

Library Operations

September 2004, revised January 13, 2014, March 11, 2015, February 13, 2017, March 13, 2017,

I. Circulation:

Any resident of Iowa is eligible for a library card without charge. A patron will need to renew his or her library card every three years. The library is also participating in the Open Access program by which its patrons may directly check out materials from other libraries.

Library materials are checked out free to patrons. The circulating books and audios are loaned for a period of two weeks. New monthly magazines may be checked out for three days. Older magazines may be checked out for two weeks. Extensions on materials may be arranged for research or special projects.

Jigsaw puzzles may be checked out for an indefinite period. Cake pans and STEM backpacks may generally be checked out for a two week period.

Puppets and toys are not generally available for checkout. Video materials may be checked out for overnight according to the video policy. Certain videos are designated for longer checkout periods.

CONFIDENTIALITY POLICY:

The Reinbeck Public Library Board of Trustees recognizes 22.7 of the Code of Iowa which protects the confidentiality of "the records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library". The Code states that "The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested

release of information and a legitimate end that the need for information is cogent and compelling”.

Information requests, materials borrowed or used within the library, computer use records, and interlibrary loan records shall be kept confidential. The library director serves as custodian of the records, and will not release these records except under court order. An exception to this is disclosure to parents of inappropriate websites viewed by minors as covered in the Internet Acceptable Use policy.

Approved by library board 8-12-2002, Reviewed 11-8-2004,
1-8-2007, 3-10, 2008, 7-13, 2009, March 12, 2012. March 9,
2015, March 13, 2017, revised Sept. 10, 2018

Printer Policy/Equipment use:

Multi-functioning printer/copier/scanner/ fax unit is provided as a service and convenience to the public. The cost of photo copies to the public shall be:

-25 cents for both black and color up to 20 copies in 1 day (If additional copies are needed, the cost of service will be increased by 25 cents)

-50 cents per copy for the next 20 copies (If additional copies are needed, the cost of service will be increased by 25 cents)

-75 cents per copy for the next 20 copies (If additional copies are needed, the cost of service will be increased by 25 cents)

-1 dollar per copy for the next 20 copies, at which time the daily printing limit will be reached.

Prices will remain at this rate unless increased maintenance warrants a raise in prices.

The laminator is also provided as a service to the public. The cost of lamination shall be 50 cents a sheet unless increased maintenance warrants a raise in prices.

Cost to patrons to send faxes shall be three dollars for the first page and one dollar for each page after that. There is no cost to receive a fax.

The computers may be used free of charge to patrons in good standing with the library. There is a cost of 25 cents a sheet for both black and white and color for use of the printers which increases at a 25-cent increment based on number of copies. There is no internet fee. Patrons using the Internet must adhere to the Library's Acceptable use policy. *No computer privileges for patrons who do not return overdue materials after being contacted until fine is paid or materials returned.*

Overdues:

Each week a list is compiled of materials that are overdue. Overdue notices will be sent, or a phone call made to the borrower in a timely manner. A grace period of one week after the due date will be allowed with no fines charged. A fine of 25 cents will be charged after the second contact, and a fine of 50 cents after the third etc. Fines will accumulate at the discretion of the librarian. The fines may not exceed the cost of the overdue item.

Lost or damaged materials:

If materials are lost, the full replacement cost of the items will be charged, although the patron will be given considerable time to locate the lost articles. At the discretion of the library board, further action may be taken. Damaged materials will be charged according to the amount of damage and the possibility of repair.

Renewals and reserves:

Books may be renewed for an additional two week period unless reserved for another patron. A second renewal is possible for items not in demand, but books from the new book shelves may be renewed only once.

Patrons may request that an item be held for them. They will be notified when the items is available. If the item is not claimed within three library days after the notification, it will be given to the next patron on the reserve list or returned to the general collection.

Interlibrary loan services:

The Reinbeck Public Library is part of the SILO system (State of Iowa Libraries Online). Most interlibrary transactions are done through SILO. As a borrowing library, the Reinbeck Library notifies patrons when requested items become available, or notifies them if the materials are not available. The borrowed items due dates are specified by the lending libraries. As a lending library, the Reinbeck Library sends out materials through the van system or the mail. Materials sent out to other libraries generally have a one month check out period as recommended by the state library. Some items may be renewed. High demand items may not generally be renewed. The interlibrary loan service is free unless otherwise specified. The Reinbeck Library also takes

part in the Access Plus program by which patrons of other Iowa libraries may directly check out materials from the Reinbeck Library. Access Plus library patrons will adhere to the same rules as the Reinbeck patrons for length of checkout, fines, and cost of repair or replacement of materials.

Reference services:

The Reinbeck Public Library's reference policy is to try to meet the needs of everyone in the community. All patrons are assisted in their search for information and treated with courtesy, respect, strict confidentiality and no censorship.

Reference interview:

In helping patrons with their information search, library staff must determine the needs of the users by conducting a reference interview. The staff may recommend reference materials and/or Internet searches. The Reinbeck Library subscribes to EBSCOHOST which patrons may use either within the library or remotely for needed information. Reference is conducted on a first come first serve basis whether by telephone or walk-in patron. Email questions will be responded to in a timely manner. Sometimes reference questions may be referred to an outside source such as the Library Service Area.

Homework Assignments:

Students may be assisted by library staff in locating needed information. Homework assignments should be done by students themselves, with help provided only in how to find the needed information.

II: Collection Development:

The Reinbeck Public Library aims to provide our patrons of all ages with materials for recreational and educational purposes, with a primary emphasis on current, high interest, high demand materials, and a secondary emphasis on reference materials. The Library Bill of Rights and Freedom to Read Policy have been adopted as guidelines for library practice.

The responsibility for the selection of materials is the duty of the library director. Materials will be selected according to the needs of the community. Selection of books will be based on content rather than race, sex, nationality, political, or religious views of the authors. Special requests and recommendations will be taken into consideration. The library welcomes gifts, with cash gifts being especially appreciated. Books purchased through gifts of money will be appropriately labeled.

Patrons requesting certain materials be withdrawn may present their complaints in writing. The requests will then be considered by the library board and staff.

Current issues of periodicals will be put on display. Back issues will generally be kept for one year, with the exceptions of "Ideals", "The Iowan", and magazines of historical interest which may be kept indefinitely. Craft magazines and children's magazines may be kept for longer periods of time if they continue to be used.

The collection of the Reinbeck Public Library shall be weeded on a regular basis. Factors to be considered in the weeding process include the following:

- 1.Usage. Based on the latest recorded circulation date.
2. Accuracy of material.
- 3.Needs of the community
- 4.Literary merit
- 5.Physical merit.

The library staff may dispose of the withdrawn material in any way which may be considered proper by the board of trustees.

Policies revised October 8, 2007

Policies revised March 9, 2015

Reviewed March 10, 2008, July 13, 2009

Revised February 13, 2017

Revised May 9 2011

Revised March 13, 2017

Reviewed March 12, 2012

Policies reviewed April 8, 2019

Policies revised January 13, 2014

Policy on Video Services

Video materials may be checked out by anyone who has a valid library card against which no materials or fines are outstanding. Video materials may generally be checked out for overnight, to be returned the next working day. Specially marked materials may be kept out for two weeks.

There is generally a check out limit of two titles per household per day. Exceptions may be made. Also if a person has a two week video material, he/she may also take out two regular video materials.

Video materials may be reserved for future use, with a limit of two titles per booking.

There will be a late charge of \$1.00 per day when a video is not returned on time. The borrower will be responsible to pay full replacement cost if materials are damaged or lost.

The library assumes no responsibility for damage caused to a borrower's video player by a library video material.

Copyright laws generally limit these video materials to home viewing and prohibit their duplication.

Approved by board May 8, 2017

Reviewed April 8, 2019

Behavior Policy: Reinbeck Public Library

Purpose: The Reinbeck Library is intended to be a safe, comfortable place for public use. In order to meet this purpose, please observe the following rules:

1. Treat everyone with respect and consideration.
2. Treat library property and any personal property with respect.
3. Supervise children you bring into the library.
4. Respect privacy of others.
5. Only remove from the library items which have been checked out.

The following kinds of behavior are not tolerated:

Any behavior that is illegal

Behavior that endangers oneself or others

Disruptive behavior such as loud talking or running

Behavior that is abusive to another patron or staff member

Using abusive or profane language

Using restroom facilities for bathing

Leaving an individual who requires a caregiver unattended in the library

Use of sports equipment such as roller blades, skateboards, or scooters inside the library

Monopolizing library resources or staff time

Loitering on the premises after closing time

Staff members are to use their best judgment when enforcing this policy, with the goal to encourage appropriate behavior.

Response to any misconduct should be made as soon as possible after the incident occurs. Staff will discuss the inappropriate behavior with the patron, and, if necessary state the consequences of the behavior if it continues.

In cases where a juvenile refuses to behave appropriately, staff are authorized to contact the juvenile's parents or guardians. Parents or guardians of minors may be held responsible for damages to library materials or equipment by their children.

In cases where a patron regardless of age continues to behave in an inappropriate manner, staff are authorized to tell the patron to leave. If the patron refuses to leave or becomes aggressive, staff may contact local law enforcement and ask for the patron to be escorted from library premises.

Any incidents of policy violation must be documented by staff or director, with the date of the violation and a brief description of the incident. In cases where the policy violation involves a minor under the age of 17, the staff will give the child two warnings. If the behavior continues, the child's parent or guardian will be contacted, and a time period will be set during which the child will be banned from the library.

Adults may be banned from the library if they continue to engage in inappropriate behavior, after two warnings in which they have been asked to leave. A written appeal of the decision to ban may be made to the library board within 30 days of the notice.

Approved August 10, 2015 Reviewed March 13, 2017 & April 8 2019, October 2020

Acceptable Use Policy for Internet

The Reinbeck Public Library aims to provide our patrons of all ages with materials for recreational and educational purposes. This includes Internet access. In order to maintain safety of the Internet users, we have an acceptable use policy.

The use of the Internet for unethical or unlawful activities is prohibited. Users may not make any unauthorized changes to the system, install software, damage or alter the software or hardware, connect or disconnect cables. A flash drive may be used to save information from a computer. The library is not responsible for any damage to flash drives when used in library computers. Each user is responsible for complying with copyright law and adhering to software licensing agreements.

The library does not offer email accounts. Hotmail and other free e-mail access accounts may be used.

Sending threatening or obscene messages is prohibited.

Although it is the users right to freely search the internet, the library is a public space open to children. As such, explicit material searched on the computer is a violation of the library space. Anyone found viewing explicit material on the library computers or personal devices will be asked to leave the library premises.

Internet use is considered private. Any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. The Reinbeck Library will not act as a censor.

Persons violating these rules will be banned from use of the Internet for a 30 day period for a first offense. For a second offense, they will be banned for a 90 day period. Further offense will be left up to the discretion of the library board.

Children after school may use the computers for 1 hour if there is no one waiting. If there is a wait time for the computers, they may only be used for 30 minutes, alternating until each patron has used 1 hour of time. If the computers are being used for homework the patron may stay on the computer for up to 1 hour and 30 minutes.

Wireless: As of October, 2011, the library provides free, unsecured wireless Internet access for public use. The library does not provide personal wireless devices for public use. The library does not provide technical support for privately owned personal wireless devices. Personal use of the library's public wireless access will conform with policies regulating other types of public Internet access provided by the library.

Approved by board May 8, 2017

Reviewed April 8, 2019

Sex Offender Policy

In accordance with Chapter 692A of Subtitle 1 of Title 16 of the Code of Iowa, the Board of Trustees prohibits the presence of sex offenders convicted of sex offenses against minors upon or within 300 feet of library property without written permission of the library director.

The library director may only give written permission as the result of a vote at a meeting of the Board of Trustees at which a quorum is present.

Persons barred from library property under the law remain entitled to library service. It is the responsibility of the patron to arrange for a courier to select, check out, and return materials to the library through possession of the patron's card.

Violations of this policy will be immediately reported to law enforcement.

Approved by library board July 13, 2009

Reviewed March 12, 2012

Reviewed February 10, 2014, March 9, 2015, March 13, 2017, April 8, 2019

REINBECK PUBLIC LIBRARY PANDEMIC POLICY

I: Purpose

To establish a protocol that will be used in the event of a pandemic. If there is a serious infectious disease outbreak, the library must plan for staff being unable to report to work. In addition, during a pandemic; businesses, social organizations or schools may be required to take unique measures to help slow the spread of the illness: including closing down by order of local public health officials. Other public health measures may include; limiting or canceling social and public gatherings, or requiring quarantines and/or other social distancing measures. Recovery from a pandemic may be slow, as compared to a natural disaster or some other physical crises. It is important to ensure that core business activities of the library can be maintained for several weeks or more with limited staff, reduced hours, or closure due to a pandemic.

II: Definitions

“Pandemic Plan”: A pandemic plan differs from a general emergency preparedness policy or procedure. With an emergency preparedness policy, there is an assumption that staff will return to the building, or begin rebuilding, almost immediately after the event or crisis (such as after a fire or storm, or if there is a utility shortage). If there is a serious infectious disease outbreak, recovery may be slow and limited staff, services, and hours may be necessary for several weeks or more.

“Pandemic”: A disease epidemic occurs when there are more cases of that disease than normal. A pandemic is a worldwide epidemic of a disease and may occur when a new virus appears against which the human population has no immunity. If a pandemic were to occur today, we could expect the virus to spread rapidly due to the interconnected nature of the world and the high level of global travel. During a pandemic, up to 35% of employees may be absent at one time due to their own illness.

III: Library Closure

The Reinbeck Public Library will close due to pandemic in the event that:

1. The City of Reinbeck closes.
2. Other Reinbeck community businesses and recreational services close.
3. A mandate order or recommendation for closure is issued by public health or government officials on the local, county, or state level.

At the discretion of the Library Director or the Library Board President, the Reinbeck Public Library may close, reduce its operating hours, or limit services temporarily (e.g. programming) in the event that there is not sufficient staff to maintain basic library service levels.

In the event of closure, it is imperative that the Library Director or designee follow the communication procedures and submit payroll. Due dates and holds pickup dates for library materials will be adjusted so that no overdue charges are assessed and holds do not expire on dates in which the library is closed. The exterior book drop will be kept open and cleared periodically as long as possible.

IV: School Closure Due to Pandemic

In the event that any Gladbrook-Reinbeck area school districts are closed due to a pandemic outbreak, the Reinbeck Public Library will operate on reduced hours, close, or operate in whatever way the city deems appropriate. All library programs and special events will be canceled on any day in which any or all of Gladbrook-Reinbeck area schools are closed due to pandemic-related illnesses.

School closure is an attempt to slow the spread of disease/viruses. Allowing large crowds to congregate at the library would be counterproductive. The Reinbeck Library will stay in contact with the City to determine the best course of action.

Disinfecting and/or cleaning procedures issued by public health officials will be followed as possible.

V: Minimum Staffing Level

Minimum staffing level for a temporary period of time is defined as one healthy employee available to be present at the library during all open hours with a maximum 8 hour workday and 40 hour workweek. An inability to maintain this temporary minimal level for more than five consecutive days will result in reduced hours or closing the library.

The level of excused absence of library staff will determine the ability to carry out services and maintain open hours. Phases may include:

1. Cancellation of all programs and special events.
2. Staff Library at minimum staffing level for a temporary period of time.
3. Reduce open hours if number of employees falls below temporary minimum level.
4. Close the library for one or more days if number of employees further declines or only minimum level can be met for five or more days.

If the Library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the Reinbeck Public Library/City of Reinbeck Work Rules sick leave policy. In the event of closure where library employees are sent home, those employees shall be compensated for their regularly scheduled hours during the closure by providing work from home project hours.

VI: Communication

In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours is of the utmost importance. Library staff should contact the Director, who will be in contact with the City.

VII: Prioritization of Services

If reduced staffing, open hours, or services are required, employees shall perform priority responsibilities that most directly impact patrons prior to any other work tasks.

Priority responsibilities shall follow this order:

1. **Direct patron assistance:** check out; issuing library cards; computer and reference assistance; facility and collection supervision/safety.
2. **Patron related-tasks:** check in; incoming delivery; shelving.
3. **Workflow tasks:** holds list; pick list.
4. **Essential services:** payroll, processing bills for payment, Library Board meetings.

Individual responsibilities outside of those described shall be completed after these prioritized tasks. If time permits, performing those duties with a deadline or significant impact first. Employees should consult with the Director or designated administrative authority to determine staffing area assignment and which individual work tasks should take priority. Or in the event that they feel a responsibility not listed here requires urgent attention.

VIII: Employee Absences

The Reinbeck Public Library will work on a case-by-case basis regarding absences during a pandemic.

XI: Conclusion

In the event of a pandemic, The Reinbeck Public Library endeavors to be prepared with a well-planned response and quick reaction to help stop the spread in our community. We will do our best to adapt and respond in these situations as there is no “one way” to approach such difficult decisions. This outline is a guide and reference but leaves room for creativity and ingenuity. Our hope is to be prepared and equipped in unique situations so that our Library services remain available to the citizens of Reinbeck through extenuating circumstances.

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 3rd 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 2nd 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 2nd 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: