

**DRAFT**

# **Alameda Free Library**

## **Employee Emergency Procedures**

Prepared for:

**Alameda Free Library**  
Alameda, California

2017

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## General Information

### Purpose

The purpose of this Manual is for the protection and safety of every employee in case of an emergency situation. This booklet is an effort to protect you as a valued employee, our library patrons, and Library property. The intent of these procedures is to ensure that emergency, security- or medical-related incidents events within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities.

In all cases, human safety is more important than that of objects or property. Note that each situation is different, so always use common sense when following these procedures.

All employees once “on-boarded” through Human Resources will receive an invitation to SHARE 9-1-1 which is part of the City’s emergency response plan. It is the employee’s responsibility to complete the Share 9-1-1 profile and participate/respond when emergency drills are conducted.

### Scope

These procedures apply to all employees of the Alameda Free Library. All personnel are expected to carry out these procedures as instructed.

### Terminology

Throughout this policy, the word “Library Director” refers to the Director of the Library or her designee

### Revision History

Date	Revision Information
March 2018	Original written by Library Director
{ 1 <sup>st</sup> revision }	

### Approval

I approve this version of the Library Employee Emergency Procedures.

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Jane Chisaki, Library Director

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Date

## Library Director Responsibilities

### Conduct the document review

These procedures are to be reviewed on an as-needed basis and at a minimum annually.

### Provide employee training

All employees are to be refreshed on this Manual at least once per year. New employees are to be trained on this Manual within one week of commencing employment.

It is recommended that adult staff (both full-time and part-time) be trained to use the AED and to perform CPR.

### Designate a chain of command

The person in charge at the time an emergency situation occurs will remain in charge until someone higher up in the chain of command arrives and relieves him/her or until local authorities arrive and take command of the situation.

The Alameda Free Library personnel chain of command: Director, Director's designate, senior staff on duty.

### Verify that all employees:

- Understand that employees are not expected to place themselves in imminent danger or risk their lives to carry out these procedures
- Know where the fire alarm boxes and fire extinguishers are located and how to use them
- Know what to do when a fire alarm is heard
- Know the layout of their floor and the building itself in order to be able to evacuate to safety
- Know where to assemble in case of building evacuation or if the building is rendered unavailable
- Be familiar with all the employees in their area. An updated list should be kept and accessible at the Supervisor's desk and the current day's schedule posted at Circulation.
- Let their supervisor know of any special needs or assistance that they may require during an emergency
- Understand any special needs of those in their area. Is there someone who is physically impaired such as; deafness, blindness, someone who is confined to a wheelchair or has mobility problems? If so, an employee should be assigned to assist them in case evacuation is necessary.

## How to Report an Emergency

**All adult staff members of the Alameda Free Library are empowered to call 911 without a supervisor's permission.**

An employee witnessing a safety-, security- or medical-related incident in or near the Library should:

1. Secure your immediate safety
2. If possible, ensure the safety of those around you
3. If necessary and possible, leave the area
4. **Call 911**
  - a) Provide as much information and detail as possible about:
    - i. Incident description
    - ii. Location
    - iii. Injuries
    - iv. Current situation
    - v. Address and telephone of Library: **1550 Oak Street, Alameda, CA 510.747.XXXX (number of the phone you are calling from)**
  - b) Follow the Dispatcher's instructions. **DO NOT HANG UP UNTIL DIRECTED TO DO SO** by emergency personnel.
5. **Notify the Library Director of the incident.**
  - a) Provide information and detail per the above
  - b) Follow the instructions of the Library Director

### Other Emergency Information

- All buildings have fire alarms.
- Elevator has an "emergency only" phone button in the event the elevator malfunctions. The phone will automatically call the switchboard and the elevator company's 24 hour monitoring system on a sequential basis with the elevator company being the last number dialed.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.
- Do not use elevators in an emergency situation!

## **My Building or Area's Emergency Information**

The information below is to be completed by the individual employee who possesses this Manual

My building is:	
My area/floor is:	
Nearest First Aid Kit is located:	
Nearest Defibrillator (AED) is located:	
Nearest Fire Alarm pull station is located:	
Nearest emergency exits are located:	
Person(s) in my area trained in CPR are:	
People in my area needing help during evacuations are:	
Notes and other information	

## Emergency Contacts

Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Police – non-emergency	510.337.8340
Library Director Jane Chisaki	Office: Cell:
{ List }	{ List }
{ List }	{ List }
{ List }	{ List }
{ List }	{ List }
{ List }	{ List }

Should I list other library supervisors or other city staff?

## Evacuation Assembly Areas

During an evacuation, go to the following areas:

If you are in/on:	Go to:	Secondary Site go to:
Main Library	City Hall Parking Lot	CVS Parking Lot
West End Library	Across 8 <sup>th</sup> Street towards Maya Lin playground	Across Santa Clara Avenue
Bay Farm Island Library	Leydecker Park softball field	CVS Parking Lot

Detailed evacuation and assembly information is shown on {Page 16}.



## Dealing With News Media and Public Inquiries

### Library Policy:

The Library Director, Director's designate, or person in charge at the time an emergency occurs is the only person authorized to release information on behalf of the Library. This spokesperson will coordinate information and information release with the City of Alameda Public Information Officer, law enforcement personnel, emergency medical personnel, health department staff, and other officials as required.

During and after an emergency situation; Library employees:

- Will NOT respond to media or public information requests
- Will refer all public and media inquiries and information requests to the Library Director or Director's designate
- If no Library System personnel are available, will refer all public and media inquiries and information requests to
  - City of Alameda Public Information Officer
  - The Police Department or Fire Department as appropriate
  - Other on-scene agency spokesperson
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via the social media.

## Specific Threat Response

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## **Bomb Threat**

### **If you receive a bomb threat by telephone:**

- Keep the caller on the line as long as possible so that the call may be traced.
- DO NOT transfer the call or interrupt the caller
- Notify the Library Director or designee
- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
- Follow the instructions on the Bomb Threat Call Procedures on the next page

### **If you are informed about a bomb threat:**

- Evacuate immediately.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

## BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

### If a bomb threat is received by email:

- Call \_\_\_\_\_
- Do not delete the message.

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

## WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

## BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number Where Call Received:

### Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

### Exact Words of Threat:

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### Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

#### Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Female
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Male
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

#### Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

#### Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

#### Other Information:

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Homeland  
Security

## Contamination: Chemical, Biological, or Radiological

### Biological threats may include the following substances:

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin
- Radiological: Any substance designed to release radiation.

### For chemical, biological, or radiological contamination:

- Isolate it—don't handle it.
- Evacuate the area or building
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Otherwise call or have someone call the fire department and hazmat unit.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

## Evacuation and Assembly

### Evacuation Procedures

**IMPORTANT:** Any time you hear the fire or evacuation alarm or are notified via the PA system, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. Listen for and follow instructions over the PA system
2. **ONLY IF TIME AND SAFETY PERMIT:** Quickly gather your personal belongings - especially car keys, pocketbook, prescription medicines, coat
3. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to their predetermined meeting place outside.
4. In case of a fire, some of the doors will automatically close
5. If there are guests or library customers in the building, the employee associated with the customer(s) should guide them out.
6. Always check doors for heat before opening. (Use **BACK** of hand to check for heat)
7. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency
8. **DO NOT USE THE ELEVATORS!**
9. **WALK, DO NOT RUN!** Women wearing high heels should remove them to reduce the risk of falling.
10. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
11. **Stay in your Assembly Area** until permission is given to return to your building.

### Evacuation Assembly Areas

During an evacuation, please assemble at the following areas:

<b>If you are in/on:</b>	<b>Go to:</b>	<b>Secondary Site, go to:</b>
Main Library	City Hall Parking Lot	CVS Parking Lot
West End Library	Across 8 <sup>th</sup> Street towards Maya Lin playground	Across Santa Clara Avenue
Bay Farm Island Library	Leydecker Park Softball fields	CVS Parking Lot

## Evacuation of Special Needs Persons

### **Prior to an emergency:**

This topic should be discussed in the planning stage. Agreement should be reached regarding how long the person giving assistance is expected to wait for the first responders to arrive. Such discussion is important because waiting too long can endanger more lives. If someone is willing to delay his or her own evacuation to assist a person with an impairment in an emergency, planning how long that wait might be is wise and reasonable.

People with mobility impairments need to know if there is a usable circulation path (a continuous and unobstructed way of travel from any point in a building or structure to a public way) from the building they are in. If there is not a usable circulation path, then their plans will require alternative routes and methods of evacuation to be put in place.

Library Employees with Special Needs are advised to contact the City of Alameda Human Resources Department / Library Director to “self-identify” if assistance is needed evacuating a building. Employees are encouraged to consult with Human Resources/ADA Administrator regarding confidentiality of information.

It is suggested that Special Needs employees develop a "buddy system." The "buddy system" designates a specific volunteer or two to assist and take responsibility for a person during an emergency evacuation or shelter-in-place event.

The following are the areas of refuge (temporary haven from the effects of a fire or other emergency) where mobility impaired persons can assemble as a last resort, pending assistance from staff or first responders:

#### **Top of Stairs in front of Reference Desk**

While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

## Evacuation of Special Needs Persons (continued)

### Assisting impaired/disabled person/persons in an emergency:

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how he or she can best be assisted or moved, and whether they have any special considerations

The following procedures are suggested for individuals who can safely assist a person with a disability:

#### Assisting Hearing Impaired Persons

- Alert the hearing impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

#### Assisting Persons with Blindness or Visual Impairment

- Alert the visually impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp a visually impaired person's arm; ask if he or she would like to hold onto your arm as you exit.
- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right)

Evacuating a disabled or injured person yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.

Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building. While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.



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## Fire

### Fire evacuation procedures

**IMPORTANT:** Any time you hear the fire alarm or are notified via the PA system, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
2. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
3. Evacuate the building through the nearest exit
  - a. If there is smoke: Crawl or stay as low to the floor as possible
  - b. If there is smoke: Use a wet cloth, if possible, to cover your nose and mouth.
  - c. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
  - d. If the door is not hot, brace yourself against it and open slowly.
  - e. If the door is hot, do not open it. Look for another way out.
  - f. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire
4. **DO NOT USE THE ELEVATORS!**
5. **WALK, DO NOT RUN!** Women wearing high heels should remove them to reduce the risk of falling.
6. Go to your predetermined Assembly Area
7. Never go back into a burning building
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
9. **Stay in your Assembly Area** until you receive further instructions.

RESPOND TO SHARE 9-1-1, IF ACTIVATED, WHEN YOU ARE IN A SAFE LOCATION

<b>Fire Extinguisher Use: Remember “PASS”</b>
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<i>Pull</i> the pin on the extinguisher handle <i>Aim</i> low at the base of the fire <i>Squeeze</i> the handle <i>Spray</i> from side to side
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## Lockdown

Lockdown is a RESPONSE when there is an immediate threat to anyone in the building.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and visitors safe.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

### **Procedure:**

#### Library Director or designee will:

1. Announce over PA:  
“Attention: We are in a lockdown situation. Initiate lockdown procedure now.  
Staff will guide you to the nearest safe room.”
2. Call 911 and inform them that a lockdown procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

#### Staff will:

1. Comply immediately with a request to lock down the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them.  
Examples of these locations are:
  - a. Small study rooms, offices, closets, NOT the Teen Room, Quiet Reading Room, Lib Con 138, because they have full glass walls looking in and no place to take cover.
3. Listen for danger.
  - a. No immediate violence:
    - i. Take a “quick peek” into the hallway; collect anyone from common areas.
  - b. Violence
    - i. Lock the room door immediately. Do not open the door for any reason.
    - ii. Turn all lights out (including monitors, projectors).
    - iii. Help everyone remain calm and caution them to remain COMPLETELY QUIET.
    - iv. If possible, do not let anyone leave the room.
4. Staff and patrons will remain in safe locations until emergency personnel or the Library Director tells them the situation has been resolved.

## Lockout

Lockout refers to securing the building so that no one may enter. The purpose of a lockout is to keep staff and visitors safe.

Generally this means that there a situation OUTSIDE the library building requiring the library to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the library.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

RESPOND TO SHARE 9-1-1, IF ACTIVATED, WHEN YOU ARE IN A SAFE LOCATION

### **Procedure:**

Library Director or designee will:

1. Announce over PA:  
“Attention: We are in a lockout situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to Exit doors: please lock them.”
2. Call 911 and inform them that a lockout procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with the request to lockout the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them.  
Examples of these locations are:
  - a. Small study rooms, offices, closets, NOT the Teen Room, Quiet Reading Room, Lib Con 138, because they have full glass walls looking in and no place to take cover.
3. Staff will pull down the window shades.
4. Staff and patrons will remain in safe locations until emergency personnel or the Library Director tells them the situation has been resolved.

## Medical Emergency

The library is equipped with a very small, basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located in a drawer behind the Circulation Desk.

The building is equipped with two automated external defibrillator (AED) and related supplies. The AED is located on the first floor near the restrooms in the Café and on the second floor, on the wall between the copier alcove and the men's restroom.

### In the event of a medical emergency:

- Provide any first aid assistance that you are capable of/qualified to provide
- Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
- Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
- Call 911
  - Provide the 911 dispatcher with any information that he/she requests.
  - Follow the dispatcher's directions.
  - Do not hang up until directed to do so by the dispatcher.

When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.

Staff should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.

If needed, or if advised by emergency personnel, staff will evacuate and/or close the library to the public until the medical emergency is resolved.

## Natural/Weather-related Events

### Earthquake

- **DROP! COVER! HOLD ON!**
  - Immediately drop to the ground or floor where you are.
  - Take cover under the nearest desk or table.
  - Hold on to something sturdy until shaking stops.
- After the earthquake, evacuate the building as described in the Evacuation procedures.
- Go to your Assembly Area
- Once at the Assembly Area, Supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
- Stay in your Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by your Supervisor.

RESPOND TO SHARE 9-1-1, IF ACTIVATED, WHEN YOU ARE IN A SAFE LOCATION

## **Sabotage/Vandalism**

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations

Vandalism is the willful or malicious destruction or defacement of public or private property

If you observe willful malicious actions or notice damage that you determine to be sabotage or vandalism:

- Report it immediately to your Supervisor or Library Director
- Report it immediately to another Supervisor or to the Library Director
- Include as much information as possible
- If no Supervisor or Library authority is available, consider reporting it to the police.

## Suspicious Package or Mail

### Signs of a suspicious package:

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

### For suspicious packages and letters:

If you are unable to verify mail contents with the addressee or sender:

- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle it.
- Ensure that all persons who have touched it wash their hands with soap and water
- Notify your supervisor immediately
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

### What should you do if you receive a suspicious substance by mail?

- Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- Notify your supervisor immediately
- Call the police department by dialing 911 if not already done.
- List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- Shower with soap and water as soon as practical.
- Call a Postal Inspector at 877-876-2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

## Unruly Patrons

Unruly patrons can be not only bad for the library, but they can also pose a danger to staff and other patrons. The following provides guidance for unruly patrons.

### **Important:**

Under no circumstances should library staff engage patrons in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.

Throughout the event, don't lose your cool; remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.

Don't take anything an angry patron says personally! It's never about you. Stay calm.

### **What to do**

1. Inform another employee of the situation
2. Get a supervisor or most senior person available to deal with the situation
3. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
4. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want
5. Give a polite warning; remind them they are in a Library where peace and quiet are necessary
6. If this does not work, ask them to leave. Be polite, but be firm. If the person(s) do not leave, walk away and contact the police.
7. If an unruly patron does not calm down, becomes abusive, or is getting/acting violent:
  - Turn the other cheek and back away. The best way to deal with a violent person is to get out of the situation as fast as possible without causing a big scene. Some people get violent when things aren't going the way they had planned.
  - Say as little as possible to avoid making the person angrier.
  - Do not try to apprehend this person yourself.
  - Call the police (911) then ensure the safety of other patrons and employees.



## Workplace Violence; Active Shooter

### Workplace Violence

- Avoid or discretely remove yourself from the area where the confrontation is occurring.
- Call 911 when it is safe to do so.
- Report the incident to a Supervisor or the Library Director
- After the threat has passed, let your supervisor know that you are OK.

### Active Shooter

Profile: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an active shooter situation:

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

Coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

In the event of an active shooter situation, one of the following actions is recommended:

1. EVACUATE (RUN)
  - a. Have an escape route and plan in mind
  - b. Leave your belongings behind
  - c. Keep your hands visible
2. HIDE OUT (HIDE)
  - a. Hide in an area out of the shooter's view
  - b. Block entry to your hiding place and lock the doors
  - c. Silence your cell phone
3. TAKE ACTION (FIGHT)
  - a. As a last resort and only when your life is in imminent danger
  - b. Attempt to incapacitate the shooter
  - c. Act with physical aggression and throw items at the shooter

Call 911 when it is safe to do so. After the threat has passed, let your supervisor know that you are OK.

RESPOND TO SHARE 9-1-1 WHEN YOU ARE IN A SAFE LOCATION

## **Workplace Violence; Active Shooter (continued)**

### How to respond when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

### Information you should provide to law enforcement or the 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

## Sources of Information; Additional Resources

### ORGANIZATIONS

The California Office of Emergency Services (Cal OES) is the state agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.caloes.ca.gov/>

The Federal Emergency Management Agency (FEMA) is the federal agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.fema.gov/hazard/hazmat/index.shtm>

FEMA also supplies much information about what families and communities can do to be ready for an emergency.

[www.ready.gov](http://www.ready.gov).

The Department of Homeland Security (DHS) mission is to secure the nation from the many threats we face, ranging from aviation and border security to emergency response, from cyber security analysis to chemical facility inspections.

<http://www.dhs.gov/>

The Department of Homeland Security aims to enhance preparedness through a “whole community” approach by providing training and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence.

<http://www.dhs.gov/active-shooter-preparedness>

The Department of Education provides information that can help school leaders plan for any emergency, including natural disasters, violent incidents, and terrorist acts. Much of this information can be applied to libraries.

<http://www2.ed.gov/admins/lead/safety/emergencyplan/index.html>

The Federal Bureau of Investigation (FBI) investigates cases related to weapons of mass destruction and terrorist attacks. The site also contains emergency planning information.

<http://www.fbi.gov>

The Occupational Safety and Health Administration (OSHA) is the federal agency charged with the enforcement of safety and health legislation. The site also contains emergency planning and response information.

<http://www.osha.gov>

The U.S. Postal Inspection Service can provide information about establishing secure mail practices and protecting your business.

<http://postalinspectors.uspis.gov/>

The National Fire Protection Association (NFPA) is a clearinghouse for information on fire protection and prevention as well as NFPA standards. NFPA also provides much emergency preparedness and response information.

<http://www.nfpa.org/>

The Center for Disease Control and Prevention (CDC) is a U.S. Public Health Service agency that monitors and works to prevent disease outbreaks. The site also contains emergency planning and response information, including Risk and Crisis Communications information.

<http://www.cdc.gov> and <http://emergency.cdc.gov/erc>