

# **Reinbeck Public Library Disaster Preparedness and Recovery Policy**

## **Purpose:**

In the case of an emergency, the Reinbeck Public Library intends to be prepared and knowledgeable so as to avoid a panic, mistakes, and any dangers caused by misinformation. We endeavor to be well trained when faced with emergency situations to best protect ourselves and our patrons.

## **Policy & Procedure:**

### **Emergency Numbers to Call:**

Fire Department, Reinbeck Fire Department, 911

Medical, First Responders, 911

Sheriff, Sheriff Department, 911

City Administrator, Julie Wilkerson, 319-788-6404

### **Emergency Procedures**

An emergency kit containing various bandages, a flashlight, and fresh batteries is located behind the circulation desk.

### **In the Event of Closing**

If the Reinbeck Public Library is temporarily closed due to inclement weather, natural disaster, State order, or for any other reason, employees of the Library may be paid to work from home during their regular scheduled hours (only) on various projects related to the ongoing business of the Library.

## **Tornado**

A tornado WATCH is declared when conditions are favorable for tornadoes but none have been sighted. A tornado WARNING is declared when a tornado has been sighted in the area. The city's tornado siren will be activated. When the tornado siren sounds:

1. The librarian in charge will notify patrons, "A tornado warning is in effect for the Reinbeck area. This means that a tornado has been sighted. Please move into the Furnace Room until the all-clear signal is received."
2. Unlock the furnace room and direct everyone to sit on the floor calmly.
3. Take the flashlight and batteries.

4. Go to the Furnace Room and wait for the all-clear signal.

## **Snow Storm/Extreme Negative Temperatures**

The Library Director and Board President must use their best judgment about opening the library after or during a snow storm/extreme winter weather. The Reinbeck Public Library's goal is to serve patrons to the best of its ability, and during inclement weather, serving patrons may be done best by closing. When the City and weather experts are advising the public to stay home, the Library should not encourage Patrons out into dangerous weather conditions by opening.

### **Guidelines:**

1. If the roads are safe in Reinbeck and the Library entrance and sidewalks are cleared, then the Library can open.
2. If a storm starts during the day, the staff will stay tuned to news reports and close early if the weather advisory recommends people do not drive. The staff will notify the public by posting on Facebook and KWWL that the library is closed.
3. If the storm starts during the evening and nighttime hours, an indicator of whether or not the Library should be open is if the Gladbrook-Reinbeck Schools are open. If the Gladbrook-Reinbeck schools are closed, it is a good indicator that the Library should be closed.
4. The Director or Librarian in charge should notify City Hall.

## **Fire**

Upon discovery of a fire, sound the alarm by pulling the nearest fire alarm. If the fire is in its early stages, such as a trash can or a small pile of paper, use the nearest extinguisher.

1. The librarian in charge will make an announcement, "This is an emergency. Please use the nearest exit to evacuate the building and make your way to the Lincoln Savings Bank parking lot for safety."
2. If possible, the librarian in charge should try to close the door to the burning area to confine the fire and minimize the spread of smoke.

3. The librarian in charge should make an effort to see that everyone leaves, directing staff and patrons to exit the building as quickly as possible. Gather staff and patrons in the Lincoln Savings Bank parking lot. Do not return to the building for any reason until approval is given by the Fire Department.

Fire extinguishers are checked every year by the Fire Department, and serviced every three years.

## **Flood**

Because of the location of the Reinbeck Public Library, it is possible that we would have adequate warning time before floodwaters would actually reach the level of our buildings. Therefore, we could anticipate having adequate time for removal of the most valuable items and equipment to a safer location.

### **Give priority to:**

1. Computer and Tech collection
2. Library Records in the office, administrative files, and office equipment
3. Historical Library Items (Such as original collection items, records, pictures, artifacts, etc.)

Shut down electrical power and water in the buildings, board up windows, and lock the building.

## **Hazardous Material Incidents**

### **What Shelter-In-Place Means:**

One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place. This is a precaution aimed to keep you safe while remaining indoors. This is not the same thing as going to a shelter in case of a storm. Shelter-in-place means selecting a small, interior room, with no or few windows, and taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided below:

### **Why Shelter-in-Place:**

Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, local authorities on television and radio stations will provide information on how to protect you and your co-workers. It is important to keep a TV or radio on, even during the workday. The important thing is to follow the instructions of local authorities and know what to do if advised to shelter-in-place.

**How to Shelter-in-Place at Work:**

1. Close the library.
2. Bring everyone into the selected room(s). Shut and lock the door(s).
3. If there are patrons in the building, provide for their safety by asking them to stay—not leave.
4. Unless there is an imminent threat, ask employees, and patrons to call their emergency contact to let them know where they are and that they are safe.
5. Change the auto-attendant recording on the phone system to indicate that the library is closed, and that staff and patrons are remaining in the library until authorities advise it is safe to leave.
6. Close and lock all windows, exterior doors, and any other openings to the outside.
7. If there is danger of explosion, close the window shades, blinds, or curtains.
8. Have employees familiar with your building's mechanical systems turn off all fans, heating, and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air—these systems, in particular, need to be turned off, sealed, or disabled.

9. Gather essential disaster supplies, such as nonperishable food, bottled water, battery-powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags. (These items should be stocked in the area that was chosen as shelter-in-place.)

10. Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to sit. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, pantries, and rooms without exterior windows will work well.

11. It is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.

12. Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.

13. Write down the names of everyone in the room, call Grundy County Sheriff's Office at (319) 824-6933 and Reinbeck Fire Department at (319) 788-2522 to report persons in the room and their affiliation (employee or patron.)

14. Keep listening to the radio or television until told all is safe or told to evacuate.

15. Local officials may call for evacuation in specific areas at greatest risk. Local officials on the scene are the best source of information for any particular situation. Following their instructions during and after emergencies regarding sheltering, food, water, and cleanup methods is the safest choice.

## **Injury/Accident/Illness on Library Premises**

### **Every Accident/Injury should be reported**

**DO NOT:** ADMIT RESPONSIBILITY – REPRIMAND ANY EMPLOYEES OR CRITICIZE PREMISE – OFFER TO PAY MEDICAL EXPENSES – ENTER INTO A DISPUTE – MENTION INSURANCE – DISCUSS THE ACCIDENT WITH STRANGERS – PERMIT PHOTOGRAPHS TO BE TAKEN BY OTHERS – ANSWER QUESTIONS FROM THE PRESS

### **Patron Involved Injury/Illness:**

1. Any time a member of the public is injured, taken ill, or involved in an accident on the library premises, the incident should be reported to the Director as soon as possible, and then by phone to City Hall. A written report should be completed and filed within 24 hours of the incident. The supervisor or senior staff member on duty at the time of the incident should fill out and submit the Injury/Accident Report Form to City Hall.
2. Call the Reinbeck Police and/or Fire Department for assistance if necessary. Reinbeck Police: 911 Reinbeck Fire and Rescue: 911
3. Call a member of the person's family if possible.
4. In the event of an accident or injury occurring on library premises, if staff members are asked whether the library has insurance, they should refer the question to the Director.
5. Keep the person quiet and as comfortable as possible without moving him/her. Don't attempt to administer first aid unless, in your judgment, it is absolutely necessary and you are trained in the pertinent procedure. Leave this to the direction of the police or Fire Department.
6. If the person involved in the incident is a minor (under age of 18) and is on library premises without adult supervision, you should try to contact a responsible adult relative. A minor, especially a child under the age of 12, should not be allowed to leave the library premises until a responsible adult has arrived to collect him/her.

7. If the person involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the statement. A library staff member should sign as a witness. Write the date and time on the statement.
8. Under no circumstances should the library staff members offer to provide transportation to the hospital emergency room in their personal cars.
9. Take photographs of the accident site or area where the injury occurred as soon as possible. Do not allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.
10. Any questions from the press should be referred to the Director for comment.
11. A written Injury/Accident Report, with all supporting documentation, should be submitted to the Director and City as soon as possible.

**Library Staff Member Involved Injury/Illness:**

1. Any time a member of the library staff is injured, involved in an accident, or taken seriously ill while on duty, the incident should be reported to the Director. A written report should be completed and within 24 hours of the incident. The supervisor or senior staff member on duty at the time of the incident should fill out and submit the Injury/Accident Report Form to City Hall.
2. Call the Reinbeck Police and/or Fire Department for assistance if necessary.
3. If the injury or illness is not critical enough to warrant calling emergency assistance, do one of the following:

- a. The staff member may drive him/herself to the nearest emergency room or to his/her own personal physician.
- b. Call a family member or friend to drive the staff member to the emergency room or to his/her own personal physician.
- c. Another staff member may volunteer to drive the injured/ill staff member to the emergency room or to his/her own personal physician.
- d. Send or take the injured/ill staff member home.

4. If the staff member involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the statement. If police and/or Fire were called, have police officer and/or Fire Department chief co-sign the statement. A library staff member should sign as a witness. Write the date and time on the statement.

5. Take photographs of the accident site or area where injury occurred as soon as possible. Do not allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.

6. Any questions from the press should be referred to the Director for comment.

7. A written Injury/Accident Report, with all supporting documentation, should be submitted to the Director and City as soon as possible

## **OSHA**

In the event that there is a fatality or one employee is hospitalized for treatment, OSHA (Occupational Safety and Health Administration) must be notified. If there is a fatality, OSHA must be notified within eight (8) hours. In the event of a hospitalization of one employee for treatment, OSHA must be notified within twenty-four (24) hours.

In addition, if the fatality or injury is work-related, the Library may have to record the incident on its OSHA 300 Log (Log of Work-Related Injuries and Illnesses) within seven (7) calendar days.

## **Emergencies & Evacuation**

## **Active Shooter**

This policy is intended to provide guidance to Library staff in the event an individual is actively shooting a weapon at people while in the Library. Reinbeck Public Library will provide an active shooter emergency response plan to staff to alert them how to react in an active shooter situation.

An active shooter is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people on the Library premises. In some cases, active shooters use firearms and display no patterns or methods for selection of their victims. In other cases, active shooters use other weapons and/or explosive devices to increase the numbers of victims and act as an impediment to police and emergency responders.

This plan cannot address all possible scenarios but outlines a general planned response.

If possible, the first employee to identify an active shooter situation will:

1. Attempt to notify 911 with the following information:
  - Caller's name
  - Location
  - Physical description of shooter
  - Type of weapon, if known

Calling 911 and setting the phone down will result in police being dispatched to the area.

## **POTENTIAL RESPONSES**

The employees at the location where the active shooter situation is occurring have 3 possible courses of action to follow in response that danger:

- Evacuate
- Hide out
- Self-defense

## **EVACUATE**

(Evacuating through the backdoor on the stairs is suggested, as well as the front entrance)

If there is an accessible escape path, attempt to evacuate the premises following these recommendations:

- Have an escape route and plan in mind
- Evacuate, regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be
- Keep your hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Call 911 when you are safe

## **HIDE OUT**

(Hiding at the Reinbeck Public Library is not suggested as there are no safe hiding places)

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you, with these recommendations:

The hiding place should:

1. Be inconspicuous
2. Be out of the active shooter's view
3. Provide physical protection if shots are fired in your direction (for example, locating in a bathroom and locking the door, staying as low to the floor as possible and remaining quiet and motionless)
4. Not trap you or restrict your movement

To prevent an active shooter from entering the hiding place:

1. Lock the door, if possible
2. Blockade the door with heavy furniture

If the active shooter is nearby:

1. Lock the door, if possible
2. Silence cell phones
3. Hide behind large items, like cabinets or desks
4. Remain quiet and motionless

## **SELF-DEFENSE**

If it is not possible to evacuate or hide, then consider self-defense, with these recommendations:

1. Remain calm
2. Do not do anything that will provoke the active shooter
3. Dial 911, if possible, to alert police to the active shooter's location
4. If you cannot speak, leave the line open to allow the 911 dispatcher to listen

Take action against the active shooter only when you believe your life is in imminent danger, and then attempt to disrupt and/or incapacitate the active shooter as follows:

1. Acting as aggressively as possible against him/her
2. Throwing items and improvising weapons
3. Yelling
4. Commit yourself to defensive physical actions

## **LAW ENFORCEMENT RESPONSE**

The police will arrive to respond to the emergency. Please follow these recommendations:

1. Comply with police instructions. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.

2. When police arrive at your location:

- Remain calm, and follow officers' instructions
- Put down any items in your hands

- Immediately raise your hands and spread your fingers
- Keep your hands visible at all times
- Avoid making quick movements toward officers, such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not ask officers for help or direction when evacuating, just proceed in the direction in which the officers are entering the area or to an area to which they direct you

3. When police arrive be prepared to share the following information, if possible:

- Number of shooters
- Number of individual victims and any hostages
- Any events that may have provoked the shooter
- Type and number of weapons possibly in the possession of the shooter
- Identify Library Staff

### **POLICE INVESTIGATION**

After the police have secured the premises, the Library Staff will participate in the law enforcement investigation of the incident, including identifying witnesses and providing requested documents.

### **MEDICAL ASSISTANCE**

The Library Staff will engage with emergency responders who provide medical assistance to injured patrons, including helping to obtain all required medical insurance information.

### **NOTIFICATION OF RELATIVES**

Law enforcement personnel will notify relatives of any injured patrons in a timely fashion. DO NOT ATTEMPT TO CONTACT RELETIVES OF THE VICTIMS.

### **OSHA**

In the event that there is a fatality or one employee is hospitalized for treatment, OSHA (Occupational Safety and Health Administration) must be notified. If there is a fatality, OSHA

must be notified within eight (8) hours. In the event of a hospitalization of one employee for treatment, OSHA must be notified within twenty-four (24) hours.

In addition, if the fatality or injury is work-related, the Library may have to record the incident on its OSHA 300 Log (Log of Work-Related Injuries and Illnesses) within seven (7) calendar days.

## **MEDIA**

Law enforcement will respond to any media requests for information. Law enforcement will carefully consider the nature of any such requests in order to avoid disclosing information about any person that is confidential and protected by Federal and state privacy and medical laws and regulations interfering with an ongoing police or Library investigation.

## **Violent/Agitated Patron**

As outlined in the Patron Behavior policy, any patron acting out in a manner inappropriate for the library setting will be given three warnings and then asked to leave. In the case of a Patron becoming agitated or violent there is a different procedure that needs to be followed.

A patron can become agitated or violent at any moment and for any reason. You don't have to understand why, but try to remain calm. Remember:

1. Speak clearly and calmly.
2. Do not touch the patron. Try to keep the counter between the two of you, or any kind of distance to protect yourself.

### **Dealing with the Patrons Aggressive Towards Staff:**

1. Inform them that they must leave the Library and not return for the rest of the day. (After they have left, write out a report and call the police, informing them of the situation.)
2. If the patron refuses to leave call the police if you can get to a phone, and the police can escort the patron out. (Write out a report.)
3. If you can't get to a phone, try getting the Patron to go outside. Lock the door behind them and call the police. (Write out a report.)

4. If the Patron's behavior escalates, get outside and get away going either to the post office or the bank. Inform them of the situation so you can be locked in somewhere safe. Call the police. (Write a report.)

5. If the Patron produces a weapon or begins attacking Staff or other Patrons follow active shooter procedure. Get away from the attacker to the best of your ability and notify the police department.

### **Dealing with Patrons Aggressive Towards Each Other:**

There can be times when two or more patrons become agitated in the library and are aggressive with each other. This can be very dangerous, not only for the aggressors, but for those around them as well. The strategy in this situation is to minimize injury to those involved in the behavior and those unwittingly caught in the middle.

1. Clear the area of bystanders (other patrons and staff) and call the police.
2. (After calling the police) Try telling the aggressors that they must leave, but keep a distance and retreat to a safe area if threatened or the aggression continues.
3. If the aggressive behavior stops, ask one of the attackers to leave, while keeping the other back so the behavior does not continue outside.
4. After the police have arrived and neutralized the situation fill out a report.

With either situation of aggression, the library will consider what length of time to ban any patron involved. This ban can span from 1 week to a lifetime ban depending on severity and consultation of the board. Any patron who is banned will not be allowed on the Library premises for the full term of the ban. Library materials can still be accessed through a 3<sup>rd</sup> party that comes in and checks out materials for the banned patron.

A banned patron may appeal the ban in a written letter within 30 days of being banned. The letter must be sent to the library and will be presented before the Board during its monthly meeting. The board will either lift or uphold the ban. If the ban is upheld after appeal, it can no longer be appealed and the banned patron will have to wait out the allotted time before returning to the library.

### **Evacuation**

If for any reason the library needs to be evacuated it will be done so in a calm and orderly manner. Patrons will be directed to exit via the main entrance at the front of the building near the circulation desk. The emergency exit on the back stairs to the 2<sup>nd</sup> floor may also be utilized. The alarm will sound when it is opened. In this way, everyone on the main floor will be directed to

exit through the main entrance and all patrons on the 2<sup>nd</sup> floor will be directed to exit through the emergency exit on the back stairwell.

### **Incident Report Form**

Use this form to report accidents, injuries, medical situations, or patron behavior incidents. (Incidents involving a crime or serious danger should be reported directly to the police.) If possible, the report should be completed within 24 hours of the event. Submit completed forms to the Director

#### **INFORMATION ABOUT PERSON INVOLVED IN THE INCIDENT**

Full Name:

Home Address:

(**Circle one**) Patron -Employee –Visitor- Vendor

Phone Number-Home/Cell/ Work:

#### **INFORMATION ABOUT THE INCIDENT**

Date of Incident:

Time of Incident:

Police Notified (**Circle one**) Yes/ No

Location of Incident:

**Description of Incident (what happened, how it happened, factors leading to the event, etc.) Be as specific as possible (attached additional sheets if necessary):**

Were there any witnesses to the incident? (**Circle one**) Yes/ No

*If yes, attach separate sheet with names, addresses, and phone numbers.*

Was the individual injured? (**Circle one**) Yes/ No

If so, describe the injury (laceration, sprain, etc.), the part of body injured, and any other information known about the resulting injury(ies):

Was medical treatment provided? (**Circle one**) Yes/ No /Refused

If yes, where was treatment provided: (**Circle one**) On site/Urgent Care /Emergency Room  
/Other

**REPORTER INFORMATION**

Individual Submitting Report (print name):

Signature:

Date Report Completed:

**FOR OFFICE USE ONLY**

Document any follow-up action taken after receipt of the incident report:

Date Action Taken By Whom: