to staff via the phone tree. For inclement weather: IF TOPSFIELD SCHOOLS HAVE A DELAYED OPENING WE WILL HAVE A DELAYED OPENING AND YOU WILL NOT BE CALLED. THE LIBRARY WILL OPEN AT 11:00AM. (Mon, Tues & Thurs). and staff will be expected to arrive at 10 a.m. For Wednesday and Fridays staff will be expected to arrive at 11 a.m. TO OPEN AT 12 NOON.

IF SCHOOLS ARE CANCELLED YOU WILL BE CALLED REGARDING OUR OPENING TIME AND PROCEDURE.

Jackie White	978-335-5699 - cell
Judy Connelly	978-887-6398 - home
Becky Rowlands	978-857-8017 -cell
Noelle Martignetti	781-475-4227 - cell
Amanda Fauver	603-303-0225 - cell
Sibyl Hezlett	978-887-2270 – home (Do not call on Fri)
Wendy Thatcher	978-887-9129 – home
Christine Manning	978-944-2421 – cell (Do not call Thurs & Fri)
Dinah Torrey	978-887-5513 – home (Do not call Thurs & Fri)
Tracy Berenson	978-213-9994 – home (Do not call on Wed & Fri)
Marie Christensen	978-463-8623 – home (Do not call on Mon & Thurs)
Jackie White	978-335-5699 –cell
Jane Johnson	978-356-4611 – home (Jackie will call)

ATTACHMENT F

TRUSTEE'S EMERGENCY PHONE TREE

The Trustee's Emergency Phone Tree may be initiated by the Library Director or the Chairman of the Board of Library Trustees. The phone tree is one way to contact Board members when other options are either not available or concern that email may not be effective.

Jaclyn White, Library Director

978-887-1528 – work

978-335-5699 – home cell

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Barbara Bodengraven, Trustee Chair

978-887-6639 – home

978-204-3225 – cell

↓

Jen Baker, Trustee V. Chair

978-887-4204 – home

978-998-1488 – cell

↓

Doe DeLuca

978-807-6742 – cell

978-887-7278 – home

↓

Sean Cunniff

781-354-4832 – cell

978-887-5282 – home

↓

Mike Massaro

617-319-5910 – cell

978-887-2863 – home

↓

Audrey Iarocci

978-887-5971 – home

978-807-6061

↓

Barbara Bodengraven, Trustee Chair

978-887-6639 – home

978-204-3225 – cell

How to use the phone tree: call the first number listed under the trustee's name. The first number listed under a person's name is the preferred number to call. If you are unable to speak to the person, leave a message and try the second number listed before calling the next person on the list. After the last person has been contacted, call the Chairman to inform that everyone has been contacted.