

**ELMHURST PUBLIC LIBRARY
EMERGENCY PROCEDURES MANUAL**

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INTRODUCTION

These emergency plans and procedures have been developed to help staff in the event of an emergency which may threaten the safety of the public, staff or Library building. In all cases, staff are expected to use their best judgment in dealing with emergencies and to summon assistance from the Elmhurst Police or Fire Department whenever there is any indication it might be needed.

All staff members should be familiar with the location of the manual in their department and on the staff network. They should also have a general orientation to steps that should be taken in the event of these emergencies. Each department should review these procedures periodically.

RESPONSIBILITIES OF LIBRARY PERSONNEL

LIBRARY DIRECTOR - To make decisions on emergency Library closings. To notify department heads, building custodian, and administrative staff. To notify Board of Trustees. To establish emergency communication procedures to be used with the Elmhurst Emergency Services and Disaster Agency, as well as the media.

ASSISTANT LIBRARY DIRECTOR - To assume the responsibilities of the Library Director in the event of his/her absence. To review and update Emergency Plans and Procedures as necessary. To conduct annual fire and tornado drills. To conduct other emergency training as needed.

DEPARTMENT HEADS - To make appropriate safety assignments within the department and establish a chain of command in the event of the department head's absence. To ensure that the persons designated with responsibility are prepared to carry out their assignments on their own in the event of a loss of communications. To prepare and maintain an emergency telephone tree for departmental staff. To prepare any specific directions for building emergency evacuations that might be particularly pertinent to their staff. To supervise and control all drills in evacuating departmental personnel. To verify that all required emergency equipment and first aid supplies are present within the department and in proper working condition. To ensure that all departmental personnel are aware of the emergency plans. To provide, if needed, reports on any emergency conditions to the administrative office.

PERSON IN CHARGE (PIC) - To carry out appropriate procedures in the event of an emergency and summon outside help if required. To follow the Emergency Closing Procedures if necessary.

RESPONSIBILITIES of the LIBRARY STAFF - To identify and locate emergency information throughout the building. To study the Library emergency plan and know its location in the event of an emergency, to be prepared to guide, direct or assist patrons in the departmental area to the most appropriate exit in the event of an emergency. To notify the department head and administrative office in the event of a personal change in local address and telephone number and emergency contact.

RESPONSIBILITIES of the ADMIN & HR MANAGER - To maintain a current telephone list of department heads and distribute this whenever there is any change. To have available an updated and accurate list of all Library personnel including addresses and emergency telephone numbers. This list is to be taken with Admin and HR Manager in the event of an emergency situation. To be familiar with and have available the Library's emergency plan.

RESPONSIBILITIES of the TELEPHONE CONSOLE - To inform the administrative staff of all emergency signals received on the alert monitor radio. To alert all areas via paging system per disaster plan. To verify, as directed, by telephone call immediately to the fire department any fire emergency or fire alarm activation within the building. To give "all clear" signal when authorized by administrative staff or police/fire officials. To take the alert monitor radio to the shelter area.

RESPONSIBILITIES of the CIRCULATION DEPARTMENT HEAD - To maintain an adequate supply of first aid materials, to take first aid supplies when going to the disaster area.

RESPONSIBILITIES of the BUILDING AND GROUNDS MANAGER - To verify that all areas of the building are properly marked with accurate fire and disaster information with regard to exiting the building or taking shelter in the building. To maintain batteries in emergency flashlights and radios. To ensure that emergency systems such as sprinklers and alarms are properly maintained and tested. To be prepared to control utilities during any emergency situation. To do any and all of the following as directed by a competent authority such as the police or fire department personnel, or in the absence of such authority, to use best judgment.

1. Turn off gas at meter
2. Pull all electrical switches
3. Turn off HVAC system
4. Turn off water at meter
5. Assist in checking the building for complete evacuation

To assist fire department and/or emergency services officials with information concerning floor plans and locations within the building, and to assist Library personnel as needed.

HEAD OF MARKETING - To assist the Library Director with all written and oral communications to staff and the public. To coordinate communication efforts with department heads.

**Elmhurst Public Library
ACCIDENT REPORT FORM**

Date: _____

Date of Accident: _____ Time of Accident: _____

Number of people involved in accident: Adult:____ Juvenile:____ (if child, indicate age) Age: _____

Name of person involved in accident: _____
(if staff member, Department worked, please print)

Address (if applicable): _____

Telephone: _____

Medical treatment needed: _____ none _____
(if so, describe procedure; i.e. ambulance, first aide)

Time paramedics were call: _____ a.m. _____ p.m.

Time emergency personnel arrived: _____ a.m. _____ p.m.

First aid given: _____

Other solution/assistance: _____

Were there any witnesses? Yes ____ No_

If yes, Name of Witness:

Signature of Staff member

Supervisor in charge notified: _____
(printed Name of Supervisor)

Signature of Supervisor

FORWARD TO ADMINISTRATIVE OFFICE

BOMB THREAT POLICY

In the event that a bomb threat is received by Library staff, the threat will be treated as genuine until proven to be otherwise. Staff will notify 911 and evacuate the building, which will then be searched by designated library staff with the assistance of the fire and police departments as outlined below.

If nothing suspicious is found, re-entry will be authorized by the PIC.

BOMB THREAT PROCEDURE

If Staff member receives a bomb threat call:

- 1) If caller ID is displaying, note the number.
- 2) Attempt to hold the person on the phone as long as possible, while another staff member contacts police (911).
- 3) Attempt to have the caller indicate the exact location of the bomb, the time set for detonation, what the explosive device looks like, what the explosive is, and why it was placed. Note any distinguishing characteristics of the caller, such as voice type, sex, and sounds which might identify the location of the caller. See Bomb Threat checklist following p.2 of this policy.
- 4) Report to PIC. (NOTE: if a call has not been placed to 911, it should be done immediately.)

If 911 receives a bomb threat call:

- 1) One fire truck and two squad cars will arrive at the Library with news of the bomb threat.
- 2) Phone Console or Welcome Desk staff member should notify the PIC immediately.

PIC will:

- 1) **Evacuate the building** following the evacuation plan outlined in the policy manual. The public should be informed that the Library has received a bomb threat and that Library policy requires staff to evacuate the building until this can be verified. Everyone must stay a minimum of 350 feet from the building, and gather at the northeast corner of the parking lot to ensure that both the public and staff are well away from the building and possible fire equipment routes.

The PIC should make the final check of the building to ensure that all personnel have exited.

2) **Search the building.** When the police and fire department staff have arrived, PIC will follow the directives of the Police.

The Police will determine when a reasonable search has been made and it is safe to permit re-entry. The Library will not be closed unless it is determined that there is a bomb on the premises.

BOMB THREAT CHECKLIST

QUESTIONS TO ASK:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller: _____

Age: _____ Length of call: _____

Phone at which call is received:

Time: _____ Date: _____

Caller ID: _____

CALLER'S VOICE:

_____ Calm _____ Nasal
_____ Angry _____ Stutter

_____ Excited _____ Lisp
CALLER'S VOICE (CONT.):

_____ Slow _____ Raspy
_____ Rapid _____ Deep
_____ Soft _____ Ragged
_____ Deep _____ Clearing
_____ Breathing _____ throat
_____ Laughter
_____ Crying _____ Cracking
_____ Normal _____ Disguised
_____ Distinct _____ Accent
_____ Slurred _____ Familiar

If voice is familiar, whom did it sound like?

BACKGROUND SOUNDS:

_____ Street _____ Factory
_____ Noises _____ Machinery
_____ Crockery _____ Animals
_____ Voices _____ Clear
_____ PA System _____ Static
_____ Music _____ Booth
_____ House _____ Other
_____ Noises _____
_____ Motor _____
_____ Office _____
_____ Machinery

THREAT LANGUAGE:

_____ Well spoken _____ Taped
_____ Incoherent _____ Foul
_____ Irrational _____ Message
read by threat
maker

Report call immediately to the PIC:

Staff Name _____

BURGLAR ALARM

The Elmhurst Police Department has been provided with the names and telephone numbers of staff to be informed when the burglar alarm is activated.

Designated personnel to be called when the alarm is activated:

Building Custodian
Head of Building and Grounds Department
Library Director
Assistant Director

Staff are advised to wait for police escort before entering the building if there is a possibility that the intruder is still inside.

Custodial staff are responsible for arming the burglar alarm system at night and disarming it in the morning. Staff with keys should not enter the building if it is locked in the morning or on a day when the Library is closed unless they are certain that a custodian is inside and has disarmed the burglar alarm.

DANGEROUS BEHAVIOR

Person responsible: Staff member on scene or PIC.

1. If a patron is exhibiting dangerous behavior, call 911 or press a panic button immediately.
2. Do not leave a staff member alone in any dangerous situation. Always work in pairs and follow the buddy system.
3. If you recognize a patron in the building who has been issued a No Trespass Order or who is currently banned, call 911. Do not attempt to confront the patron, let the police talk to the patron when they arrive.
4. Try to keep other patrons away from the dangerous situation.
5. If dangerous patron leaves the area, try to follow at a safe distance so that you can tell police where patron is located within the building. Do not follow patron outside the building. You may watch from the windows to give Police an idea about where the patron went.
6. Fill out an Incident Report as soon as possible and be prepared to sign a complaint if requested by the Police. Any staff member involved in an incident may sign a No Trespass Order from the Police. Make sure to inform Administration that you signed an order. Write down the name of the Police Officer who issued the order.
7. Attempt to get the names and phone numbers of other patrons who witnessed the event.

What happens when a staff members calls 911:

- When 911 is called on any of the phones in the building, the other phones issue a warning signal and list the extension or the location of the call.
- All managers and supervisors in the building will go to the location where the call was made.
- A staff member is sent to the Welcome Desk to direct Police Officers to the location of the event.
- Staff will stand by and provide assistance or support to the staff member or patron involved in the incident.

- The only exception to all supervisors or managers going to the location of the call, is if there is an active shooter in the building. Refer to Weapon in the Library policy if this happens.

What happens when a panic button or the Area of Rescue button, which is located in the basement stairwell, is pushed:

- When a staff member pushes a panic button, warning lights flash in back offices to alert staff that a button has been pushed.
- **Blue lights** flashing designate a disturbance on the **first floor**, **Amber lights** designate a disturbance on the **second floor** and when **both lights** flash the disturbance is in the **Makery**.
- The panic button alerts the police to come to the Library however, the Police do not know what the emergency is since a call has not been made to 911.
- Other staff will go to the floor designated by the alarm light and attempt to locate the exact location of the incident.
- When staff know where the incident has happened, a staff member must go to the Welcome Desk and wait for the Police to arrive so that they are directed to where the situation is happening.
- The phone console operator must be informed of the incident and 911 must be called as soon as staff know what is happening so the Police have more information about the incident are not coming in to the building unaware.

DOOR AND STAIRWELL ALARMS

There are a number of alarms and sensors around the building to detect the presence of unauthorized persons or improper use of emergency exits. Two staff members should respond to alarms so that one can silence the alarm while the other investigates the cause.

SOUTH STAIRWELL TO ROOF FROM SECOND FLOOR:

TO DISABLE ALARM AFTER ACTIVATION:

When motion is detected, the alarm will sound for 60 seconds and reset for 15 seconds. If movement continues the SIREN will sound for another 60 seconds, until the alarm is de-activated by entering the code (2-2-4-1) or by the absence of motion/intruder.

Open the gate at the bottom of the landing and ascend the first flight of stairs to the first landing. The motion alarm is mounted on the east wall. Enter code (2 -2 -4 -1). The alarm is now disabled.

NOTE: When the fourth digit of your code is entered, the Status LED will “flash” and the Siren will “chirp” to indicate the unit is disarmed.

TO DISABLE (NON-EMERGENCY)

When the staff needs use the stairwell to the roof, the alarm code (2-2-4-1) must be entered to disable the alarm. The 10 second delay allows you to get to the alarm before it sounds.

NOTE: When the fourth digit of your code is entered, the Status LED will “flash” and the Siren will “chirp” to indicate the unit is disarmed.

ENABLING THE MOTION DETECTOR ALARM:

After the area has been checked for an unauthorized intruder, the alarm can now be activated. Press the # 4 on the alarm keypad. The Status LED will “flash” and the Siren will “chirp” to indicate the unit is armed. You will now have 30 seconds to clear the protected area.

SOUTH AND EAST STAIRWELL EXIT DOORS ON FIRST FLOOR

TO DISABLE ALARM AFTER ACTIVATION:

Identify which door alarm (east or west) has been activated.

Enter code 1-5-3-4 on the keypad attached to the door. Annunciator siren will turn off, and alarm is now disabled. The east and west doors have identical alarms and have the same exact code.

ENABLING THE DOOR ALARM:

The door must be securely closed.

Enter 1-5-3-4 on the keypad to activate the alarm.

ELEVATOR MALFUNCTION

Both elevators are equipped with a direct phone connection to DuComm. If a person is trapped and hasn't noticed the phone button, tell them to press it in order to get help. The button is on the lower right of the control panel and has a drawing of a phone handset next to it.

The Fire Department will come and extricate the person. It is not possible for us to do it ourselves.

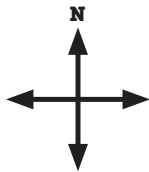
Notify the custodian and the PIC of the incident.

EMERGENCY CLOSINGS

The Elmhurst Public Library is a public service organization and will make every reasonable effort to remain open during posted hours. Should a special situation develop which would, in the opinion of the Library Director, endanger the safety of the patrons or staff, the Director has the authority to close. The Director also has the authority to close the building due to outages that affect the normal operations of the building (i.e. electrical outages or heating and cooling problems.)

If the Director is unavailable, the decision rests with the Assistant Director and then with the staff member designated as the person-in-charge. In the event of any closing the Board President should be notified.

If the Library is closed for unusual circumstances, salaried employees will receive compensation for the time they would normally have been scheduled to work. Hourly employees will also be paid for the hours they are scheduled to work on the day of the closing. (NOTE: Employees will not receive compensation for emergency closings if the closings occur on their normally scheduled day off, during vacation or illness.)



ELMHURST

PUBLIC LIBRARY

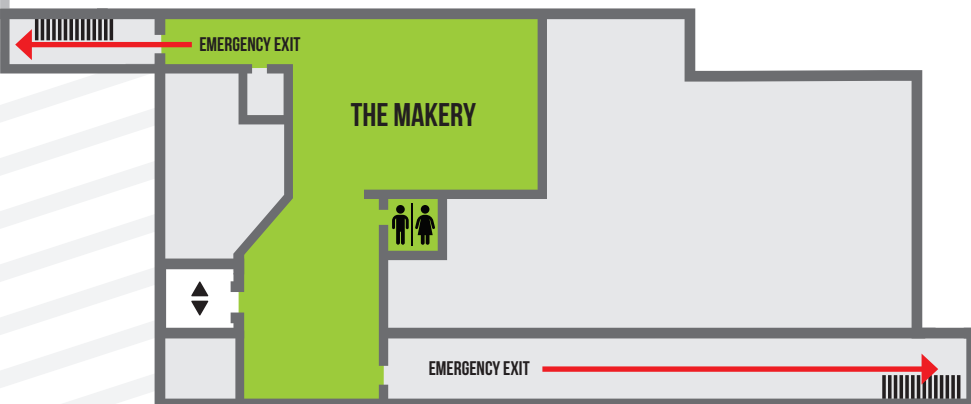
BASEMENT

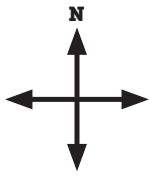
KEY

■ Staff areas

||| Stairs

■ Area of refuge





ELMHURST PUBLIC LIBRARY

1ST FLOOR

KEY



Defibrillator



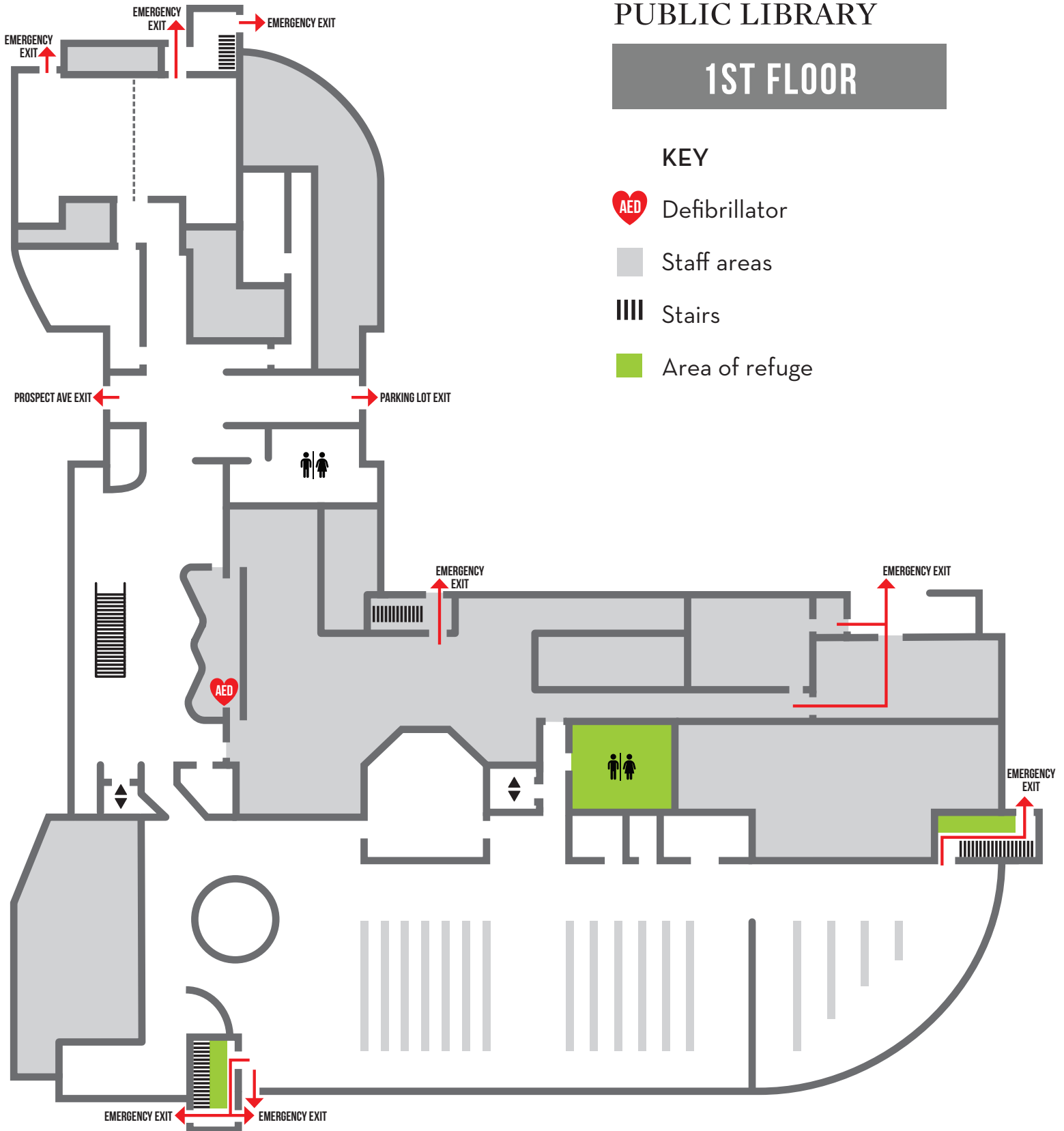
Staff areas

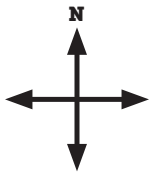


Stairs



Area of refuge





ELMHURST

PUBLIC LIBRARY

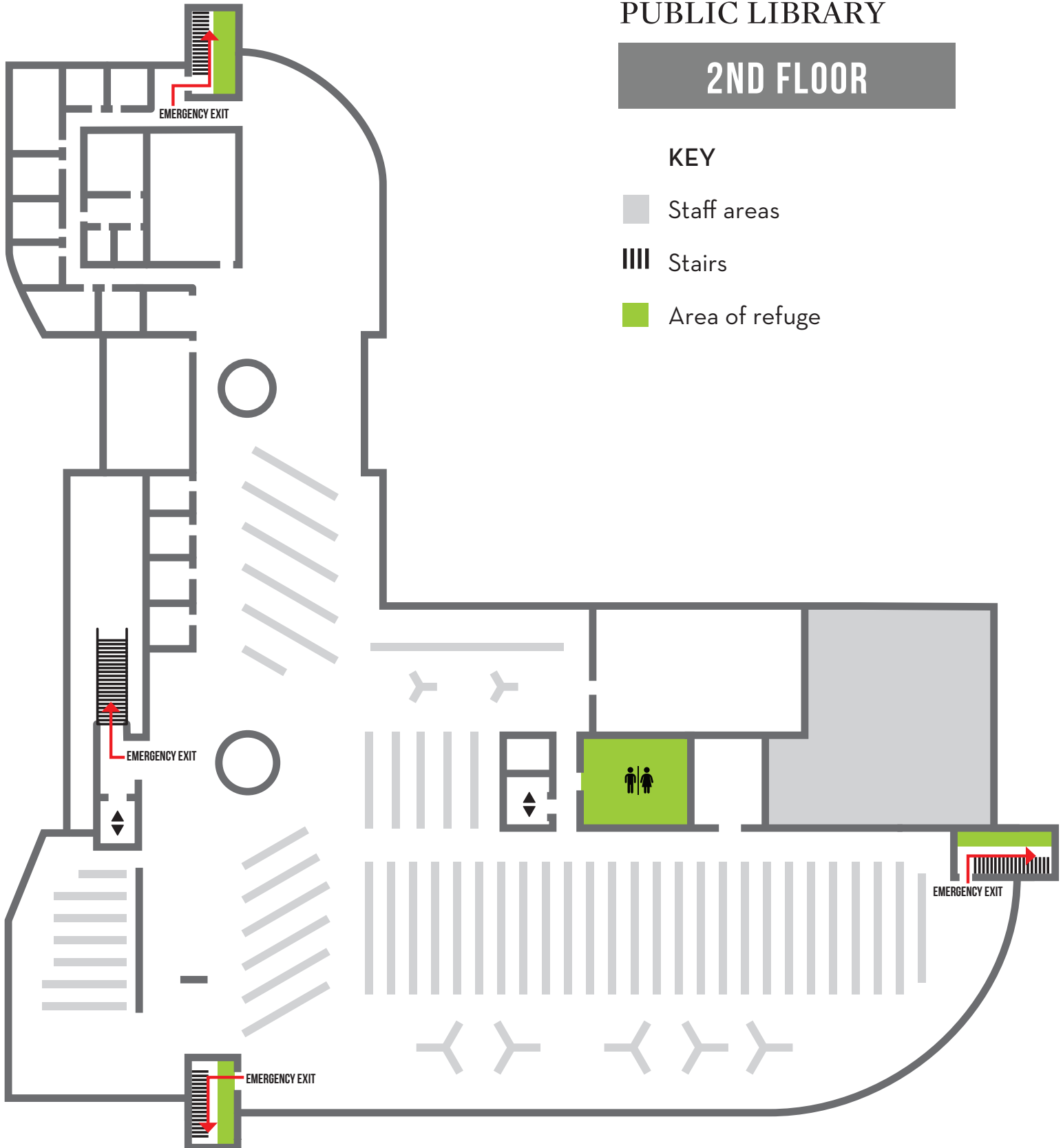
2ND FLOOR

KEY

■ Staff areas

||| Stairs

■ Area of refuge



EMERGENCY SERVICES CONTACTS

Ambulance - Superior Ambulance	911
Commonwealth Edison (Electric Co.) (IBS#2565109026) <u>or</u> Library phone (630-279-8696)	800-334-7661
Du Com Library Fire Alarm #4255 Library Burglar Alarm #4560	630-690-8245
Elmhurst City Hall	630-530-3000
Elmhurst Fire Department	911
Elmhurst Police Department Non-emergency	911 630-530-3050
Elmhurst Water Service (Public Works Dept.) After hours water emergency (Police Admin)	630-530-3036 630-530-3050
Elmhurst Memorial Hospital	331-221-1000
Emergency Services Agency (Civil Defense)	630-530-3097
NICOR Gas Co.	888-642-6748
Neil Bonk (Computer support)	630-688-8766
Staff Home telephone numbers Library Director (Mary Beth Campe) Assistant Director (Maricela Rodriguez) Building and Grounds Manager (Will Cotton) Custodial Nextel	847-287-3420 (Home) 847-550-8015 (Cell) 847-847-8731 630-440-1915 630-688-8782
RAILS Library System Delivery Room	630-734-5125

The Library Director, Assistant Director, or the Admin and HR Manager will notify the Emergency Closings Center.

When an emergency situation affects the greater part of Elmhurst such as a tornado, telephoning should be kept at a minimum to avoid tie-up of communication. See next page for additional off-site services.

Emergency Services
page 2

Alarm Systems –

Chicago Metropolitan Fire Prevention (Fire alarms and sprinklers)	630-833-1110
Midco (Burglar)	630-887-1800

Board Up Service - ABC Board-Up Co.	708-544-0555
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Doors (automatic) – Stanley Doors	847-742-9300
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Electrical Work

City of Elmhurst – Scott Gunderson	630-530-3085
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Elevator Service – Otis Elevator (Building ID#CY425766)	800-233-6847
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Glass Replacement - House of Glass	630-834-3031
Arcadia Products (exterior panes)	847-272-3332

HVAC Systems

Mechanical systems: RMC Engineers	630-595-8032
Automated systems: Siemens Building Technologies	847-803-2700

Insurance Company (Myers-Briggs and Co., Estelle Markham)	312-425-2359
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Legal Advisor (Harlan Spiroff, Spiroff and Gosselar)	630-510-6005
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Locks and Keys – First Line Locksmith	630-243-8710
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Plumbing/Sump Pump

Jim Dhamer Plumbing Service	630-530-0061
Well Sump Pump	847-956-8844

Public Works - City of Elmhurst Howard Killian	630-530-3041
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Rental - Taylor (fans, sump pumps etc.)	630-682-9828
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EVACUATION PLANS

1. Fire - Evacuation of the Building

- When the fire alarm is sounded all personnel shall begin an immediate orderly exit without stopping to take coats or personal belongings. The public should be firmly but politely directed to the nearest accessible exit. Maps are posted in each department. DO NOT USE THE ELEVATORS.
- First person at the door should hold the door for others and continue doing so until all persons using that door have passed.
- Assistance should be provided if needed to people with a disability. If a person is unable to descend the stairs, staff should escort him or her to the area of rescue assistance on the landing in one of the masonry stairwells (south or east side of the building). Enter the stairwell after all others have descended to avoid blocking the exit. Fire Department personnel will evacuate from this location. Staff who assist a person to the area of rescue assistance must notify the PIC and /or the Fire Department Commander on site of the location and number of persons needing assistance to evacuate.
- Department heads or the PIC should be the last to leave their area to make sure that all public and staff have exited.
- Staff and public should move to the STAFF PARKING LOT to ensure that they are not in the way of fire equipment routes. All staff and public should remain outside the building until instructed to return, or move to some other emergency housing.

2. Tornado Warning- Evacuation to Disaster Shelter

- Signal for moving to shelter area will be the announcement of a tornado warning over the Alert Monitor radio or sounding of tornado sirens.

Evacuation to Disaster Shelter, continued

- Telephone console operator will inform PIC, who will announce over the paging system (overhead and phones) that everyone should be evacuated to the disaster shelter area in the basement. DO NOT USE THE ELEVATORS.

- Departmental supervisors should designate staff to:
 - Escort public to shelter areas
 - Verify that their area is cleared
 - Assist persons with disabilities
 - Persons who are unable to descend the stairs should be escorted to a safe area: the restrooms in the Kids' Library or on the second floor, the corridor outside the Large Meeting Room, or a masonry stairwell.
 - Care should be taken to be away from any glass. Do not use main staircase.
 - Personnel shall remain in the shelter area until the all clear signal is given by the Director, Assistant Director or the. The City does not signal an all clear, but the emergency radio will be monitored for an extension of the warning period. Police may provide information at 630-530-3050.
3. **Emergency Take Cover - Tornado sighted nearby.**
(not sufficient time to move to shelter area)
- Signal will be a short intermittent sounding of the Elmhurst air siren (may not be audible in building) and announcement over the Alert Monitor radio.
 - If time, take shelter in restrooms in Kids' Library and Adult Services or stairwells.
 - If no time, staff and public to seek shelter within the room:
 - Get under tables
 - Keep backs towards windows
 - When danger has passed - check members of public for injuries and follow procedures outlined under Medical Emergencies
 - If there has been damage to the building - follow disaster plan procedures.

See following page for evacuation responsibilities.

EVACUATION RESPONSIBILITY CHART

Console Operator: Alert all areas via paging system as requested by staff member in charge. Assign alternate duties if necessary.

LOWER LEVEL

Makery: Makery staff evacuates lower level

MAIN LEVEL

Custodian:

Maintenance Room
Receiving Room
Staff Restrooms
Building Office
Rooms

Alternate for Tech

Circulation:

Lobby
Circ. Desk
Circ. Office
Café Area

Public Restrooms

Holds Area

Alternate for Admin

Alternate for Makery

Administration:

Admin Offices
Marketing Dept.
Conference Room
Meeting

Kids' Library:

Kids' Library & Stacks
Program Room
Staff Workroom
Learning Garden
Middle School Room
Group Study Rooms
Computer Lab
Public Restrooms

Technical Services:

Tech. Services Office
Staff Lounge
Alternate for Custodian

UPPER LEVEL

Adult Services:

ADS Area & Stacks
ADS Workroom
Group Study Rooms

Gathering Rooms
Teen Room
Creative Studios

Computer Lab
Public Restrooms

IN CASE OF FIRE: Clear the building of all patrons and staff. Meet in the Staff Parking Lot.

IN CASE OF TORNADO: Direct patrons and staff to the basement or Alternate shelter.

PULL STATIONS

**Key to reset Pull Stations and Enable Fire alarm panel is # 26 in circulation key box.
See below for Resetting Pull Stations.**

BASEMENT (LOWER LEVEL)

West wall by stairwell door to circulation department
North wall by east stairwell to Ground level

TOTAL FOR BASEMENT 2

GROUND LEVEL (FIRST FLOOR)

North Exit door in meeting room 2A
North Exit door in meeting room 2B
East Exit door from Magazine/AV department stairwell
West lobby entrance
East lobby entrance
Circulation office inner door on North wall
North stairwell from circulation and basement
Receiving room on north wall next to doors
East side Exit door
Kids Library East stairwell door
Kids Library West stairwell door
West door to John Carroll Reading Garden

TOTAL FOR FIRST FLOOR 12

2ND FLOOR (UPPER LEVEL)

North stairwell Exit door in Magazine/AV area
East stairwell Exit door in Adult Services
West stairwell door in Adult Services

TOTAL FOR UPPER LEVEL FLOOR 3

TOTAL FOR BUILDING 17

To reset the fire alarm system when a pull station has been activated:

Insert key # 26 from key box located in circulation office into pull station activated.
Turn the key to unlock cover.
Lift cover and reset toggle switch located inside of pull station.
Close cover and turn the key to lock.
Go to the alarm panel and press <Reset>. System will return to normal.

FIRE EXTINGUISHER LOCATIONS

All Fire Extinguishers are type ABC except for a HALTRON extinguisher in the Computer Server Room.

A = Trash/Wood/Paper

B = Liquids

C = Electrical Equipment

BASEMENT (LOWER LEVEL)

Column by restroom in Makery
South wall in the Makery
North wall by door in basement
South wall in basement
South wall by Mechanical Room
Mechanical Room south wall
Elevator Mechanical Room (south wall)
TOTAL FOR BASEMENT

8

1ST FLOOR (GROUND LEVEL)

East wall in hallway by meeting rooms
West wall in Administration hallway
South wall by lobby restrooms
West wall behind Checkout Desk
South wall in Circulation Department office
Computer server room (west wall)
South wall in hallway by Technical Services
North wall by Kids Library east stairwell
North wall by Kids Library group study rooms
North wall in Kids Library by display case
Elevator Mechanical Room in Kids Staff workroom (west wall)
East wall in Kids Staff workroom (behind door)
TOTAL FOR FIRST FLOOR

12

2ND FLOOR (UPPER LEVEL)

South wall by copiers
Column by Travel Center Shelving
Column near ADS Information Desk
Column near Local History case
North wall next to ADS workroom door
TOTAL FOR 2ND FLOOR
TOTAL FOR BUILDING

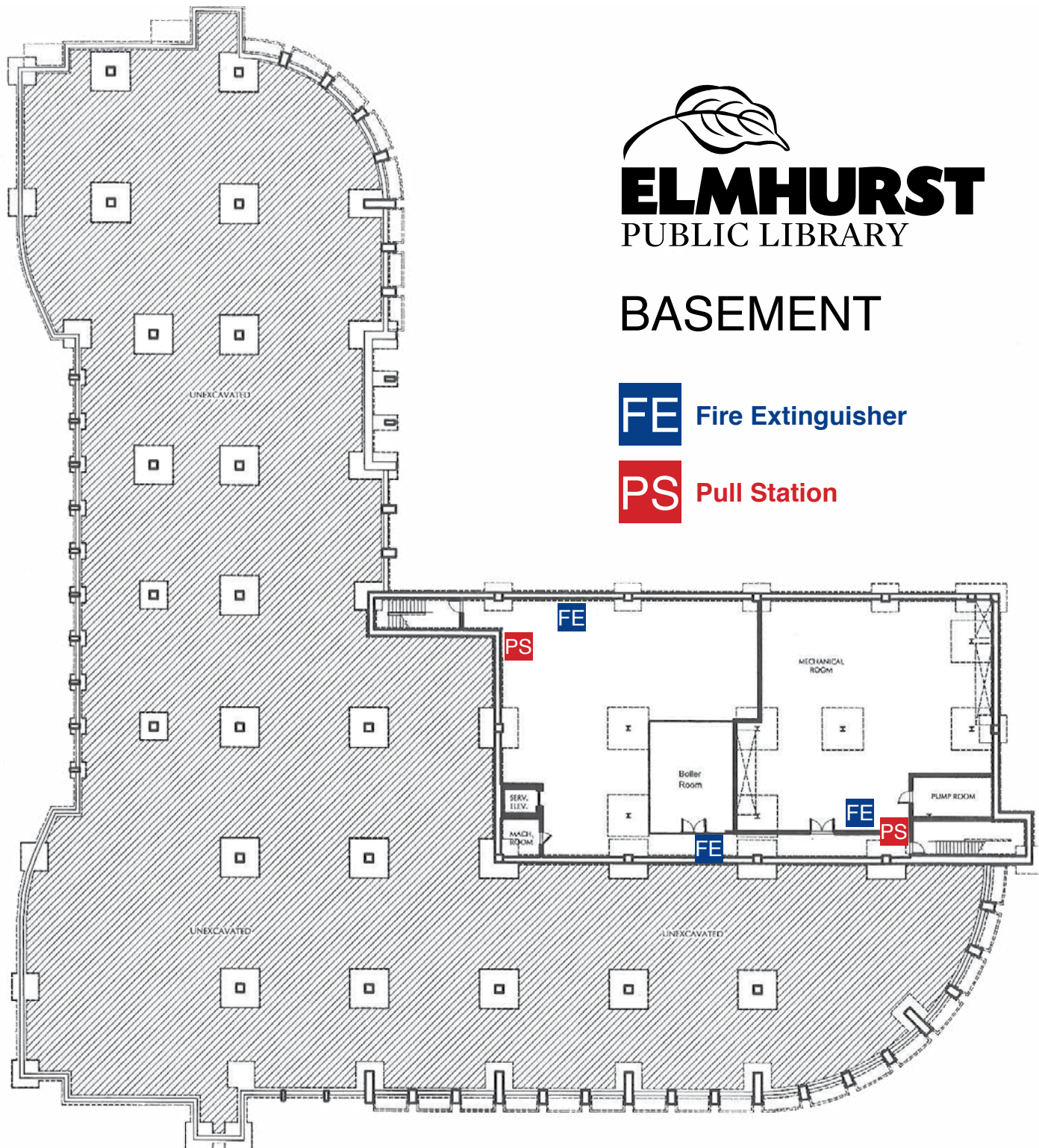
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25

BASEMENT

FE Fire Extinguisher

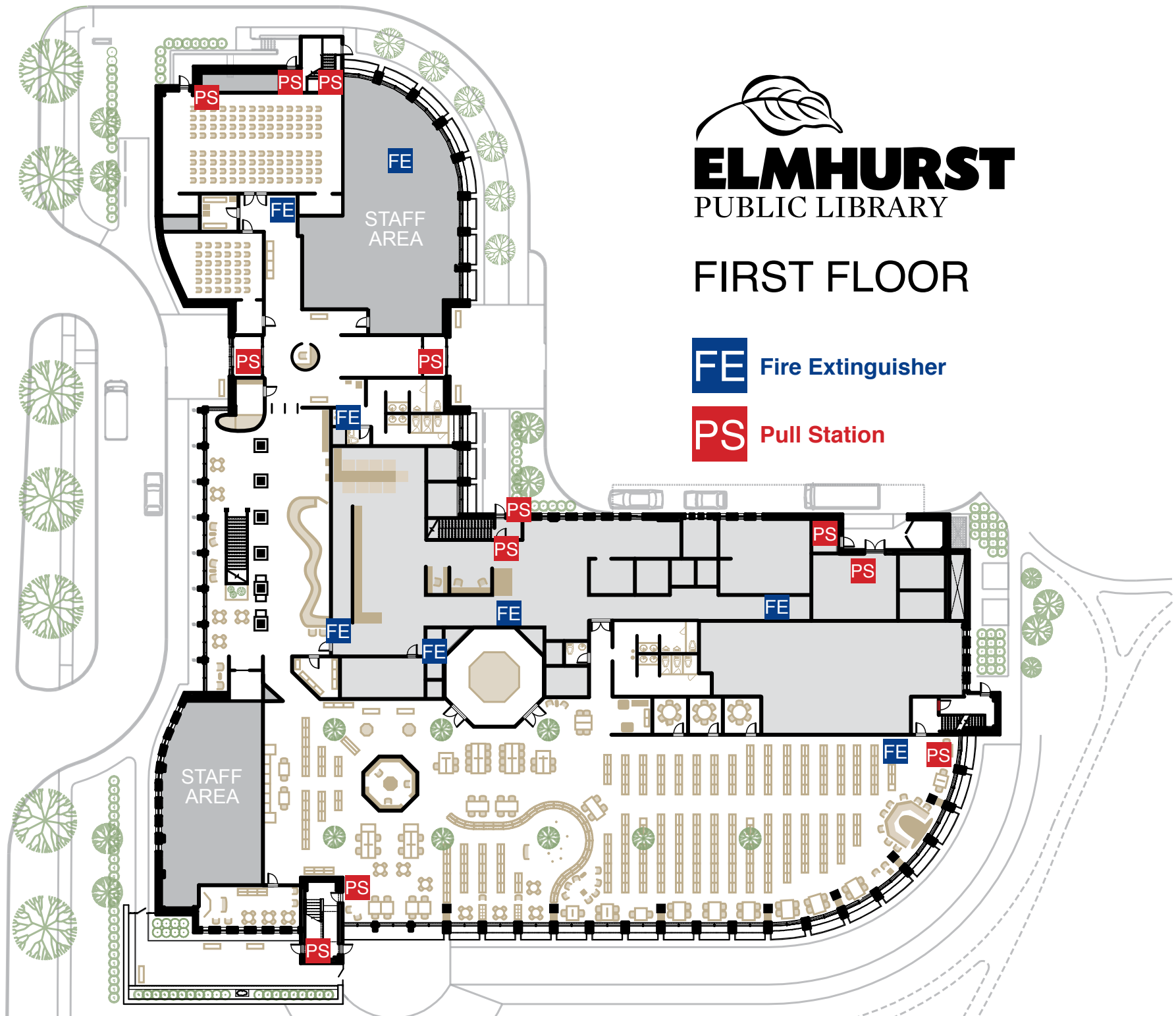
PS Pull Station





ELMHURST PUBLIC LIBRARY

FIRST FLOOR



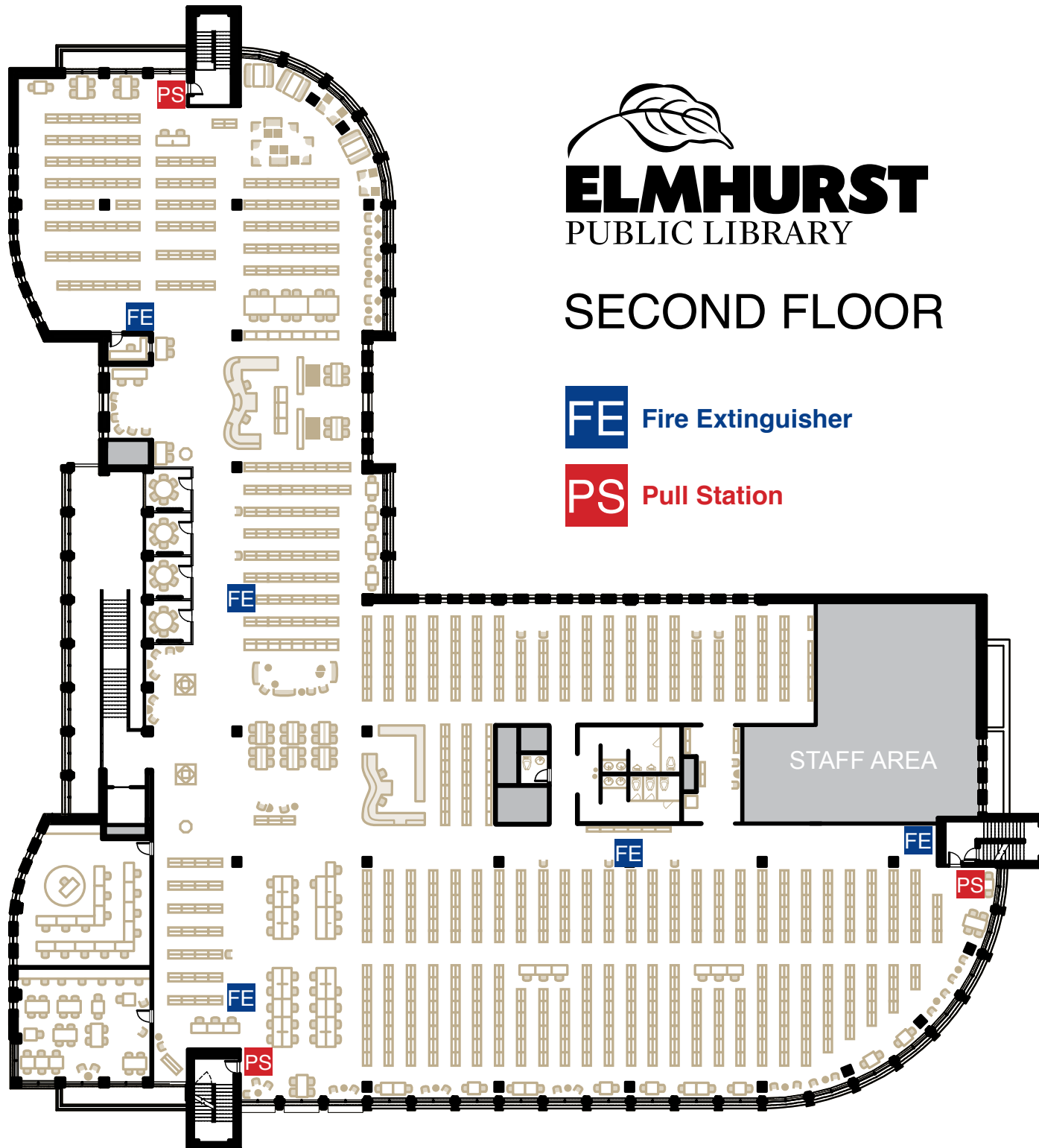


ELMHURST PUBLIC LIBRARY

SECOND FLOOR

FE Fire Extinguisher

PS Pull Station



FIRE

Person responsible: Custodian, Administration and PIC.

IF THE ALARM SOUNDS THROUGHOUT THE BUILDING, EVACUATE IMMEDIATELY AND CALL THE FIRE DEPARTMENT (911) EVEN IF YOU THINK IT IS A FALSE ALARM. FIRE DEPARTMENT WILL RESPOND AUTOMATICALLY TO FIRE ALARM SITUATIONS.

If a small fire is detected, the staff member who finds it should immediately call 911 and notify the person in charge to evacuate the building before attempting to put it out with a fire extinguisher. Do not attempt to extinguish a large fire. The first priority is to preserve the safety of the people in the building and summon professional assistance.

If it is necessary to evacuate the building in case of fire, bomb threat, or explosion, the fire alarm system can be engaged manually from a pull station which is located next to all the doors entering or leaving the library. See list on next page for locations.

The Control Panel for the fire detection system is located in the west vestibule between the entry doors. The system is activated under the following conditions:

Fire Alarm Mode

The system goes into **Fire Alarm mode** when the control panel detects a fire. During the **Fire Alarm mode**, the control panel does the following:

Displays Alarm status and location of alarmed area in the LED display.

Activates horns and strobe lights in and around library.

Automatically alerts Fire department to respond to facility.

System Malfunction

It is possible that a malfunction will cause the alarm to go off. The building should still be evacuated, and the Fire Department will still come.

The Fire department will investigate and might reset system when “All is clear” and advise staff to re-enter the building if safe. The Fire Department will reset the system.

The PIC will notify the Buildings and Grounds Department or Administration if the alarm has malfunctioned and cannot be reset. A sticker on the alarm panel in the Electrical Room designates the current alarm contractor.

Call **Du-Com 630-690-8245** and tell them there is a problem at the library (**Fire alarm position # 4255**) with system and someone has been called to repair. Du-Com may take us out of service until repair has been done and system returned to normal.

3/04; 6/10; 11/10; 04/18

FIRST AID KIT LOCATIONS AND CONTENTS

LOCATIONS:

TECHNICAL SERVICES (DEPARTMENT HEAD OFFICE)

WELCOME DESK (ON SHELF UNDER COUNTER)

ADMINISTRATION (OFFICE MANAGER'S CABINET)

CIRCULATION (METAL BOX MOUNTED TO WALL-SOUTHSIDE OF DESK NEXT TO AED)

KIDS REFERENCE DESK (UNDER COUNTER)

ADS STAFF WORKROOM (ASSISTANT DIRECTOR/DEPARTMENT HEAD OFFICE)

ADS REFERENCE DESK (IN FILE CABINET BEHIND REFERENCE DESK)

MAGAZINE & NEWSPAPERS (ON SHELF BEHIND DESK)

First Aid Kits include:

32 (1 x 3") Plastic Bandages

12 Cloth Bandages

2 Compresses

1 Roller Bandage

1 Triangular Bandage

4 Gauze Pads

2 Rolls Adhesive Tape

2 Eye Pads

1 Eyewash Solution

10 Neomycin Cream

10 PVP Iodine Wipes

6 Burn Cream

2 Pair Gloves

1 Forceps

1 Scissors

1 Cold Pack

1 First Aid Guide

Contents reviewed 6/27/2013

FLOODING

Person Responsible: PIC.

Identify source of problem.
Notify custodial staff.

If internal: The water main shut-off is located in the Mechanical Room in the basement. Turn to the right and go past the switch gear room door to the southeast corner of the room. The shut-off is clearly marked.

If caused by outside sources and there is no direct action that can be taken, call Elmhurst Public Works 630-530-3000 or after hours 630-530-3050.

Notify:

Library Director, Mary Beth Harper	1-847-287-3420 Cell
Assistant Director, Maricela Rodriguez	1- 847-550-8015; Cell 847-847-8731
Head of Building and Grounds, Will Cotton	1- 630-208-7276; Cell 630-440-1914

GAS, WATER LINE OR ELECTRICAL EMERGENCIES

Person Responsible: Custodian; PIC

GAS LINE BREAK OR STRONG GAS ODOR

Clear the immediate area. Evacuate the building if necessary.

Call the Fire Department: 911.

Call Nicor: 1-888-642-6748.

Notify custodial staff.

If no custodian is on duty, shut off the gas main. The main is located outside at the northeast corner of the building. Get a pipe wrench from the cabinet on the south wall of the Receiving Room and use it to turn the red shut-off valve clockwise. This will shut off all gas supply to the building.

If there is only a leak involving the back-up generator: Get Key #31 from the Key Box. The shut-off is located on the east side of the Library above the main shut-off and meters. Unlock the padlock and turn the yellow valve handle to shut off the flow of gas.

Follow directives of Fire Department and Nicor personnel when they arrive.

Notify Library Director for possible decision on Library closing.

WATER MAIN OR WATER PIPE BREAK

The water main shut-off is located in the Mechanical Room in the basement. Turn to the right and go past the switch gear room door to the southeast corner of the room. The shut-off is clearly marked.

Call City Hall at 650-530-3000 and ask for the Water Department.

Nights, Sundays, Holidays - call 630-530-3050 (Police Administration).

Inform the Library Director for decision on building evacuation or closing.

ELECTRICAL EMERGENCY

In case of an electrical emergency, the main power will need to be turned off. To perform this procedure, go to the Main Electrical Panel located in the Switch Gear/Main Electrical Room in the basement Mechanical Room. The panel is located on the north wall.

1.) To disconnect the main power, press the "red button."

2.) The Switch Position window should change from "CLOSED" to "OPEN." This indicates the power is now "OFF."

3.) Call Commonwealth Edison (1-800-334-7661) for service. They will ask for either the Library's phone number (630-279-8696) or IBS Account number (2565109026) when reporting a service request.

After the emergency has been addressed the power will need to be turned "ON." Only an electrician or someone trained should perform this step.

HAZARDOUS MATERIALS

Person responsible: PIC

In the event of a hazardous materials incident (e.g. overturned tank or rail car on tracks, broken fuel line or fuel spill, factory chemical emission), warning would usually be received from the Fire or Police Department or other emergency services officials.

If the Director is not available, the PIC follows the directives given by emergency officials regarding Library evacuation or closing and notifies the Director and Board President as soon as possible.

If an evacuation is necessary:

- 1) Follow the building evacuation plan
- 2) Follow further evacuation plans provided by emergency officials.

If hazardous materials are spilled or exposed at the Library, report immediately to the Fire and Police Departments for instructions. Clear the area and keep patrons and staff from the vicinity. Be prepared to identify the hazardous material and describe the extent of the exposure.

HEAVY SNOWFALL

Person responsible: PIC

Library Closings:

In cases of heavy snowfall, the safety of staff traveling from home to work and back is of great importance. The PIC of the building is responsible for evaluating weather conditions and deciding when to close the Library.

A decision to close the Library before the workday begins should be made by the Library Director or designee. The Director will notify Department Heads and Department Heads will notify their staff.

The Library Director, Assistant Director, or the Admin and HR Manager will notify the Emergency Closings Center.

If conditions require closing the Library during the day, 15 minutes' notice should be given to patrons in the Library. Lock outer doors and post signs indicating that the Library is closed due to heavy snowfall. Post a notice that the Library is closed on the website and social media accounts and change the phone message. Essential staff will stay until all patrons have been cleared from the building.

Parking Lot:

If the parking lot needs to be salted (less than 1 inch of snow) or plowed, refer to Snow Shift Rotation list, posted in the Buildings and Grounds Office and the Administration Office.

Maintenance:

When heavy snow is falling, custodial staff should check sidewalks and other approaches to the Library at least hourly and clear and salt them if needed.

If water is collecting on entranceway floors, lay down extra walk-off mats and mop uncarpeted floors regularly to prevent slipping.

If a custodian is not on duty, PIC will designate a staff member to perform the necessary maintenance tasks. Snow blowers, shovels, and supplies are kept in the Receiving Room and Grounds keeping Room (off the Receiving Room).

ELMHURST PUBLIC LIBRARY

INCIDENT REPORT

Date: _____

Time of Day: _____

Type of incident:

_____disturbance

_____theft

_____other

_____injury

_____damage

_____illness

_____vandalism

Name of library user/staff member _____

Address: _____

Telephone: _____

Description of incident:

General description of suspect (if necessary). Including height, weight, sex, age, clothing.

People involved/witnesses (include names, addresses, telephone number and if they are willing to be questioned):

Incident Report
Page 2

Action taken:

i.e. police called; ambulance called; family member called

Calls to police, fire, paramedics or other (explain other):

Time call was made: _____

Time emergency personnel arrived: _____

Officers name: _____

Report number for case: _____

First aid given: _____

Other solution/assistance: _____

Additional comments/help refused for illness or injury:

Signature of staff member

Supervisor/person in charge notified: _____

FORWARD TO ADMINISTRATIVE OFFICE

INFESTATION EMERGENCY

Damaging insects may be introduced into the Library environment in various ways. Pests that can be damaging or a nuisance to library materials and the building include but are not limited to: bed bugs, cockroaches, silverfish, booklice, beetles, termites, and rodents. If a staff member spots something suspicious in the Library or in returned materials, the following steps should be taken to mitigate the situation.

1. Isolate:
 - Inspect the area or materials where the pest was found.
 - Place infested items in plastic bags immediately without checking the items in.
 - Place infested items in the infestation kit bin.
 - Ask patrons to leave the area if the infestation involves public areas. Tape off and isolate areas that are involved.
2. Notify:
 - Tell your immediate supervisor or the person in charge of the Library.
 - Supervisors will notify Administration and Building and Grounds crew.
 - Supervisors will also talk to the patron and implement the Health and Safety policy if necessary.
3. Identify:
 - Management will identify the pest and determine further action.
4. Record: Infestation Report Form
 - Person in charge will fill out the infestation report form and give a copy to Administration.
 - Buildings and Grounds crew will document treatment.
5. Removal:
 - Depending on the type of infestation, materials, equipment or furniture may be removed for treatment or disposal.

Departments are equipped with plastic bins that include materials for quarantining items or pests. Bins are marked with **Infestation Kit** on the side. Staff members are responsible for knowing where the bins are in their department.

Bins include: plastic zip lock bags, rubber gloves, disinfecting spray, insect spray, paper towels, tape and a Sharpie marker.

MEDICAL EMERGENCIES

Minor Injury or Illness:

Person Responsible: Staff member on the scene.

- Provide necessary assistance such as a bandage (first aid kit located at service desks), tissue or quiet place to sit. Staff must wear gloves provided in first aid kit when assisting with open wounds or other bodily fluids. Avoid doing so if at all possible. Any materials contaminated by bodily fluids must be bagged for safe disposal.
- **Do not** provide any medicinal product meant to be ingested, such as aspirin, antihistamines, etc.
- Obtain person's name, address and telephone number, if possible.
- Fill out Accident Form or Incident Form if the incident warrants documentation and give to manager.
- Always ask injured patron if they want you to call 911.

Major Injury or Illness, such as broken limbs, unconsciousness, heart attacks, seizure, deep cuts:

Person Responsible: Staff Member on scene or PIC.

Immediately call for paramedic assistance (dial 911). Be sure to state the severity and nature of problem plus precise location of injured person. Notify the person in charge and the telephone console, and have a staff member go to the Welcome Desk to watch for the paramedics to guide them to the injured or ill person.

- Take care to ensure victim is not in danger of further injury. Do not move the victim.
- Wear gloves provided in first aid kit when assisting with open wounds or other bodily fluids. Any materials contaminated by bodily fluids must be bagged for safe disposal.
- Clear area of bystanders.
- Offer to notify family or friends if the victim is to be taken to a hospital or if they need assistance in returning home.

Medical Emergencies

p.2

In all cases:

- If possible, get the individual's name, address and telephone number and fill out an Accident or Incident Report within 24 hours.
- If the individual is a minor, ask for the telephone number of a parent or guardian and contact that person.

Accident Reports: Get name and address of the individual plus name and address of witness(es) if appropriate. Never admit liability for the incident. Turn report in to Admin and HR Manager.

Staff Injuries - All on-the-job injuries must be reported to a supervisor immediately. Written report of the incident should be turned in to the Admin and HR Manager as soon as practical and no later than 24 hours after the injury. If medical treatment is required, the staff member should inform the physician that the injury occurred at work.

If in spite of normal safety precautions, a staff member thinks he/she may have been exposed to Hepatitis B or other bloodborne pathogens while assisting an injured person, the staff member must report the incident to the Admin and HR Manager as soon as possible. Upon request, employees will be tested for exposure to disease and when applicable, will receive a preventive vaccination at the Library's expense.

MISSING CHILDREN

When a patron reports that a child is missing, he or she should be escorted to the nearest service desk. The staff member at the service desk who receives the report is responsible for coordinating the search until the PIC takes over, the child is found, or the police arrive. This staff member should immediately execute the following procedures:

- Get a full **description of the child and write it down** - including name, age, skin color, hair color, and what the child is wearing. Find out where the child was last seen.
- **Immediately notify other staff members.**
- **Send a staff member *who has the child's name and description* to assist the Welcome Desk in watching the doors.** This staff member should look out into the parking lot, and remain at the door until the child is found, in an attempt to prevent anyone from taking the child from the building. If you see a child resembling the description of the missing one who is about to leave the building, ask, "Is this your parent?" to make sure s/he is with an authorized companion. Watch for signs of distress, since a non-custodial parent might be taking the child. In that case, tell the adult that s/he is not to leave the building until the person who reported the child missing has seen the child. If the person leaves anyway, get a description and license plate number.
- Before you start searching in the area where the child was last seen, **make an announcement over the overhead paging system – hit "page all" on the phone.** Say, "**CODE ADAM.**" Then clearly state: "We are missing a child," and then describe this child. For example: "a 5-year-old boy named Steven Parker. He has brown hair and is wearing blue jeans and a red shirt. He was last seen in the Kids Library." Staff should ask all of the parents/caregivers in the room to account for their children and then see if there are any unattended children in the room. Go around the room calling for the lost child LOUDLY.
- **One staff member should stay with the patron who has lost the child, and accompany him/her as they search the Library again.** Have as many other staff as possible help, even if you have to pull them from the workroom or other departments. *Make sure everyone has the child's name and description.*
- **Staff in other areas should look for the child EVERYWHERE,** calling his/her name as they search. The staff member in charge of each area should coordinate the search. All shelvees should be involved in looking for a missing child.
- Be sure to check the washrooms, the program rooms, the group study rooms, stairways, the Makery, Creative Studios, and the meeting room corridor.

7/10/02, 8/03, 1/04, 10/07, 4/09; reviewed 11/10; 04/18

- **If the child isn't found in 10 minutes, CALL THE POLICE (911).** Make sure you have a description of the child ready for them. Continue looking for the child both inside and outside the building.
- **When the police arrive, bring them to the parent/guardian,** give them the information you have, and follow their instructions.
- **When the child is found, or the police call off the search, tell all of the staff members involved in the search.** Announce, "Cancel Code Adam" over the paging and phone systems to do this.
- **Nothing is more important than finding a missing child. Stop all other work. The Help Desk, the Information Desk, the Checkout Desk and the computers all should be left unattended until the child is found, if there are not enough other people available to make a thorough search for the child.**

POWER FAILURE PROCEDURES

Person responsible: PIC; Custodian

The person-in-charge of the building is responsible for contacting Commonwealth Edison to determine the extent of the outage and the outlook for restoring power.

The telephone number is 1-800-334-7661.

If you get to talk to a live person, they will need our IBS number # 2565109026.

EMERGENCY LIGHTS

When there is a power failure, emergency lamps provide light in the building for a limited period of time. **Be aware that it will take several seconds for the emergency lights to come on.** Make note of any problems with emergency lights, lights that are dim, go out quickly, etc. so that the problem can be corrected before the next power failure.

CLEARING THE BUILDING

If it is dark outside, ask the public to leave and lock the outside doors. The overhead paging systems will not work, but phone speakers (ext. 7010) will work to alert staff. During daylight hours, wait 30 minutes before closing the building. Have the Circulation Dept. post signs on the doors saying, "Closed Due to Power Failure." Signs are at the Welcome Desk. Assign staff to answer the phones and assist the public by explaining the power situation. Depending upon the time of day, staff should remain in the building until power is restored or until it is obvious that power will not be restored in a reasonable amount of time. Before 6:00 p.m., the general guideline is to wait 2 hours before sending staff home. They should be prepared to return if power is restored.

ELEVATOR

If anyone is trapped in the elevator when the power goes out, tell them to press the emergency call button to alert the Fire Department. They will come and extricate the person.

COMPUTERS/NETWORK SERVERS

Brown-out or flickering power:

Turn off all computers and monitors - do not turn off surge protectors. If there is no surge protector, unplug the computer.

The network has a back up power supply that allows the equipment to shut down as necessary. Do not do anything. An automatic message is sent to the IT Department to notify them of the problem.

Complete power failure:

There is no need to turn off computers. They are set to stay off when the power comes back on. If the power failure lasts under 30 minutes, turn the computers back on. If there is a longer power failure, wait 30 minutes before turning the computers on to allow the servers to reboot. Stagger reboot times of server room equipment, the power usage is high during this time.

Network: See "Brown-out" above.

TELEPHONE SYSTEM

The telephone system is connected to a dedicated battery backup system and the backup generator, so phone service should be uninterrupted. If the generator fails, the phone system will run off battery power. Battery power will last no longer than 60 minutes.

FIRE ALARM PANEL

1. To silence the alarm until power is restored, insert key #26 (located in Circulation Dept. keybox)) into panel. Turn the key to <enable>. Press <Silence> to silence the system.
2. CALL DUCOM 630- 690-8245 immediately and tell them about the power failure - they will ask for the alarm box numbers - which are #4255 (fire) and #4560 (burglar).
3. When power is restored, enable panel again and press <reset>.
4. CALL DUCOM and check to see if the system is secure (normal operation).

RESTROOMS

The automatic flush toilets and faucets will not work when the power is off, so the second floor, Kids' and staff restrooms need to be closed. Toilets in the lobby restrooms and the Makery are equipped with manual flush buttons and have battery backup. Place hand sanitizer in these restrooms while the power is off because sinks will not work during an outage.

PUBLIC CONDUCT POLICY

Policy:

The staff and Board of the Elmhurst Public Library are committed to providing our patrons with a positive, satisfying experience when they use the Library's facilities, services, and materials. While in the Elmhurst Public Library or on Library property, members of the public are to conduct themselves at all times in a manner that does not interfere with others. Anyone who disregards this Public Conduct Policy is subject to restrictions of Library privileges and/or removal from Library property.

Conduct guidelines include but are not limited to the following:

- Behaving in a way that disrupts or interferes with the normal operation of the Library or disturbs Library users or staff is not allowed. This includes, but is not limited to, rowdiness, running, throwing objects, cursing, using threatening language or other inappropriate behaviors.
- Harassing Library staff or users, including verbal or physical harassment or abuse is not permitted.
- Obeying requests of Library staff members or security monitors is expected.
- Noise level should be maintained at a level that is neither disturbing to other patrons nor disruptive to Library service.
- The Kids' area is a dedicated space specially designed to serve the needs of minors and their caregivers. Unaccompanied adults may be asked to relocate by Library staff.
- The Teen Area is a space specially designed for teens in grades 9-12. Library users who are not in this demographic may be asked to relocate by Library staff.
- Defacing or damaging Library property or committing any other act of vandalism is strictly prohibited.
- As per Illinois Public Act 095-0017, smoking is not allowed anywhere in the Library and is banned within 15 feet of building entrances and air intakes. E-Cigarettes are also not permitted. Smoking is also prohibited in the John Carroll Reading Garden.
- Disturbing others with strong odors to the extent that the use of Library facilities, collections, or services is disrupted is not allowed.
- Patrons must wear shoes and shirts in the Library.
- Personal items are not to be left unattended. The Library is not responsible for items left unattended, and may report suspicious items to law enforcement.
- Use of skateboards, roller blades, and other sporting equipment is not allowed in the Library.
- Any type of weapon, explosive, or destructive material is banned from Library property.

Enforcement:

Individuals who fail to abide by the Public Conduct Policy may be asked to leave the premises. Elmhurst Public Library staff is trained to call the police for assistance with any conduct violation that is escalating to ensure the safety of Library patrons and staff. Library staff is authorized to ban individuals who repeatedly or egregiously violate the Public Conduct Policy. Any individual who has been banned, may have the decision reviewed by the Board of Trustees.

GUIDELINES FOR SECURITY MONITORS AND STAFF IN ENFORCING PUBLIC CONDUCT POLICY IN THE LIBRARY

The Library staff and the security monitors share responsibility for enforcing the Public Conduct Policy adopted by the Board of Trustees of the Elmhurst Public Library:

PUBLIC CONDUCT POLICY 3. 17

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In working together to provide patrons with a positive, satisfying experience when they use the Library's facilities, services, and materials, the staff and the security monitors should observe the following guidelines:

- . The security monitors should wear dark or khaki slacks and a Library logo shirt that identifies him/her to staff and patrons.
- . The tour of duty for the security monitors is three hours per night from 6:00 to 9:00 p.m. Monday through Friday, from 10:00 a.m. to 5:00 p.m. on Saturdays, and from 1:00 to 5:00 p.m. on Sunday.
- . The monitors should check in with the Welcome Desk and the "person in charge" on arrival and keep moving throughout the building while on duty since the visible presence of the monitor acts as a deterrent to disruptive behavior.

Two-way radios will be used to summon the monitor if needed elsewhere.

- . Disruptive patrons should be warned at least once and given an opportunity to correct their behavior. If unacceptable behavior continues, they should be asked to leave the Library. Young patrons should be offered the option of using a Library telephone to arrange for a ride home. The goal is to encourage disruptive patrons to leave the Library without creating a confrontational situation.

Repeat offenders may be barred from the Library for a specified length of time and the parents informed if the person is a minor.

Patrons who have been instructed to leave the Library in one department shall not be permitted to move to a different department but will be required to leave immediately and stay away for the balance of the day.

SEXUAL MISCONDUCT

Definition: Acts such as exposure, sexual solicitation, “peeping,” masturbation.

Person responsible: Staff member on the scene or PIC.

In the event a patron or staff member witnesses and reports any deviant behavior, the following steps should be taken immediately:

- 1. Call the Police (911).**
2. Determine whether the perpetrator is still present in or near the Library. If so, the victim should be asked to identify the individual to the staff member. If the perpetrator is in the process of leaving the Library, try to get their license plate number. If the individual remains in the Library, assign a staff member to track the individual’s movements until the Police arrive. Staff members must always work in pairs during any situation.
3. Take the victim into a private area and attempt to calm them while waiting for the Police. Always have another staff member with you. Do not take anyone anywhere by yourself. The Library Director, Assistant Director or PIC should be notified.
4. In the event the victim is a minor, attempt to contact the parents. If no parent or guardian can be reached, the minor should remain in the Library until a parent is contacted.
5. In the event a staff member was the victim of the incident, it is strongly recommended that they file a complaint with the Elmhurst Police. The Library will report all incidents to the Police even if the victim does not file a complaint.

SPRINKLER SYSTEM MALFUNCTION

Person responsible: Custodian; PIC

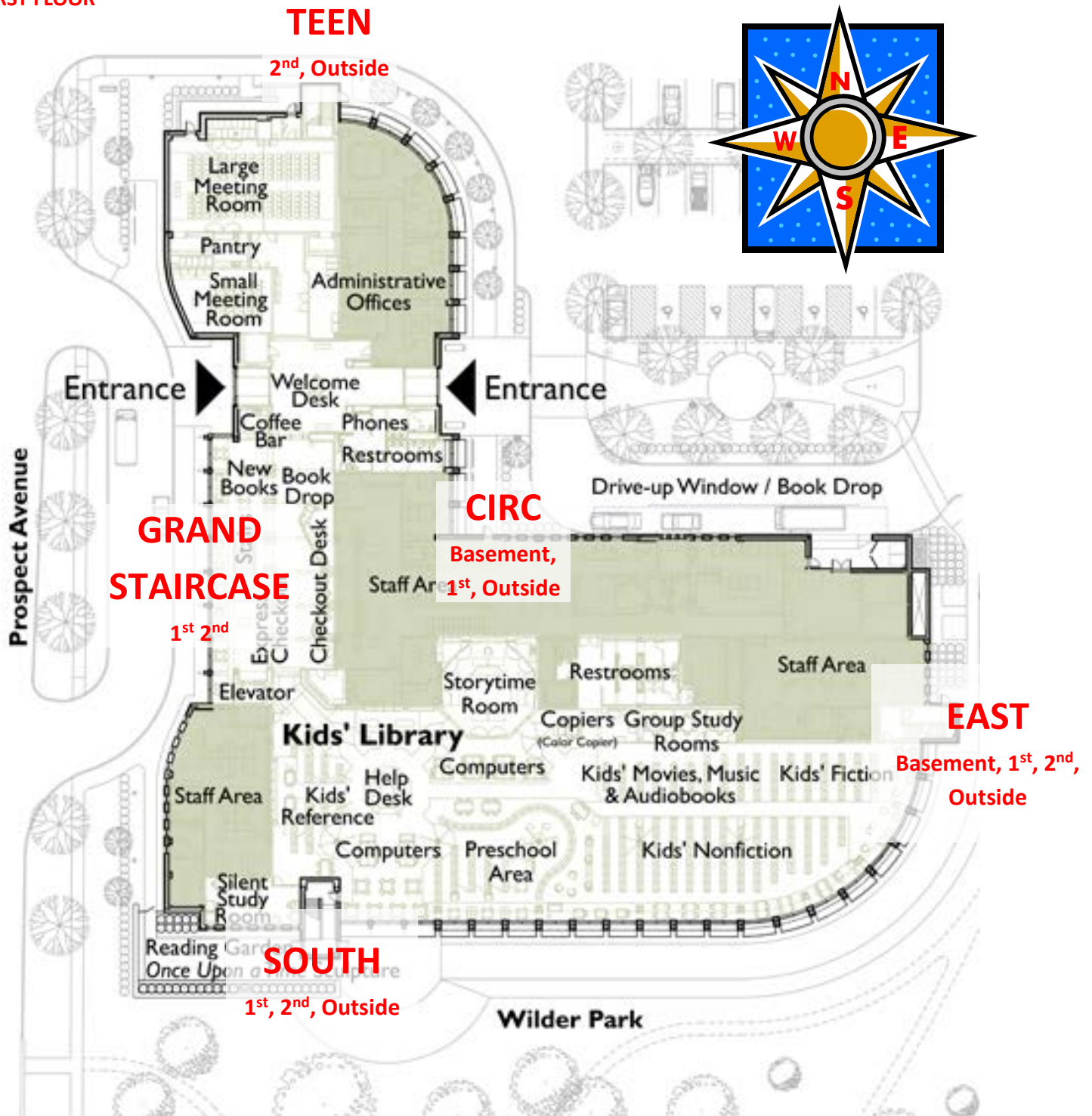
If the sprinkler system goes off and a known malfunction or vandalism has occurred, the following steps need to be taken. This will help with reducing water damage while waiting for the Fire Department to arrive. If you do not know for sure what has caused the system to discharge, do not follow these procedures until you have the all-clear from the Fire Department. In either case, the building must be evacuated when the alarm goes off.

1. Get the Master Key from the circulation key box and go to Mechanical room in basement. Close one of the two Main supply valves (both marked A) on south wall, for sprinkler system.
2. While in Mechanical room open Main drain / Entire system valve (B), Auxiliary drain valve (C) on south wall, and 2 Inspector test valves (D and E), located on east wall to drain the sprinkler system.
3. Next go to the Kids' Library janitorial closet and open Auxiliary valve (F) to drain system.
4. Next go to lobby janitorial closet and open Auxiliary valve (G) to drain system.

The Fire Department will be called automatically when the Fire alarm is activated due to fire, malfunction or vandalism. When they arrive, let them know what occurred and what has been done to reduce the amount of water damage from the sprinkler system. Notify Administration and Custodial personnel for clean up and repair.

NAMES FOR STAIRWELLS

FIRST FLOOR



THEFT AND VANDALISM

Person Responsible: Staff member on scene or PIC.

Library Materials

Theft

If staff have reason to believe that an individual may be attempting to take library resources call 911.

Vandalism

If a patron is known to have vandalized Library property, notify a supervisor.

Personal Belongings

If a patron's items are vandalized or stolen while in the Library, tell the patron to call 911 to report to the Police. The PIC should assist the patron while with the Police.

TORNADO

Person Responsible: PIC

Drive Up Window staff monitor the emergency weather radio at their desk and notify the PIC if there is a tornado watch, tornado warning, or take cover alert.

Tornado Watch: Conditions are right for the formation of tornados.

The PIC notifies each department of the tornado watch so that they can review emergency procedures and monitor weather conditions.

The person in charge of each department will designate staff to:

- Verify that their area is cleared
- Escort public to shelter area

In the event that it becomes necessary to take shelter:

Evacuation maps are posted in each area of the Library. Both department heads and staff should be familiar with the route they should take in finding shelter:

Administration (M-F, 9-5:00): Clear meeting rooms and vestibule restrooms and move all patrons and staff through Circulation office to basement.

Circulation: Clear meeting rooms and restrooms (evenings and weekends) and lobby. Move all patrons and staff through Circulation office to basement. Circulation will also clear the staff lounge and the restrooms on weekends when Technical Services staff is not here.

Kids Library: Clear workroom and restrooms and move all patrons and staff along inner wall to east stairwell to basement. If a program is in progress or there is a backup on the east stair, alternate route through Circulation may be taken. **Designate one staff member to go to the basement immediately through Circulation and unlock the east stairwell door.**

Technical Services: Clear staff lounge and restrooms and move through Circulation office to basement.

Adult Services: Clear workroom and restrooms and move all patrons and staff to east staircase and down to basement. Persons who are in wheelchairs or cannot get down stairs may shelter in the restrooms or the south stair landing. (Staff need not stay with a person in a wheelchair.) Do not use the main staircase due to danger of flying glass. Do not use the elevators.

Makery: Stay in the Makery and turn on the weather radio.

If there is no time to get to the basement, alternate shelters are the stairwells, the interior restrooms and the meeting rooms – areas with no glass and solid walls.

Tornado Warning: A funnel cloud has been sighted in this area. Even if it is not in the immediate vicinity, storms can move quickly and unpredictably, so monitor the radio, Internet and outside weather conditions closely. The telephone console operator uses the paging system - PAGE ALL button on the phone - to notify all departments and the public of the warning. Text: **“A tornado warning has been issued for DuPage County until __ o’clock. Please be prepared to move to the emergency shelter if weather conditions worsen.”**

Take Cover Alert/Emergency Sirens: A funnel cloud has been spotted in the immediate vicinity. We may not hear the sirens, so listen to the radio, watch the Internet, and take shelter as soon as a tornado is reported in the vicinity or the weather looks very threatening. The telephone console operator uses the paging system - PAGE ALL button on the phone - to notify all departments and the public of the warning. Text: **“A tornado has been spotted near Elmhurst. Take cover now. Begin moving towards the stairwells at the east end of the building. Staff will direct you to the emergency shelter in the basement. Keep away from windows. Do not use the elevators or the main staircase. If you are unable to use the stairs, you may take shelter in a stairwell or in the restrooms in the Kids Library or on the second floor. I repeat: take cover now.”**

There is an emergency radio in the basement; turn to AM 780 to monitor conditions.

Doors should be left unlocked to permit people to come in from outside and take shelter. Post signs (in the Welcome Desk) on the doors to show the route to the basement. All staff must proceed to the basement after signs have been posted.

Keep away from any objects that could shatter and injure people (glass or lights).

Sit with back to the wall and shield face and head with arms if a tornado strikes.

Staff should remain with the public in the shelter area until the “all clear” is given by the PIC. The PIC should listen to the radio for weather updates. Stay in the shelter until the time indicated in the tornado warning unless an extended warning is broadcast. The PIC must decide when to leave the shelter. The police may be able to provide information at 630-530-3050.

If there has been damage to the building:

1. Check for injuries and follow medical emergency procedures.
2. Check for damage to the building and follow disaster plan procedures.

TORNADO ANNOUNCEMENTS

Broadcast over PA system (PAGE ALL button on the phones)

TORNADO WARNING:

Your attention please. A tornado warning has been issued for DuPage County until ___ o'clock. Please be prepared to move to the emergency shelter if weather conditions worsen.

TAKE COVER:

Your attention please. A tornado has been spotted near Elmhurst. Take cover now. Begin moving towards the stairwells at the east end of the building. Staff will direct you to the emergency shelter in the basement. Keep away from windows. Do not use the elevators or the main staircase. If you are unable to use the stairs, you may take shelter in a stairwell or in the restrooms in the Kids Library or on the second floor. I repeat: take cover now.

UNATTENDED CHILDREN/MISSING CAREGIVER

Person responsible: Staff member on scene or PIC.

When a child under the age of seven is found alone in the Library, the following procedures should be followed:

1. Get the child's name. Assign a staff member to stay with the child and, if the child is old enough, walk through the area looking for the parent or caregiver.
2. Try to locate the parent or caregiver in the Library by using the paging system hit "Page All" to call out the parent or caregiver's name, if known, or announce that "[Child's name] is looking for his [mother/babysitter/etc.]. Please come to the Kids' Library Help Desk immediately." If the child doesn't know his or her name, announce a description of the child. Ask the parent or caregiver who claims the child to show identification if the child is too young to tell you that this is the person he or she came with.
3. Try to locate the caregiver by phone.
3. Explain the Safety of Children in the Library Policy (Policy Manual 3.15).
4. If the parent has been located but has not taken the child into his care within 30 minutes (during Library hours), or if the Library is closing, call the police. Under no circumstances shall a staff member take a child out of the building or transport a child in any manner.

If a child under the age of 16 has not been picked up at closing time, obtain parent/caregiver's name, address and telephone number. Attempt to contact parent/caregiver. If the child cannot be picked up by 15 minutes after closing, call the Police to take the child to the Police station to await the parent/caregiver. If the child chooses to leave, record the incident in an incident report.

VULNERABLE ADULTS IN THE LIBRARY

A vulnerable adult is functionally, mentally or physically unable to care for themselves. If the safety of a vulnerable adult is in doubt, Library staff will attempt to contact the caregiver before calling 911. If there is an immediate safety concern, staff will call 911 immediately and follow the procedures for a 911 call.

Unattended Vulnerable Adults After Hours: In the event a vulnerable adult is still at the Library after the Library closes to the public, the PIC and one other staff member will wait 15 minutes and then call 911. Attempts will be made during that 15 minutes to reach a caregiver.

WEAPON IN THE LIBRARY

1. ACTIVE SHOOTER/VIOLENT INTRUDER

If there is a shooter in the Library you should try to:
(These are listed in order of preference.)

RUN

When an active shooter is in the building:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- Call 911 when you are safe.

STAFF EXPECTATIONS: Get to an exit and bring as many members of the public with you as you can. Try to stop people from coming in. Leave people who want to stay or gather their belongings. Get out! All staff (and as many patrons as you can get to follow) should meet in the Staff Parking Lot. From that point, we will follow the directions of the Police.

HIDE

If evacuation is not possible, find a secure place to hide:

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

STAFF EXPECTATIONS: Hide wherever you can (see locations listed below) and bring as many members patrons with you as you can. Turn off the lights, hide away from the door. Keep the door shut/locked.

Announcement: If you are safely in a position to do so and know where the shooter was located please make an announcement over the PA “There is a shooter in the building (say the location where you saw them) please exit the Library through the nearest exit.”

Don’t open the door until a police officer tells you to. If you are already in a locked room and hear shots, stay there. When the police have secured the building and you are told to leave, you should follow the directions of the Police about where staff are instructed to go.

FIGHT

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.

STAFF EXPECTATIONS: This is not preferred. Staff and patron safety is our number one priority.

6/13; reviewed 04/18

911 – When Law Enforcement Arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

STAFF EXPECTATIONS: Do whatever the police tell you to do.

See video: RUN. HIDE. FIGHT. Surviving an Active Shooter Event - English
<http://www.youtube.com/watch?v=5VcSwejU2D0>

Remember the shooter can be:

A stranger

A library regular

An employee or ex-employee

The significant other or ex-significant other of a staff member or patron

Locations where you can lock the door and hide:

Kids Workroom

Storytime Room

Admin (Graphics room particularly)

Technical Services

Circ Dept Head offices

Book Drop Room

Staff Bathrooms

ADS Workroom

* If a person displays a firearm/weapon in the building, it should be treated as an active shooter situation.
Follow the plan above.

2. DANGEROUS SITUATION OUTSIDE THE BUILDING

1. Turn off and lock front doors.
2. No one may enter and no one may exit.
3. Move away from the main entrance area to a more protected area.
4. Wait for instructions from emergency personnel.