HMCPL Disaster Plan (Public Version)

HUNTSVILLE - MADISON COUNTY PUBLIC LIBRARY

UPDATED 7/10/2012

Forward

Because all libraries are susceptible to disasters, The Huntsville-Madison County Public Library is committed to maintaining a vigilant state of disaster preparedness for staff, the collection and our facilities. Enlightened self-interest tells us that to be prepared is the greatest weapon against disaster. This plan, along with continual training, provides library staff with a set of disaster priorities, emergency procedure guidelines, lists of personnel and floor plans for each location.

Emergency operations planning activities are divided into four phases that form a cycle. The phases of the cycle are:

- Mitigation — Taking sustained actions to reduce or eliminate risk to people and property from hazards and their effects.

- Preparedness — Building the emergency management function to respond effectively to, and recover from, any hazard.

- Response — Conducting emergency operations to save lives and property by doing such things as - evacuating potential victims; providing medical care to those in need; and restoring critical services.

- Recovery — Rebuilding our library so that we can return to normal services and protect against future hazards.
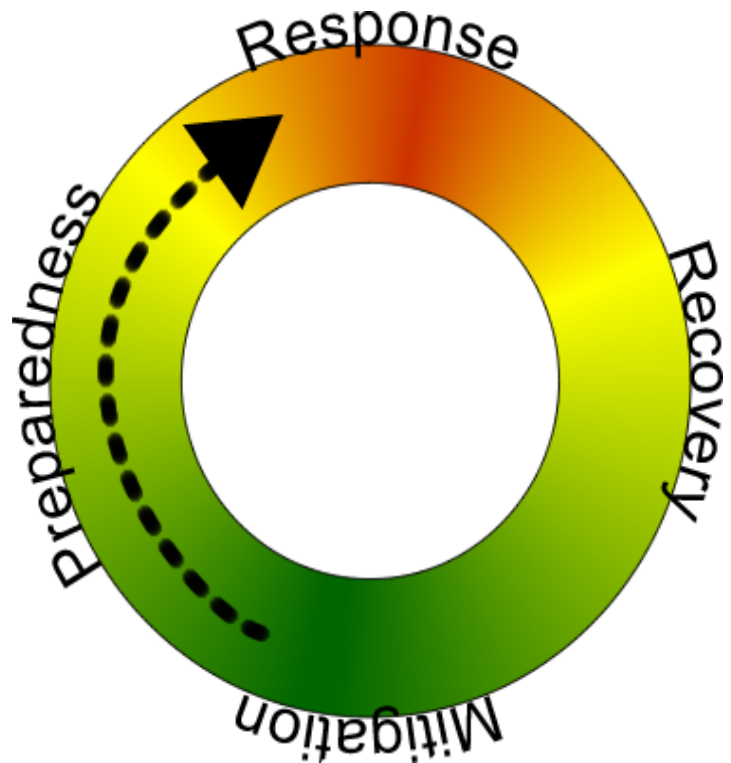
With each disastrous situation we learn how to mitigate, prepare, respond and recover better. As we revise our efforts, the cycle repeats. The phases often overlap to fit individual situations and events.

These guidelines were approved by the Library Board on February 16th, 2011, noting that the Executive Director has the authority to make immediate decisions concerning the safety of staff, patrons, and library facilities as necessary. This version has been stripped of confidential information for public consumption. The hyperlinked, online version of the original guidelines may be found on our private Intranet. A print version of the full document will be held locally at each location, in the homes of top-level management, and at the Alabama Public Library Service headquarters in Montgomery, Alabama.

In recognition of the possibility of both small and large disasters, the Disaster Planning Team has devised the following guidelines to ensure that appropriate actions are taken before, during and after a disaster.

BEFORE THE DISASTER

Preventative (Mitigation)

Mitigation efforts attempt to prevent hazards from developing into disasters altogether, or to reduce the effects of disasters when they occur. The mitigation phase differs from the other phases because it focuses on long-term measures for reducing or eliminating risk.

Areas of responsibility assigned to the Disaster Planning Team

Members of the Disaster Planning Team and their respective duties for the plan as of September 2010 are listed on the internal document.

Assets and facility information

While our first concern is the safety of the staff and public, certain critical assets need to be protected during a disaster. Depending on the nature of the disaster at the location, these items may include, but are not limited to:

1. A printed Facility Information form
   - Names and contact information for building owners and facility managers
   - Locations of main switches for gas, water and other utilities.
   - Location of special keys to every locked door, safe, cabinet or storage closet.
   - "Other Information" on the Facility Information form might include service contracts, including daytime and evening phone numbers for contacts, payroll, banking and other vital business information
2. ITS Asset Inventory (Internal Document)
   - Assets are assigned to the manager of each location or department. By browsing to the ITS helpdesk site, each manager will see their own location's assets on the assets tab. A master spreadsheet can be generated from database as needed, by ITS staff.
3. Auditor's Fixed Assets for FY10 (Internal Document)
   - Includes a comprehensive list which includes any item valued over $500 within the library system.

Appendix A: Facilities Information Form

Qualitative Risk Assessment Survey

The Qualitative Risk Assessment Survey helps analyze potential risks and their impact to staff, collections or facilities. Managers from each location should complete the survey which is based on an

Excel spreadsheet. Completed forms should be attached to this space, as well as held locally in both print and digital formats.

Annual reviews of the surveys are necessary to facilitate changing risks and events.

Appendix B: Sample Risk Assessment

Facilities checklist to help prevent disasters

· Make needed repairs to HVAC equipment, wiring, plumbing, gas, generator, roof, windows, doors

· Upgrade carpeting, repair broken or uneven flooring

· Evaluate routine maintenance procedures—improve weak areas

· Evaluate building security—improve as needed

· Maintain property insurance covering buildings and contents

Non-Replaceable Items at Branch Libraries

This item is available in the internal document.

Continuity of Operations procedures

Continuity of Library Services and Operations include instructions for staff in case the library is closed for more than one day as a result of an incident or disaster.

Shelter in Place

A Shelter in Place directive is mandated by local government. Once patrons and staff are cleared to leave, the library branch or branches may be closed during a clean up if it has been affected by chemical, biological or radiological contaminants released into the environment.

Workplace Violence

Immediately after an incident, the police may designate the library branch as a crime scene. They may ask that patrons and staff be detained for questioning. The PIC and supervisors will provide a safe area for patrons and staff. If possible, they will show an age appropriate movie or engage in activities to occupy time while law enforcement work. Staff will try to make patrons as comfortable as possible. Once patrons and employees are released, the building may remain a crime scene, and therefore closed for several days.

Severe Weather

The library may be damaged during severe weather. Depending on the damage and repairs needed, the library branch or branches affected may be closed for an extended period of time.

Power Outage

A power outage may cause a library branch or branches to close temporarily.

Library Closed 1-2 days:

- The Library Director and his or her delegates will alert employees and other interested parties of closings or delayed openings via the Emergency Notification System.
- The Deputy and Associate Directors will set a schedule addressing the critical needs of the facility, including:

    o Electronic services
    o Boiler and building checks / HVAC
    o Book drop
    o Payroll
    o Other banking considerations
- The Webmaster will post closure on the Library's website, listing branches open to assist patrons displaced by closure and other pertinent information.
- The Disaster Response Team will assess the damage to the collection and respond accordingly.
- Department managers and Maintenance will be called to work.
- Manual Circulation procedures will be handled if power is out.
- Counseling may be requested. Counseling sources are listed below.

Main Library Closed 3-7 days:

- The Library Director and his or her delegates will alert employees and other interested parties of closings or delayed openings via the Emergency Notification System.
- The Deputy and Associate Directors will set a schedule addressing the critical needs of the facility, including:
    o Electronic services
    o Boiler and building checks / HVAC
    o Book drop
    o Payroll
    o Other banking considerations
- The Webmaster will post closure on the Library's website, listing branches open to assist patrons displaced by closure and other pertinent information.
- The Disaster Response Team will assess the damage to the collection and respond accordingly.
- Department managers and Maintenance will be called to work.
- Personnel will be called in as needed until the library reopens to the public.
- Personnel will be cross trained to assist in basic circulation procedures, material extensions given.

- Telephones will be manned to assist with renewals and telephone Reference, if operational.
- Branch Courier will continue branch run, provided vehicle and routes are operational.
- Personnel will pull holds and send them to other branches for pick-up. If a location's materials are not accessible, IT will bypass holds on that collection.
- Reference chat services will be provided either on site or set up at a branch location.
- Full time personnel may be deployed to unaffected branches to assist with a higher volume of patrons.
- Counseling may be requested. Counseling sources are listed below.

Main Library Closed 8-30 days:

- The Library Director and his or her delegates will alert employees and other interested parties of closings or delayed openings via the Emergency Notification System.
- The Deputy and Associate Directors will set a schedule addressing the critical needs of the facility, including:
    - Electronic services
    - Boiler and building checks / HVAC
    - Book drop
    - Payroll
    - Other banking considerations
- The Webmaster will post closure on the Library's website, listing branches open to assist patrons displaced by closure and other pertinent information.
- The Disaster Response Team will assess the damage to the collection and respond accordingly. They will also determine whether volunteer assistance is warranted.
- Department managers and Maintenance will be called to work.
- Personnel will be called in as needed until the library reopens to the public.
- Personnel will be cross trained to assist in <u>basic circulation procedures</u>, material extensions given.
- Telephones will be manned to assist with renewals and telephone Reference, if operational.
- Branch Courier will continue branch run, provided vehicle and routes are operational.
- Personnel will pull holds and send them to other branches for pick-up. If a location's materials are not accessible, IT will bypass holds on that collection.
- Reference chat services will be provided either on site or set up at a branch location.
- Full time personnel may be deployed to unaffected branches to assist with a higher volume of patrons.
- As the building is repaired, staff may slowly return to work assisting wherever needed.
- A temporary facility may be obtained to assist patrons and house returned materials belonging to the affected library.
- Virtual services will be emphasized, including DMZ, Learning Express Library, NoveList, HeritageQuest, Reference chat, Alabama Virtual Library, Netlibrary, etc.
- Counseling may be requested. Counseling sources are listed below.

Branch Library Closed 3-7 days:

- The Library Director and his or her delegates will alert employees and other interested parties of closings or delayed openings via the Emergency Notification System.

- The Associate Director for Extension and Outreach will set a schedule addressing the critical needs of the facility, including:
  - Electronic services
  - HVAC and building checks
  - Book drop
- The Webmaster will post closure on the Library's website, listing branches open to assist patrons displaced by closure and other pertinent information.
- The Disaster Response Team will assess the damage to the collection and respond accordingly.
- Branch managers of affected locations will be called to work.
- Personnel will be called in as needed until the library reopens to the public.
- Material extensions will be given.
- Telephones will be manned to assist with renewals and telephone Reference, if operational.
- Branch Courier will continue branch run, provided vehicle and routes are operational.
- Personnel will pull holds and send them to other branches for pick-up. If a location's materials are not accessible, IT will bypass holds on that collection.
- Full time personnel may be deployed to unaffected branches to assist with a higher volume of patrons.
- Counseling may be requested. Counseling sources are listed below.

Branch Library Closed 8-30 days:

- The Library Director and his or her delegates will alert employees and other interested parties of closings or delayed openings via the Emergency Notification System.
- The Associate Director of Extension and Outreach will set a schedule addressing the critical needs of the facility, including:
  - Electronic services
  - HVAC and building checks
  - Book drop
- The Webmaster will post closure on the Library's website, listing branches open to assist patrons displaced by closure and other pertinent information.
- The Disaster Response Team will assess the damage to the collection and respond accordingly. They will also determine whether volunteer assistance is warranted.
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- Counseling may be requested. Counseling sources are listed below.

Counseling Sources:

Alabama Board of Examiners in Counseling: http://www.abec.alabama.gov/

Alabama Counseling Association: http://www.alabamacounseling.org/

Alabama Mental Health Counselors Association: http://almhca.com/ALMCA/HOME.html

American Counseling Association: http://www.counseling.org/

American Psychiatric Association: http://www.psych.org/

American Psychological Association: http://www.apa.org/

American School Counselor Association: http://www.schoolcounselor.org/

Distance Credentialed Counselor: http://www.cce-global.org/credentials-offered/dccmain

National Board for Certified Counselors: http://www.nbcc.org/

- Counseling sources are also available through Anthony Woodfin, MSW, at Hospice Family Care. He may be reached at 256-650-1212.

Insurance matters

This item is available in the internal document.

Preparedness

Preparedness is a continuous cycle of planning, organizing, training, equipping, exercising, evaluation and improvement activities to ensure effective coordination and the enhancement of capabilities to prevent, protect against, respond to, recover from, and mitigate the effects of natural disasters, acts of terrorism, and other man-made disasters.

Companies or organizations outside the library to be used in the recovery process

The Disaster Team's preservation specialist recommends the following organizations and personnel when the library is faced with a major disaster:

- Western States and Territories Preservation Assistance Service. Our contact is Randy Silverman 801-585-6782 rsilverman@westpass.org or randy.silverman@utah.edu

- o Reputable commercial disaster recovery firms recommended and used by Randy Silverman:
  - ▪ Kirk Lively Director of Technical Services Belfor USA 2425 Blue Smoke Ct. S. Fort Worth, TX 76105 Tel. (817)535-6793 Toll free 24-hour: (800)856-3333 kirk@us.belfor.com
  - ▪ Munters Corporation Moisture Control Services Headquarters Chicago District Office & Midwest Region Document Center 2008 Bloomingdale Rd. Glendale Heights, Il 60139-2192 Tel: 1-800-MUNTERS mcsinfo@munters.com
- o Preservation Division, University of Utah Marriott Library Collection Disaster 888-905-7737 or 801-581-5147

Other companies with a business relationship with the library which may be of assistance:

ServePro of North Huntsville	256-534-1177	Emergency remediation
Allied Waste Services	256-837-2670	Solid waste collection, transfer and disposal services
American Standard Window Cleaning	256-534-9010	Building cleaning and maintenance services
AREN/ASC	256-971-7448	Internet, email, network services
City of Huntsville General Services	256-427-5660	HVAC, electrical, plumbing support services
Coleman Landscaping	256-880-7830	Landscaping services
Cook's Pest Control	256-772-2440	Termite and pest control
Commercial Flooring Services, Inc.	256-722-9302	Commercial flooring products and installation
Conditioned Air Solutions	256-428-1983	HVAC contractor
Dorma-Carolina Door Controls	205-833-8782	Automatic doors repair
Generator Service Co., Inc.	205-744-7572	Generator maintenance service
Goss Electric Industrial Division	256-355-1101	Electrical contractors
Hydro Chemicals	423-899-5487	Water treatment services
Jani-King Huntsville Region	256-971-3451	Commercial cleaning services
JanPak-Huntsville	256-851-2100	Office supplies
Kleen Air Research	256-767-5122	HVAC filters service
Koorsen Fire & Security Inc.	256-536-0786	Fire protection systems
LockTec Inc.	256-881-9300	Locksmith
Madison Locksmith & Safe Co.	256-772-0371	Locksmith
Monaghan Construction	256-656-4897	General contractor

Porter Roofing	931-668-2298	Roof repair and replacement
Quality Glass	256-534-4322	Automatic glass door repair
Professional Security Systems, Inc.	256-534-6523	Security systems repair and service
Rock-Tenn	256-533-9888	Book and periodicals recycling
Roto-Rooter Plumbers	256-533-7246	Plumbing contractors
Schindler Elevator Corporation	205-252-5148	Elevator repair
Scott Lighting Supply Company, Inc.	256-536-6776	Lighting supplies
SirsiDynix	1-800-288-8020	ILS automation system
Systems Technology Co of Alabama, Inc.	256-518-9000	Fire protection and card access systems
Tom Woo Home Improvements	256-457-9004	General repairs
Waste Management of AL-N	800-333-7705	Solid waste collection, transfer and disposal services

Internet and Technology Services Preparedness

In order to facilitate recovery of computer-based services, the attached document details hardware, software, and services inventory, as well as locations and descriptions of information backups.

Appendix C: This item is available on the internal document

Readiness and Emergency Procedures Plan

Each September, during National Preparedness Month, the Readiness and Emergency Procedures Plan will be reviewed for personnel changes.

- Managers should update their Emergency Contact Forms, keeping both a digital and printed copy in each location and off-site.
- Managers should update their Communication Tree.

Appendix D: Contact Information Form

Facilities checklist for managing disasters

· Maintain attached checklist of facility information and provide to staff, including:

  Water—shut off valve location

Electrical—turn off switches location

Gas—shut off valve location

· Maintain list of key contacts for inspection and repair of structural elements and facility systems

· Maintain fire and building alarms

· Maintain fire extinguishers and halon systems

· Maintain contact with community emergency services

· Evaluate building signage and update/improve as needed

· Identify important items in collection

· Purchase plastic sheeting, tape, garbage bags, gloves, mops, brooms and other cleaning supplies

· Keep in good working order all vacuum cleaners and wet-vac

· Investigate and identify salvage facilities and companies

· Provide staff training on how to respond to a variety of disasters

· Advance warning of disaster:

Move items away from windows and to higher floors

Secure windows and doors with plywood and other rigid materials

Cover or wrap special collections with plastic sheets and seal with waterproof tape

Facility and Contact Information

All staff is required to participate in the Emergency Notification System so that they can be contacted in the event the library closes due to weather or other such emergency. Staff will create an account at https://hmcpl.onthealert.com and keep their information up to date as necessary. Instructions and an FAQ are attached. Each location's Contact List and Pocket plans will be updated as the Persons in Charge in Case of Emergency update their information.

Appendix E: This item is available on the internal document

Appendix F: This item is available on the internal document

These facility and contact information documents should be reviewed and updated annually or when items change to ensure the latest information is available to staff in the event of an emergency.

Appendices G-DD: These items are available on the internal document

Bound, printed copies of the Disaster Plan for each location

Each location will receive a three-ring notebook with an area-specific Disaster Plan. Updates to any part of the plan will be added as necessary.

Staff training for disasters or emergencies

With managerial support, a series of blended learning opportunities will be available for staff. Persons In Charge during an Emergency will also be offered expanded training.

Pocket version of the plan

The Pocket Response Plan (PReP)™ is a concise document containing essential information needed by staff in case of a disaster. Every staff member should carry a PReP with them at all times. The PReP is one component of CoSA's Framework for Emergency Preparedness.

Location-specific pocket versions of this disaster plan are available at each location.

Appendix EE: Available on the Internal Document

"Person in Charge in Case of Emergency" Guidelines

Being a "Person in Charge in Case of Emergency" (PIC) involves your ability to lead in a crisis situation. Based on the "Tag, you're it! Implementing a "Person in Charge" Training Program" work by Adrianne Peterson of the Jefferson County Public Library System, and John Cabrera and Brett Lear of the Multnomah County Library, this model focuses on having one person serve as the primary coordinator during emergency situations.

Your first responsibility as PIC is the safety of patrons and staff. The most important thing to do in an emergency is remain calm.

What HMCPL expects of PICs:

- You will use common sense.
- You will make a decision to the best of your ability.
- You can tell the difference between and know how to act upon real emergencies and routine problems.
- You can tell the difference between an eccentric and problem patron. And if you're not sure, you'll take the time to gather some facts before acting.
- You know your resources within the library including the Emergency Procedures Guide and other policies and procedures in the online Policy Manual.
- Prioritizing the situation, you will delegate tasks to other supervisors and staff members.

How to tell if it's an emergency:

- Is someone injured or in physical danger?
- Look for the three "b's" – blood, bones, breathing. If you can see blood or bones, or if they aren't breathing, it's an emergency.
- Is there fire or smoke? Are alarms going off?
- Are genitals exposed?
- Is anyone's property threatened or damaged?
- Is anyone verbally threatening staff or other patrons? Interfering with others use of the library?

Which of these scenarios qualify as an emergency?

- A patron says the men's room is on fire. (CHECK BATHROOM FIRST FOR STATUS, THEN CALL 911 IF NEEDED)
- Someone trips on the front sidewalk and goes through the glass entrance door. (CHECK FOR BLOOD OR INJURIES. IF INJURED CALL 911**)
- A patron is arguing with Circ staff over a $5.00 fine. (NO)
- There is a fierce hailstorm outside and it's closing time. (WE DON'T WANT TO ENDANGER SOMEONE; KEEP PEOPLE INSIDE).

**Note: It is always okay to call 911 if you are worried about the health of staff or a patron in the library.

Once emergency personnel arrive, it is up to them to discuss options with the patron and decide the best course of action to take and whether that involves a trip to the hospital. It is not for the PIC or any other library personnel to make a decision about whether a patron should go to the hospital. The library does not call any ambulance company directly nor offer for the library to cover their medical costs (ambulance trip or otherwise).

Calling for help in an emergency:

- Verify for yourself what is happening without getting in the middle of it.
- When calling 911, be as succinct as possible and clearly state what kind of emergency it is.
- It will move things along if you use the phrase "in progress."
- "We have a medical emergency in progress at the Lakewood Library at 10200 W. 20th Ave. An older man has fallen off his chair and isn't responding. He is breathing."
- "We have a disturbance in progress in the parking lot of the Wheat Ridge Library. The address is 5475 W. 32nd Ave. There are two men fighting. I haven't seen any weapons."

911 operators will want someone to stay on the line to keep them posted on the developing situation and verify more information which they relay to the responding personnel. If you have made the call and need to be elsewhere to supervise activities, hand the phone over to another staff member.

- A general rule is if there is a potentially life or property-threatening situation going on in your building, your parking lot or library grounds, you should call 911 or designate someone else on the staff to make the call.

Daily Responsibilities or Tasks

Upon reporting for work check the schedule to see if you are the Person in Charge in Case of Emergency during your shift.

1. Consult the Person in Charge in Case of Emergency flowchart or the staff schedule to determine if you are to be held responsible for the position that day.
2. If your location has a PIC cell phone make sure you wear the phone in your pocket or clipped to your belt. If you are required to leave the area *at any time* hand off the phone to the next PIC in line according to the chart. Be sure to regain control of the PIC cell phone when you return.
3. Make sure your name is written on the "Person in Charge" whiteboard in your area.

Weekly Responsibilities or Tasks

The 'top-level' Person in Charge in Case of Emergency in each location should test or re-supply certain items and then report via email to their supervisor and the Staff Training & Volunteer Coordinator the status of each:

- First Aid Kit should remain well-stocked
- Weather Radio should remain plugged in and set to audible alarm
- Flashlights should have working batteries*
- Portable radios should have working batteries*
- Smoke and/or Carbon Monoxide detectors should have working batteries
- Hand sanitizers and cleansing wipes should be available for staff and patrons

*A person in each department should be designated to check the batteries weekly.

Please see the Emergency Procedures Guidelines for specific instructions relating to the PIC responsibilities:

- Severe Weather
- Power Outage
- Missing Child or Abducted Child
- Fire Alarm
- Hazardous Materials
    - Shelter in Place
- Medical Emergency
- Workplace Violence
    - Active Shooter Incidents
- Bomb Threat
- Pandemic Outbreak

Documentation

- It isn't over until the documentation is done.

- Accident and Incident Report forms are available online and in your Emergency Procedures notebook. These forms are used for information – they are not used to check up on how you did.
- If anyone has been injured, you need to complete an accident report.
- If no one was injured, but you think we should have "something" on record, complete an incident report.
- When in doubt, document it just to be on the safe side.
- Be as accurate as possible, but don't interpret events. Stick to facts and observations. Remember accident reports and incident reports are a part of the public record.
- Document the event as soon as the crisis is over, while information is still fresh in your memory. This means don't wait until after your three-day weekend to fill-out the form.

The purpose of documentation is to have a record of the event as soon as possible and to prevent your Library Manager or Administration being taken by surprise.

In addition to providing documentation about an incident, you should talk with your library manager if you believe that the incident was especially stressful or difficult for staff. Library managers can arrange for counseling or other help to assist staff in handling the aftermath of a particularly difficult or traumatic experience.

Disaster kit(s) in place for staff, patrons and non-replaceable items in the collection

Disaster Kits are: The sum total of all items or a collection of items specifically prepared and/or arranged prior to a disaster in order to mitigate the results of an incident or disaster. **Disaster Kits include items that may or may not be contained in one location or container within a facility.** For example, Fire Extinguishers are generally wall-mounted in a highly visible location, Flash Lights should be kept where they are readily found in the dark and Weather Radios need to be deployed to an area where they can be easily heard and monitored. Items particular to a certain Department or Branch should be kept together in a container as much as possible.

Disaster Kits are located in: Each HMCPL branch or Main Library Department as indicated.

Kits should contain: A copy of the HMCPL Disaster Plan, A list of contact numbers and names of HMCPL employees who need to be informed of any library disaster, First Aid Supplies, Fire Extinguisher(s), Flashlight(s) Weather Radio(s), other branch or departmentally specific items as indicated or required by circumstances e.g. Archives Dept. may need white cotton gloves for handling certain fragile items, Bookmobile may need a small set of hand tools for minor on-road repairs, etc.

PIC for Kits: The Person In Charge who is responsible for maintaining the kit contents is the Branch Manager, Department Manager or their authorized delegate as applicable.

Kits are inspected and evaluated: Semi-Annually in January and June by PIC (Branch Manager or Department Manager as applicable) via visual inspection. Results are reported on the disaster kit inspection form.

Disaster Kit Inspection Form

HMCPL Disaster Kit Inspection Form

The following items are to be examined at least every six (6) months in January and June of each year for full operational readiness by the Person In Charge (PIC) or the PIC's authorized delegate: Fire Extinguisher, First Aid Kit, Weather Radio, Flashlight, Disaster Plan & Contact Info., Disaster Kit Items specific to your location or department.

Appendix FF: HMCPL Disaster Kit Inspection Form

Disaster Recovery Team (DRT)

The Disaster Recovery Team (DRT) is a team on call to provide immediate response to collections disasters anywhere within the HMCPL system. The group has no formal charge, but team members are trained to clean, move and pack out damaged materials *where time is a critical factor.* Headed by the preservation librarian, the team provides leadership during collections disasters. Membership is assigned on the basis of job duties and past experience in emergency response. DRT meets once a year, and in the interim as needed for training and debriefing after a recovery event.

Disaster Recovery Team Members listing is available on the internal document

In the event of an emergency which involves damaged materials please contact any member of the Disaster Recovery Team immediately.

Citizen's Aid

The library strives to aid the citizens of Madison County before, during and after a disaster occurs.

BEFORE

- Provide citizens with information on how to prepare for disasters online at http://guides.hmcpl.org/disastersurvival including information from:
    o Madison County Emergency Management Agency, http://www.madisoncountyema.com/
    o Alabama Emergency Management Agency, http://ema.alabama.gov
    o Federal Emergency Management Agency, http://www.fema.gov/ and http://www.ready.gov/
    o Alabama Department of Homeland Security, http://dhs.alabama.gov/
    o Alabama Department of Public Health, http://adph.org/
    o Alabama Department of Public Health Center for Emergency Preparedness, http://adph.org/CEP
    o National Hurricane Center, http://www.nhc.noaa.gov/
    o National Weather Service, http://www.nws.noaa.gov/
    o American Red Cross, http://www.redcross.org/

- Provide citizens with printed materials from the U.S. Government's preparedness site, http://ready.gov, both in English and Spanish, available at each location of the library. These include "Preparing Makes Sense – Get Ready Now" and "Preparing Makes Sense for People with Disabilities, Others with Access and Functional Needs, and the Whole Community."
- When advance information about an impending disaster is available, the library will serve as a disseminator of information from the Madison County Emergency Management Agency.
- Provide Library Programs on Emergency Preparedness for the public.

DURING

- Provide Protective Areas for patrons inside the library during tornado warnings or any other time the Madison County Emergency Management Agency asks for citizens to Shelter in Place.
- Key staff are certified CPR responders.
- Key staff are members of the Community Emergency Response Team (CERT). The Community Emergency Response Team (CERT) program helps train people to be better prepared to respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community. http://www.madisoncountyema.com/Citizen.html

AFTER

- Provide public access computers at the library with internet capability.
- Provide free, open access wifi at our 12 locations and parking lots 24 hours a day, 7 days a week.
- Provide citizens with information for their personal recovery should they become disaster victims at http://guides.hmcpl.org/disastersurvival including information from:
  - American Red Cross, http://www.redcross.org/
  - The Salvation Army, http://www.salvationarmyusa.org
  - Federal Emergency Management Agency, http://www.fema.gov/ and http://www.ready.gov/
  - Alabama Department of Senior Services, http://adss.alabama.gov
  - 211 Connect Alabama, http://www.211connectsalabama.org/Subcategory.aspx?;Huntsville;3968;;N;0;45349;Disaster%20Services
- The library cooperates with individual volunteers and/or organizations that can provide volunteers able to assist victims through Madison County Volunteer Organizations Active in Disasters (VOAD) http://www.mcvoad.com

DURING THE DISASTER

Response

The response phase includes the mobilization of the necessary emergency services and first responders in the disaster area. This is likely to include a first wave of core emergency services, such as firefighters, police and ambulance crews.

Readiness and Emergency Management Procedures

The purpose of this plan is to give staff, volunteers and patrons of the Huntsville Madison County Public Library information and instructions meant to assist them in the event of a variety of emergencies. As an occupant of one of our buildings, you need to be familiar with these procedures. Read them carefully. If you have any questions, consult the Staff Training & Volunteer Coordinator, your supervisor, or the Executive Director.

BOARD APPROVED: SEPTEMBER 2010

IMPORTANT PHONE NUMBERS

- ALL LOCATIONS:
  - 911 should ALWAYS be your first call in an emergency. It is the universal number to get help sent quickly.
  - Person in Charge in Case of Emergency (Main) cell number is available on the internal document.

Bailey Cove Branch Library:

- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Bessie K. Russell Branch Library

- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Eleanor E. Murphy Branch Library

- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Elizabeth Carpenter Public Library of New Hope

- New Hope Rescue Squad (non-emergency) 256-723-4433
- Police (non-emergency) 256-723-8443
- County Volunteer Fire Departments (Non-emergency) 722-7171
- Huntsville-Madison County Rescue Squad (Non-emergency) 536-2720
- HEMSI (Madison County's ambulance service) Business number: 722-7150

Gurley Public Library

- Gurley Police (Non-emergency) 776-3313
- County Volunteer Fire Departments (Non-emergency) 722-7171
- Huntsville-Madison County Rescue Squad (Non-emergency) 536-2720
- HEMSI (Madison County's ambulance service) Business number: 722-7150

Madison Public Library

- Madison Police Department (Non-emergency) 722-7190
- Madison Fire & Rescue (Non-emergency) 772-7192

Main Library

- Person in Charge in Case of Emergency (MAIN) cell number is available on the internal document.
- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Monrovia Public Library

- Madison County Sheriff's Department (Non-emergency) 722-7181
- County Volunteer Fire Departments (Non-emergency) 722-7171
- Huntsville-Madison County Rescue Squad (Non-emergency) 536-2720
- HEMSI (Madison County's ambulance service) Business number: 722-7150

Oscar Mason Branch Library

- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Showers Center Library

- Fire (non-emergency) 722-7120
- Police (non-emergency) 722-7100
- Ambulance (non-emergency) 722-7158

Tillman D. Hill Public Library

- Madison County Sheriff's Department (Non-emergency) 722-7181
- County Volunteer Fire Departments (Non-emergency) 722-7171
- Huntsville-Madison County Rescue Squad (Non-emergency) 536-2720
- HEMSI (Madison County's ambulance service) Business number: 722-7150

Triana Public Library

- Madison County Sheriff's Department (Non-emergency) 722-7181
- County Volunteer Fire Departments (Non-emergency) 722-7171
- Huntsville-Madison County Rescue Squad (Non-emergency) 536-2720
- HEMSI (Madison County's ambulance service) Business number: 722-7150

Emergency Codes

HMCPL EMERGENCY CODES

Code RED > Angry Patron / Dangerous Confrontation / Medical Emergency

Code YELLOW > Missing or Abducted Child

Code GREEN > Chemical or Hazardous Substance Spill

Code BLACK > Active Shooter

MAIN: DIAL 5992 TO ANNOUNCE

The codes should be used by the Person in Charge in Case of Emergency and library staff to alert the rest of the employees in the building of certain situations:

Code Red [Department Name]: Angry Patron, dangerous confrontation or medical emergency. Used by staff or PIC to get immediate back-up. Available supervisors should assist immediately.

Code Yellow [Department Name]: Missing child or abducted child. Upon urgent notification by the parent, staff or PIC should issue a code yellow. Supervisors should act immediately and prevent any adult with a child or children, or an alone child, from leaving the premises while the incident is under investigation or until cleared by library personnel or police.

Code Green: [Evacuate or Shelter in Place]: Chemical or hazardous substance spill. Used by staff or PIC based on instructions given by the local Emergency Management Agency.

Code Black [Department Name]: Used by staff or PIC if there is an active shooter or other murderous threat in the building. All staff should evacuate or hide, quietly taking patrons with you.

In the Main library dial 5992 from any staff desk telephone to access the paging system.

Calling 911 and the Person in Charge in Case of Emergency

Do not hesitate to call 911 if there could be a life threatening event or a crime being committed in the library!

Rely on your intuition: if something 'feels' wrong, it probably is. Security or senior personnel will take charge if they are available.

The acting Person in Charge (PIC) in Case of Emergency at Main carries a library-issued cell phone. This number is available on the internal document. Handing off the PIC cell phone indicates a change of who is in charge during an emergency. The first PIC of the day will send an e-mail to all staff with the PIC schedule, though all staff should know that they can call the PIC cell number for assistance at any time.

All supervisors should also know which of their staff is in the building at any given time. Each staff member should have their supervisor's cell phone number memorized or stored. Cell phone numbers may be added to the StaffSpace Home Directory in the 'More about me' tab when editing a user profile.

The person designated for this responsibility depends upon location and time of day, and generally follows this organizational and communicative flow:

An emergency occurs within the library.

Could the event be life threatening or perhaps there is a crime being committed?

Yes → Call 911

No →

Call 911

- Stay calm.
- State which emergency agency you need: Police, Fire or HEMSI Ambulance
- Speak clearly
- State your emergency
- State your address
- Stay on the line until the operator tells you otherwise. They may ask questions regarding the emergency or they may give you instructions to help stabilize the patient before the ambulance gets to your location.
- If you can, stay by the phone in case the dispatcher needs to call you back.
- Notify the Person in Charge in Case of Emergency.

The Person in Charge in Case of Emergency is charged with:

- Concentrating on common sense and informed decision making with regard to the staff and patrons of the library.
- Coordinating with City Incident Commander or responders during the event.
- Taking a leadership role during an emergency, including delegating responsibilities.
- Upwardly notifying supervisors and management based on the Organization Chart.
- Documenting all activity in an Accident or Security Incident report after the event.

← Yes — Is there security personnel who is an employee of the library in the building?

No ↓

← Yes — Is there a Circulation Manager or Supervisor in the library?

No ↓

← Yes — Is there a Department or Branch Manager in the library?

No ↓

Library staff member is "The Person in Charge in Case of Emergency"

Appendix GG: Accident Report

Appendix HH: Security Incident Report

Appendix II: Organizational Chart

Severe Weather

DURING NORMAL OPERATION:

- The person in charge in case of emergency or his or her designee will inspect the S.A.M.E. equipped NOAA Weather Alert Radio each week to insure the radio is turned on, plugged in, tuned to our local station KIH-20,162.40 MHz, the alarm is set and functioning, backup battery is good, and the external antenna, if used, is plugged in. The Weather Service tests the alarm each Wednesday, if the weather is good, between 11:00 a.m. and Noon. **The person in charge in case of emergency will report via email to his or her supervisor and the Staff Training & Volunteer Coordinator the status of the weather radio each week.**

DURING SEVERE WINTER WEATHER OR FLOOD EMERGENCY:

- The person in charge in case of emergency or his or her designee will monitor their locations' NOAA weather radio and local media which provides continuing coverage via broadcast or the internet. The weather alert radio is kept at the operator's desk in the Circulation workroom on the first floor.

DURING A TORNADO WATCH OR THUNDERSTORM WARNING:

- The person in charge in case of emergency or his or her designee will monitor their locations' NOAA weather radio and local media which provides continuing coverage via broadcast or the internet. The weather alert radio is kept at the operator's desk in the Circulation workroom on the first floor.
- The person in charge in case of emergency or his or her designate will check the protective areas for personal items or potential hazards, unlock any door that is normally locked, and make sure the area is open, clear and ready for immediate use.

There are no public tornado shelters in Madison County. Upper management may choose to close and evacuate the library if a warning has been issued or if a tornado or damaging winds are spotted in an approaching storm and is at least 30-60 minutes away.

DURING A TORNADO WARNING OR IF A TORNADO OR DAMAGING WINDS ARE SPOTTED:

- The person in charge in case of emergency or his or her designee will make an announcement over the public address system that a Tornado Warning is in effect for (our portion) of Madison

County. "There has been a Tornado Warning issued (or tornado or damaging winds sighted); Please follow Library staff into protective areas in an orderly manner."

- The person in charge in case of emergency or his or her delegate will be responsible for evacuating staff and patrons and assist handicapped persons. Aim to have everyone take cover within 60 seconds.
- Some locations do not have protective areas. Upper management may choose to close these locations if given enough warning of an approaching storm so that staff and patrons may seek shelter elsewhere.
- If available, all staff and patrons must move to the designated protective areas via the closest Emergency Stairs. Disabled staff and patrons may use the elevator if necessary but must do so immediately after the warning has sounded.
- The Protective Area Plans should be posted in each location:
  - Bailey Cove Branch Library Protective Area is in the Circulation workroom.
  - Bessie K. Russell Branch Library Protective Area is in the restroom.
  - Eleanor E. Murphy Branch Library Protective Area is in the women's restroom.
  - Elizabeth Carpenter Public Library of New Hope Protective Area is in the New Hope City Hall.
  - The Gurley Public Library has no protective area.
  - Madison Public Library Protective Areas are the Workroom and the Friend's Bookstore.
  - Main Library Protective Areas are as follows:
    - Youth Services into the Youth Services Workroom.
    - Remainder of First Floor into the AV Workroom.
    - Second Floor and Third Floor into the Circulation Workroom or Branch Run Room.
    - Overflow may use the restrooms on the first floor or the North hallway, away from the back doors.
  - The Monrovia Public Library has no protective area.
  - Oscar Mason Branch Library Protective Areas are the workroom and the hallway behind the stage.
  - Showers Center Library Protective Area is the men's locker room of the Showers Center Pool.
  - Tillman D. Hill Public Library Protective Area is the men's restroom.
  - The Triana Public Library has no protective area.
- Keep persons in protective areas if you have them. If patrons are wandering outside protective areas or are entering the library, inform them: "The Library is closed. You must remain in a protective area or depart the premises." One staff member should be designated to remain in the protective area closest to the front doors to guide patrons to safety.
- Remain in a protective area until all clear is given by the person in charge in case of emergency or the designate.

LIBRARY CLOSURE

It may be in the best interest of staff and patrons to close the library in the event of severe weather. The Library Director and his or her delegates will alert employees, other interested parties and media of closing or delayed openings via the Emergency Notification System (See Appendix E). Once the closure notification has been sent, the Web Services Librarian is responsible for putting the information

online at http://hmcpl.org/. The Communications Director should verify that both the media and http://hmcpl.org/ have been updated with the latest information sent through the notification system.

Power Outage

DURING A BLACKOUT:

- Remain calm.
- Get the flashlight which is kept in your area.
- If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
- If you become trapped in an elevator remain calm and
  - Verify that the stop button has not been pushed.
  - Open the telephone compartment located directly below the floor buttons.
    - Push the red button to send a message to Schindler emergency services.
    - If the Red Light is BLINKING your emergency message has been received.
    - If the Red Light is ON, listen for an emergency message.
  - Call out for help.
- Floor Supervisors should immediately
  - Assist persons as needed, especially those with physical handicaps or who may be unfamiliar with the space.
  - Check the stairwells.
  - Check the restrooms.
  - Check the elevators for trapped persons. Note that only specially trained personnel, a representative of the Schindler Elevator Corporation (Call 205-252-5148) or a First Responder may rescue a person trapped in an elevator. Reassure them and remind them to stay calm. Do not try to open the doors. The elevator may begin working again at any time, potentially causing injury.
- Await further instructions.

Missing Child or Abducted Child

- Staff should announce "Code Yellow [Department Name]" immediately upon urgent notification by the parent or caregiver that a child is missing.
  - Calm the parent or caregiver as much as possible, letting them know that we are doing everything possible to find and protect the child.
  - Call the person in charge in case of emergency cell phone at the internal number.
- The Person in Charge in Case of Emergency (PIC) should speak with the parent or caregiver, getting as detailed a description of the child as possible. The PIC should call 911, report the incident and give the description of the child.
- Upon hearing Code Yellow the following personnel should act immediately and prevent any adult with a child or children, or an alone child, from leaving the premises while the incident is under investigation or until cleared by library personnel or police.
  - Youth Services Supervisor or Staff guards the East fire stairs.
  - Audio-Visual Supervisor or Staff guards the back dock (four doors leading outside).
  - Circulation Supervisor or Staff guards the main entrance from the inside and the parking lot and Auditorium exit from the outside.

- o 2nd and 3rd Floor supervisors check all areas on their floors then descend to the first floor, checking there as well.
- Report findings at the Circ Desk and await instructions.
- The PIC (or his or her delegate) verifies that all entrances are monitored, giving the description to those standing guard.
- The PIC (or his or her delegate) relays this and other relevant information to the police as they arrive.
- Repeat Code Yellow [Department Name] every two minutes or Send a 'Cancel Code Yellow" message when the child is found or instructed by police to do so.
- Send a 'Cancel Code Yellow" message when the child is found or instructed by police to do so.

Fire Alarm

If there is no prior warning you must assume that the fire alarm is not being tested.

- *Fire Alarm Test*: the alarm itself periodically needs to be tested by those in charge of the facilities. An announcement will be made on the public address system prior to the test and a call placed to the Person in Charge in Case of Emergency. Your job is to remain calm and inform confused patrons that it is only a test.
- *Fire Alarm Drill*: both the behavior of the people in the building and the mechanical aspects of the system are given a trial run to improve and identify problems with the emergency plan. In order to gauge the effectiveness of the plan Fire Alarm Drills may not necessarily be announced publicly.

In the event you see flames in the library, only try to extinguish small, contained fires. Use common sense; know extinguisher locations on the Floor Plans and how to use them. Contain the fire in one area by shutting doors and turning off fans.

- If the fire is *not* small or contained, engage a Fire Pull if the smoke detectors do not automatically activate the alarm system. The alarm system will automatically call the fire department.

In the event you smell or see smoke in the library and are unable to identify the source, activate the fire alarm by engaging a Fire Pull. See the Evacuation Routes for the locations of Fire Pulls in your location.

If the alarm is inoperative, dial 911 to report the fire, then call the Person in Charge in Case of Emergency. The PIC will then make an announcement over the intercom to evacuate. See the Evacuation Routes for your location.

Concerning the fire alarm (Systems Technology) panel at Main: if the alarm is activated the only persons authorized to disable or silence the alarm are the fire department or Systems Technology. If we have a situation when we know it's a false alarm call Systems Technology at 256-518-9000.

All staff and patrons must evacuate the building when the fire alarm sounds if there has not been advance warning that the system is being tested. Evacuate as quickly as possible according to the

Evacuation Route or, if the route is blocked, the nearest exit away from the fire. Floor supervisors are responsible for evacuating staff and patrons (including assisting handicapped persons) to fire stairwells and designated outside meeting place for a headcount. Once the headcount is taken, floor supervisors should contact the PIC cell phone at the internal number with information regarding the evacuation and whereabouts of staff and patrons. The Person in Charge in Case of Emergency will be responsible for coordinating with the Incident Commander for the Fire Department: Immediately direct the firefighters to any persons who may be trapped in the building, the fire location or to the location of hydrants, wall hoses in fire stairwell, or activated alarm pull.

- Grab keys, purses and backpacks if they are nearby.
- Close the doors on the way out.
- If there is heavy smoke, evacuate the building by crawling with your nose to the floor.

When the fire alarm sounds, the fire doors leading into the stairwells will close automatically, creating a safe environment or shelter-in-place. In the event a disabled person (even temporarily) is in the building, supervisors should direct them into the stairwell landing, opposite the fire if possible, and wait for fire safety personnel to arrive.

Supervisors will check restrooms and other areas on their floors to see that everyone has evacuated, or if disabled, has sheltered-in-place. Use a cell phone to contact the Person in Charge in Case of Emergency and inform them who remains in the building and where they are located.

After evacuation staff and patrons should gather outside in the designated meeting places for a headcount:

- FIRST FLOOR: In the middle of the front parking lot, away from the front entrance. Avoid fire lanes.
- SECOND FLOOR: In the back parking lot, closest to the Scruggs Center.
- THIRD FLOOR: In the back parking lot, closest to Davis Circle.
- BAILEY COVE, ELEANOR MURPHY, BESSIE K. RUSSELL, MADISON, GURLEY, SHOWERS, OSCAR MASON, HAZEL GREEN, TRIANA and MONROVIA: In the front parking lot, but avoiding fire lanes.
- NEW HOPE: Gazebo in East parking lot.

Do not re-enter or walk around the building if you were forced to exit away from your designated meeting space. Contact your supervisor by cell phone to let them know you are safe.

Supervisors should contact the Person in Charge in Case of Emergency by cell phone when your group is in the designated meeting space and provide the possible location of people who are not accounted for. Once the firefighters arrive, the Person in Charge in Case of Emergency should coordinate with the Incident Commander and direct the firefighters to the location of the fire, any persons who may be trapped in the building, locations of all stairwells, the location of hydrants, wall hoses in fire stairwell, or activated alarm pull.

Only re-enter the building when given an all-clear by the Incident commander or the Person in Charge in Case of Emergency.

[SEE EVACUATION PLAN FOR ROUTES AND EXITS.]

Hazardous Materials

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The staff may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the city Fire Department.

Simple Spill	Major Spill or Emergency
Does not spread rapidly.	Spreads rapidly.
Does not endanger people.	Endangers people.
Does not endanger environment.	Endangers environment.
Staff can clean up.	Must call 911.
	Evacuate, assemble at a safe distance – upwind.
	Account for individuals. Wait for and provide information to responders.

Cleaning Simple Spillage Involving Human Materials:

- Staff handling the cleanup must cover any personal cuts on hands, arms etc. with bandages before cleaning spills of blood and other body fluids.
- Spills should be cleaned using a solution of 1 part bleach, 9 parts water. Do not use bare hands to clean up soiled areas or items; always wear leak-proof gloves.
- Soiled area should be thoroughly mopped and disinfected.
- After use, disinfect mops, buckets and other cleaning equipment with fresh bleach solution.
- Place gloves and cleaning cloth or towels in plastic garbage bag and place in waste bin.
- Always wash hands with soap and hot water for at least 20 seconds after removing gloves.
- Flush eyes, nose, or mouth with water if exposed to another person's blood or body fluid.

Incidents Involving Syringes

- Notify Person in Charge in Case of Emergency if a syringe is found inside a library building or on the grounds.
- Person in Charge should contact the Madison County Health Department for safe disposal of a syringe.
- Normally a syringe is placed in a suitable sharps container, i.e., a solid sealable metal box or other rigid container that won't puncture garbage bags, to prevent those handling garbage from pricking themselves.
- Disposable rubber gloves must be worn to pick up syringe and place it into the container.
- Gloves should be removed inside out, placed in a plastic garbage bag, and disposed in waste bin.

- Hands must be thoroughly washed with a disinfectant soap.

Shelter in Place

One of the instructions we 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 staff and patrons 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.

We might be asked to shelter-in-place in case of chemical, biological, or radiological contaminants that may be released accidentally or intentionally into the environment. Should this occur, information will be provided by local authorities on television and radio stations on how to protect us. Because information will most likely be provided on television and radio, it is important to keep a TV or radio on, even during the workday.

If instructed to shelter-in-place the Person in Charge (PIC) in Case of Emergency in the library will take the following actions:

- Shut and lock all exterior doors.
- If there are patrons in the building, we will provide for their safety by asking them to stay – not leave. When authorities provide directions to shelter-in-place, they want everyone to take those steps now, where they are, and not drive or walk outdoors.
- We will use the protective areas established for severe weather to shelter-in-place.
- Unless there is an imminent threat, the PIC asks employees and patrons to call their emergency contact to let them know where they are and that they are safe.
- Turn on call-forwarding or alternative telephone answering systems or services. Voice-mail messages should be changed to indicate that the library is closed, and that staff and patrons are remaining in the building until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If we are told there is danger of explosion, we are to close the window shades, blinds, or curtains.
- 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.
- 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.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
- Write down the names of everyone in the room, and call the person in charge in case of emergency to report who is in the room with you.
- Keep listening to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Medical Emergency

The Code of Alabama (Section 6-5-332) restricts protection to trained rescuers or employees of the public education system, unless the victim is suffering cardiac arrest. Alabama's "Good Samaritan Law" applies only to doctors, nurses, policemen, firemen, EMT, volunteer firemen, or those assisting persons having a heart attack. The law DOES NOT INCLUDE CITIZENS NOT TRAINED by programs approved by the American Medical Association. You must have updated training with AMA or be certified by the State of Alabama before rendering first aid or emergency care; you may be held liable for civil damages as a result of your actions. You must prove you have training and/or certification.

FOR LIBRARY STAFF:

- CHECK the scene, then check the person. Make sure that it is safe for you to approach.
- CALL 911 if the victim is unresponsive, unconscious, is not breathing or is having trouble breathing; is choking or has persistent chest pain; has severe bleeding, burns, is in shock or is having seizures; or shows no signs of life.
    - Have another staff member call the Person in Charge in Case of Emergency.
- CARE with consent. The victim must give consent, or implied consent, before you can administer first aid. If the person is a minor (younger than 18) ask permission to aid from the parent or guardian. If parent is unavailable the law presumes that the parent would want the child cared for in an emergency. This is implied consent. If the victim is unconscious, mentally ill, mentally challenged, emotionally disturbed, or cannot think clearly due to the illness or injury, consent is also implied.
- Move the victim only if his or her life is endangered.
- Attempt to obtain the following information from the ill or injured person or the victim's friend, relative or guardian:
    - Name, if not known
    - Description of symptoms
    - Allergies
    - Medications, Major medical history (heart condition, asthma, diabetes, etc.)
- Continue to provide care until a trained person arrives, or have the victim's friend, relative, guardian provide most, if not all, first aid.
- Keep victim calm and comfortable.
- Do not give medical advice. Remain at the scene after emergency personnel have arrived to provide information.
- The Person in Charge (PIC) in Case of Emergency will complete an Accident Report including name, address, age, how accident occurred, nature of injury, location, family members present, names of witnesses, and procedures followed.

FOR TRAINED LIBRARY RESPONDERS ONLY:

- CHECK, CALL and CARE in accordance with First Aid / CPR / AED for the Workplace, American Red Cross (2006) ISBN 1-58480-341-X
- AED Units are located at Main and Madison Library near the Circulation Desk.

Workplace Violence

- Always remain calm and use common sense.
- Remain alert for situations that may become dangerous or life-threatening.
- Trust your instincts.
- Do not hesitate to call 911.
- Immediately report calls from local police or emergency management personnel to the Person in Charge (PIC) in Case of Emergency. At Main the PIC may be reached through the cell number available on the internal document.
- In general, put as many barriers between you and the danger as possible, but do not use elevators in an unknown situation.
- The PIC, or his or her designates (usually the floor supervisors), will be responsible for evacuating staff and patrons and assisting handicapped persons.

ANGRY INDIVIDUALS / DISORDERLY INDIVIDUALS:

- Use the 'safety in numbers' approach when dealing with angry individuals.
- Using non-threatening language, talk calmly to the person, explaining that we cannot help unless they behave rationally and within the "Behavior within the Library" policies.
- Call security or the person in charge in case of emergency via paging system or phone to alert them of the situation.

IF VIOLENCE OCCURS IN THE BUILDING OR THERE IS AN IMMEDIATE THREAT OF VIOLENCE:

- Leave the area immediately if possible. If this is not possible, try to lock yourself in a secure area.
- Call 911 or the person in charge in case of emergency at the internal number with as many details as possible.
- Immediately lock doors as possible and appropriate to isolate the disturbance.
- Take steps to protect your own safety and the safety of others.
- Encourage people to leave the area.

IF THERE IS AN ACTIVE SHOOTER IN THE BUILDING:

- In the event of an active shooter or armed person who has used deadly physical force on other persons and continues to do so while having unrestricted access, attempt to evacuate but leave your belongings. Keep your hands visible.
- If you cannot evacuate because you'd be in harm's way, find a place to hide and lock the doors or block the entrance. Remain quiet and silence your cell phone or pager until you hear an 'all clear' or are instructed by police to come out.

HOSTAGE OR ROBBERY SITUATION:

- Dial 911 and if possible, <u>the Person in Charge (PIC) in Case of Emergency</u>. Provide as many details as possible including number of persons involved, description of perpetrators, weapons displayed, threats made, etc.
- Do what you are told without argument. Do not attempt to negotiate or argue with the perpetrator. Try to get others to remain calm. Tell others to do what they are told.

OUTSIDE THE LIBRARY:

- Walk in pairs at night in parking lots or when banking. At Main, call the the Person in Charge (PIC) in Case of Emergency at the internal number.
- Communicate outside danger by calling 911 on a cell phone, yelling, car panic button, or any other means possible.
- Have a personal safety plan on how you will react if attacked. Some suggestions are fake a heart attack, throw your keys, spray mace, or run. This is a personal decision based on what you are capable of doing in a given situation.

[SEE PROTECTIVE AREA AND EVACUATION PLANS FOR ROUTES AND EXITS.]

Active Shooter Incidents

[source: FEMA'S Emergency Management Institute course "Active Shooter: What you can do"]

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, there is no pattern or method to their selection of victims.

Most active shooter situations are unpredictable and evolve quickly. Because most incidents are over within minutes, we must be prepared to deal with the situation until law enforcement personnel arrive.

And, preparedness and awareness are the keys to helping protect our employees, our customers, and ourselves.

Understanding Active Shooter Incidents

- Active shooter incidents are becoming more frequent.
- All employees can help prevent and prepare for potential active shooter situations.
- An active shooter is an individual killing or attempting to kill people in a confined and populated area.
- Typically, there is no pattern in the selection of victims in an active shooter incident.
- Common motives include, anger, revenge, ideology, and untreated mental illness.

Call 911 WHEN IT IS SAFE TO DO SO!

When possible, provide the following information to law enforcement officers or 911 operators:

- Location of the active shooter.
- Number of shooters, if more than one.
- Physical description of the shooter(s).
- Number and type of weapons held by the shooter(s).
- Number of potential victims at the location.

How To Respond

In an active shooter situation, you should quickly determine the most reasonable way to protect your own life. You should:

1. **Evacuate:** If there is an accessible escape path, attempt to evacuate the premises.
2. **Hide out:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
3. **Take action:** As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.

It is important for employees to be trained so that they can react if they are ever confronted with an active shooter situation. As these situations evolve quickly, quick decisions could mean the difference between life and death. If you are in harm's way, you will need to decide rapidly what the safest course of action is based on the scenario that is unfolding before you.

Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Warn individuals not to enter an area where the active shooter may be.
- 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 it is safe to do so.

Hide Out

If safe evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door).

- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.
- Close, cover, and move away from windows.

Keeping Yourself Safe While Hiding

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and/or pager. (Even the vibration setting can give away a hiding position.)
- Hide behind large items (i.e., cabinets, desks).
- Remain quiet.

Consider the difference between cover and concealment. Cover will protect from gunfire and concealment will merely hide you from the view of the shooter. Choose the best space that is available quickly.

Take Action

As an absolute last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter:

- Act as aggressively as possible against him/her.
- Throw items and improvise weapons.
- Yell.
- Commit to your actions.

Reactions of Managers or Uniformed Personnel

When an emergency occurs, customers and visitors will look to employees to direct them to safety, as they are familiar with the building and workspace. Employees and customers are likely to follow the lead of managers or uniformed officials during an emergency situation.

During an emergency, managers should be prepared to:

- Take immediate action.
- Remain calm, professional, and prepared to lead.
- Lock and barricade doors.
- Evacuate employees and customers via a viable, preplanned evacuation route to a safe area.

When pre-selecting shelter-in-place locations, consider any safe areas within the facility.

When Law Enforcement Arrives

The primary goal of law enforcement is to eliminate the threat and stop the active shooter as soon as possible.

As the first responders' primary responsibility is to eliminate the threat, they will not be able to stop to help injured persons until the environment is safe.

Officers will need to take command of the situation. Expect to experience officers shouting orders and even pushing individuals to the ground for their safety.

When law enforcement officials arrive, it is important that you:

- Remain calm and follow instructions.
- Put down any items and immediately raise your hands while spreading 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, and/or yelling.
- Do not stop to ask officers for help or direction when evacuating—just proceed in the direction from which officers are entering the premises.

After you reach a safe location or assembly point, you'll be asked to cooperate by providing information to investigators.

Knowing what to expect will help you assist law enforcement officials as they work to stop an active shooter and eliminate the threat.

When there is an emergency such as an active shooter incident, it is important to remember that officers arriving on scene may be coming from many different duty assignments and will likely be in various types of uniforms and even in street clothes. Do not be surprised by the variances in appearance, as law enforcement officials are trained to react quickly and work together.

Additional officers may arrive in teams. These teams may:

- Wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment.
- Be armed with rifles, shotguns, and/or handguns.
- Use pepper spray or tear gas to control the situation.
- Shout commands, and may push individuals to the ground for their safety.

Emergency medical personnel will also arrive at the scene. Rescue teams will treat and remove any injured persons. These teams may also request able-bodied individuals to assist in removing the wounded from the premises.

Information and Assembly Points

After you have reached a safe location or assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned.

Do not leave the safe location or assembly point until law enforcement authorities have instructed you to do so.

Recognizing Potential Workplace Violence

An active shooter in your workplace may be a current or former employee, or an acquaintance of a current or former employee.

Intuitive managers and coworkers may notice characteristics of potentially violent behavior in an employee. Alert your supervisor or human resources department if you believe an employee or coworker exhibits potentially violent behavior.

Indicators of Potential Violence

Employees typically do not just "snap," but display indicators of potentially violent behavior over time. If these behaviors are recognized, they can often be managed and treated.

Indicators of potentially violent behavior by an employee may include:

- Depression/withdrawal.
- Repeated violations of company policies.
- Explosive outbursts of anger or rage without provocation.
- Behavior that may suggest paranoia (e.g., "everybody is against me").
- Escalation of domestic problems into the workplace.
- Talk of severe financial problems.
- Talk of previous incidents of violence.

Report violent acts or threats of violence to your immediate supervisor, security or human resources. Regardless of the type of workplace violence, the chances for prevention improve with increased awareness of potential warning signs and rapid response to a problem.

Bomb Threat

AS SOON AS YOU HANG UP FROM A BOMB THREAT NOTIFY THE PERSON IN CHARGE IN CASE OF EMERGENCY!

- Remain calm and deal with the caller. Remember that the bomb threat caller wants to create turmoil and panic!
- Observe telephone number on Caller I.D. box (if available).
- Evaluate the threat by acquiring information.
- Ask questions in a soothing voice and be conversational:

- o Why did you do that?
- o What does the bomb look like?
- o Is it a dynamite bomb?
- o How is it triggered?
- o Where is it?
- o When is it set to go off?
- Keep the caller on the phone and talking:
  - o Don't ask "Who is this?" or "Where are you?"
- Write down information as you listen:
  - o Describe the caller's voice.
  - o Is there an accent?
  - o What tone of voice did the caller use?
  - o Is this a familiar voice?
  - o Are there background noises?
  - o Is the caller male or female?
  - o Is the caller young or old?
- Immediately report your evaluation to security or the person in charge in case of emergency.

YOUR EVALUATION WILL HELP DECIDE IF CALLING 911 AND EVACUATION IS NECESSARY.

- Example of false alarm: 5 year old making call, a drunken person talking incoherently, teenager with laughing in the background.
- Example of true alarm: male speaks in muffled voice saying he put a pipe bomb in your library and people are going to die.

IF THE DECISION IS MADE TO PULL THE FIRE LEVER IN ORDER TO IMMEDIATELY EVACUATE THE BUILDING

- Remain Calm; calmness is contagious.
- Security or the person in charge in case of emergency will give instructions in an unexcited manner and be responsible for evacuating staff and patrons (including assisting handicapped persons) to the stairwells and designated outside meeting place for a headcount.
  - o MAIN LIBRARY
    - ▪ FIRST FLOOR: In the middle of the front parking lot, away from the front entrance. Avoid fire lanes.
    - ▪ SECOND FLOOR: In the back parking lot, closest to the Scruggs Center.
    - ▪ THIRD FLOOR: In the back parking lot, closest to Davis Circle.
  - o BAILEY COVE, ELEANOR MURPHY, BESSIE K. RUSSELL, MADISON, GURLEY, SHOWERS, OSCAR MASON, HAZEL GREEN, TRIANA and MONROVIA: In the front parking lot, but avoiding fire lanes.
  - o NEW HOPE: Gazebo in East parking lot.
- Elevators will automatically go to first floor; doors open, and remain inoperable.

MOVE OUTSIDE THE BUILDING TO DESIGNATED MEETING SPACES.

- Observe crowd. Look for suspicious persons; possible bomber watching, hand-held trigger device. Notify police.
- Re-enter building only after clearance is given by police.

[SEE EVACUATION PLANS FOR ROUTES AND EXITS.]

Pandemic Outbreak

Board Approved: 4/16/09

In the event of a Pandemic influenza outbreak the library will play a key role in protecting employees' health and safety as well as limiting the negative impact to the community. Education of the staff in advance of an epidemic will be a priority. During a viral outbreak the library will align with recommendations from The World Health Organization, The United States Federal Government, The Centers for Disease Control, The State of Alabama Department of Public Health and, ultimately, the Emergency Management Agency of Madison County.

The Staff Training and Development Coordinator will serve as the Pandemic Coordinator during an outbreak and will be available to advise the Library Director on our best response to these phases developed in August 2009 for the NN/LM Emergency Preparedness & Response Toolkit

Pandemic Planning
Stages of Pandemic and Library Procedures

Period	Level	Description	Procedures
Pre-pandemic	1	New influenza virus detected, no vaccination available, begins to spread among humans in a limited area.	Monitor information sources about the situation (CDC, institution), no changes to operations.
Pandemic alert	2	The virus poses a substantial risk of transmission, and spreads rapidly beyond the locality of origin. The public is informed that a new virus is successfully spreading.	Continue to monitor information sources, no changes to operations.
	3	The virus spreads globally, is transmitted quickly among humans, and creates widespread infection.	Develop/review pandemic plans and schedule a table-top exercise involving relevant personnel for dealing with the potential effects of the new virus (staff absences, limited hours of operation, closure due to social distancing measures). Update procedures as necessary. If feasible, enable connectivity for designated staff to online library resources from their homes. Create a prioritized list of supplies and order additional essential supplies, anticipating possible interruptions of service from vendors.
Pandemic	4	The WHO declares the virus to be a global pandemic.	Managers meet to discuss strategies for: 1. slowing the spread of the virus, and 2. dealing with a significant rate of staff absences Based on existing variables, managers decide whether, when and how changes to operations will be made as the situation evolves. Measures intended to slow the spread of the virus may include reduction of hours of operation, closure of service desks, and removal of shared equipment in public areas. Anticipating staffing shortages, managers ascertain institutional and organizational personnel and staffing policies and procedures in order to continue to offer limited library services (e.g. time and leave requirements for faculty and staff to work from home, designating essential personnel, circumstances for which leave requests may or may not be approved.) Establish a deep chain-of-command so that if key library managers are ill and unable to perform their duties a structure for decision-making and communication can be maintained. Order any essential supplies that may be needed to fill possible shortfalls from vendors.
	5	Virus becomes prevalent in the local community and authorities invoke measures in order to slow the spread of the virus. Operations may be affected by a significant rate of staff absenteeism.	Library managers comply with all directives from the institution about changes to operations resulting from the pandemic, adjusting operations and staffing patterns as the situation evolves. Measures to prevent spread of the virus may be enacted (see Level 4). Based on available staff, managers make decisions about who will work from home and during what hours, in order to provide limited patron services from off-site. Notify patrons of changes to library hours and availability of limited services from off-site. Edit the library's web page to show the status of operations and the services and resources available.

The Pandemic Coordinator will also:

- Monitor issues and information related to pandemics to keep our plan up to date.
- Recommend any changes to the plan as circumstances warrant.
- Train staff and encourage the use of proper-hand washing and distancing techniques.
- Help prepare for high-absenteeism by encouraging cross-training.
- Communicate with public health agencies, emergency responders and others regarding our plan, and understand their capabilities should an outbreak occur.
- Attend external training/seminars about pandemic influenza outbreaks in order to remain current about the pandemic threat in our community.

Last Update: 9/08/09 by Marianne Lenox, Staff Training and Development Coordinator

Latest News on the Pandemic Flu for HMCPL

The Pandemic Coordinator will stay up to date on Pandemic news in order to better estimate the effects of a crisis for the library and to make recommendations to the Library Director. Library staff and management will also need current information on the evolving situation for patrons.

To further this effort, below is a live feed of articles concerning the H1N1 outbreak. Please note that this is a constantly updated resource if viewed online.

Sources:

- World Health Organization Influenza Page , http://www.who.int/topics/influenza/en/
- United States Government Flu Information, http://www.flu.gov
- Centers for Disease Control Flu Information, http://www.cdc.gov/flu/
- State of Alabama Department of Public Health Flu Home, http://www.adph.org/INFLUENZA/
- EMA of Madison County Flu Information, http://www.madisoncountyema.com/flu.html
- Local Google News Search: Flu, http://tinyurl.com/HSV-Flu-News

Protecting your health

Seasonal Influenza vaccinations will be made available through local means to library staff. Regardless of whether staff choose to receive a flu shot, all staff should follow these simple guidelines every day and especially during a Pandemic:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. Alcohol-based hand cleaners* are also effective and are made available to both staff and public.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with sick people. Guidelines determine that the appropriate space to diminish human-to-human transmission of any virus is six feet.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities.

During a local outbreak alcohol-based hand and computer-peripheral cleaners will be made available to the public. Signage will be made available as follows:

Appendix JJ: Flu Placard

The Library is concerned for your health.

To avoid viral contamination, please take an alcohol-based wipe and clean your keyboard and mouse prior to using a public computer.

Appendix KK: Flu Sign

The Library is concerned for your health.

In response to current or potential viral influenza outbreaks, the Library will follow guidelines provided by the Centers for Disease Control, The Alabama Department of Public Health and the Emergency Management Agency of Madison County.

There are alcohol-based hand and computer-peripheral cleaners available to the public.

The Alabama Department of Public Health recommends that if you become ill with influenza-like symptoms, including fever, body aches, runny or stuffy nose, sore throat, nausea, or vomiting or diarrhea, you should stay home and avoid contact with other people.

Preparation for Absences or Closures

- All staff should clearly understand our Sick Leave and Family and Medical Leave Policy, especially during a Pandemic Outbreak. Taking care of ill family members or yourself is a top priority for the library.
- Staff will be cross-trained in basic circulation procedures in the event that high absences require staff shifting.
- Staff should make sure their listings in the Home Directory are updated so that the Emergency Communication Tree remains effective in the event that the Emergency Management Agency of Huntsville and Madison County (or other government entity) closes the library.
- Public programming may be interrupted should there be an immediate health concern for patrons and staff or if employee absences prevent proper staffing.
- The Deputy and Associate Directors will be responsible for setting a schedule for seeing to the critical needs of the facility if the library is closed for an extended time. These critical needs include, but are not limited to:
  - electronic services
  - boiler and building checks
  - book drop
  - payroll
  - other banking considerations

Protective Area Plans

Each location will have protective areas where staff and patrons will gather in the event of certain emergencies:

Bailey Cove Branch Library Protective Area Plan

HMCPL Protective Areas

Secondary Exit

Primary Exit

Bailey Cove
Branch
Library

Kitchen

Circ
Desk

Stor.

Circ
Workroom

Office

**Circulation Workroom
is the Protective Area**

Symbols:

Reading
Room

Office

Fire Pull:
Fire Extingquisher:
First Aid:

Youth Services

Storage

Secondary Exit
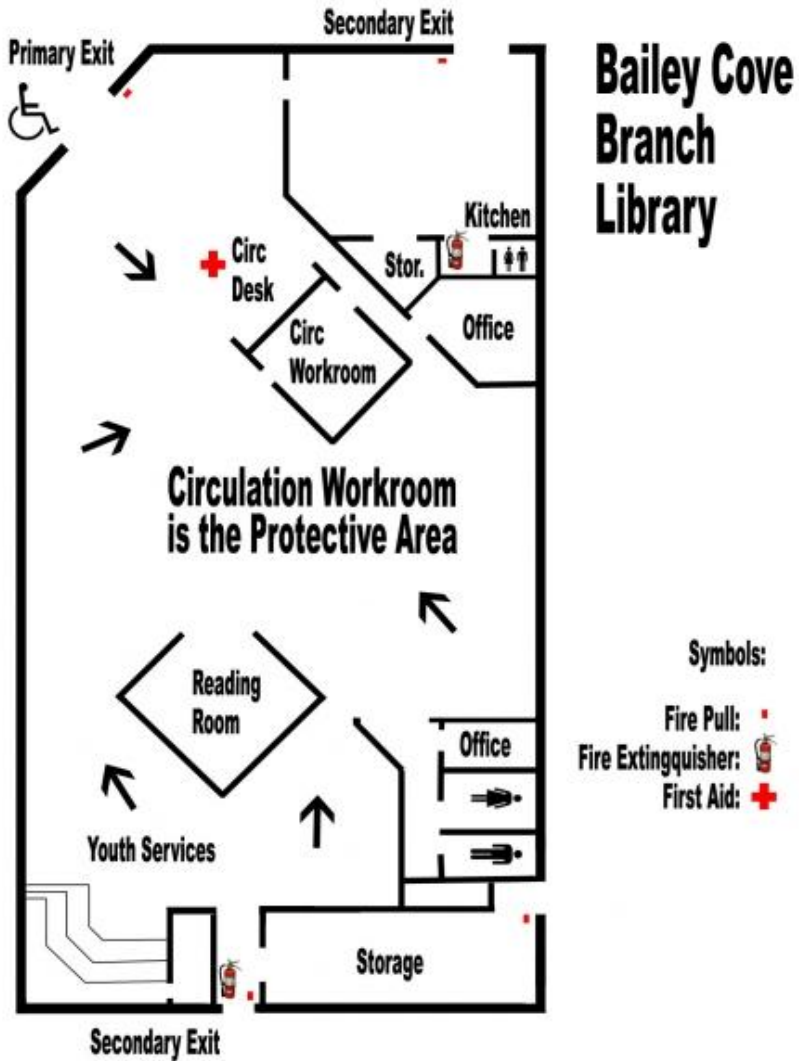
For your safety, please proceed quickly and calmly when instructed to move to protective areas.

Updated 6/17/2011

Bessie K. Russell Branch Library Protective Area Plan

Bessie K. Russell Branch Library

Non-Fiction

Adult Fiction

Symbols:
- Fire Extinguisher
- Restroom
- First Aid Kit

Secondary Exit

Primary Exit

Youth Services

Computers

Meeting Room

No Protective Areas

There are no protective areas in this library. Please evacuate during a tornado warning.

Eleanor E. Murphy Branch Library Protective Area Plan

Eleanor E. Murphy Branch Library

Friends Room

Office

Protective Area is the women's restroom

Symbols:
🧯 Fire Extinquisher
➕ First Aid Kit

Circ Desk

Meeting Room
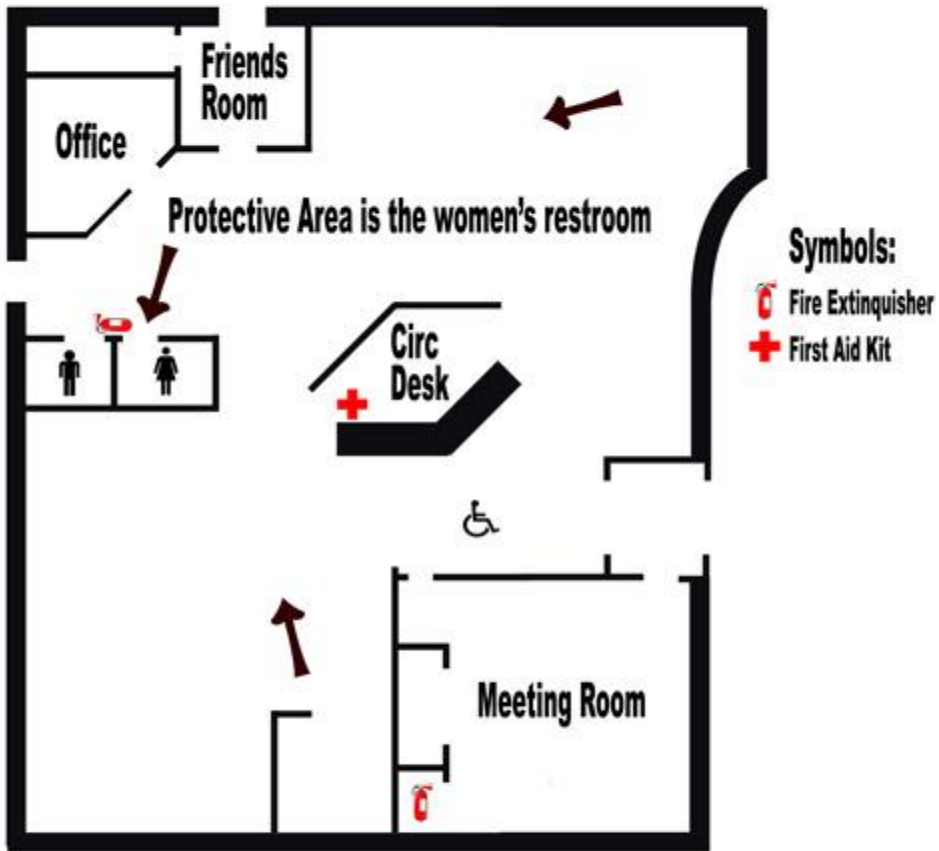
Protective Area Plan
In case of tornado warning please proceed to an interior, closed room.

Elizabeth Carpenter Public Library of New Hope Protective Area Plan

Updated 6/17/11

Gurley Public Library Protective Area Plan

Gurley Public Library

Secondary Exit

Community Room

Circ Desk

Primary Exit
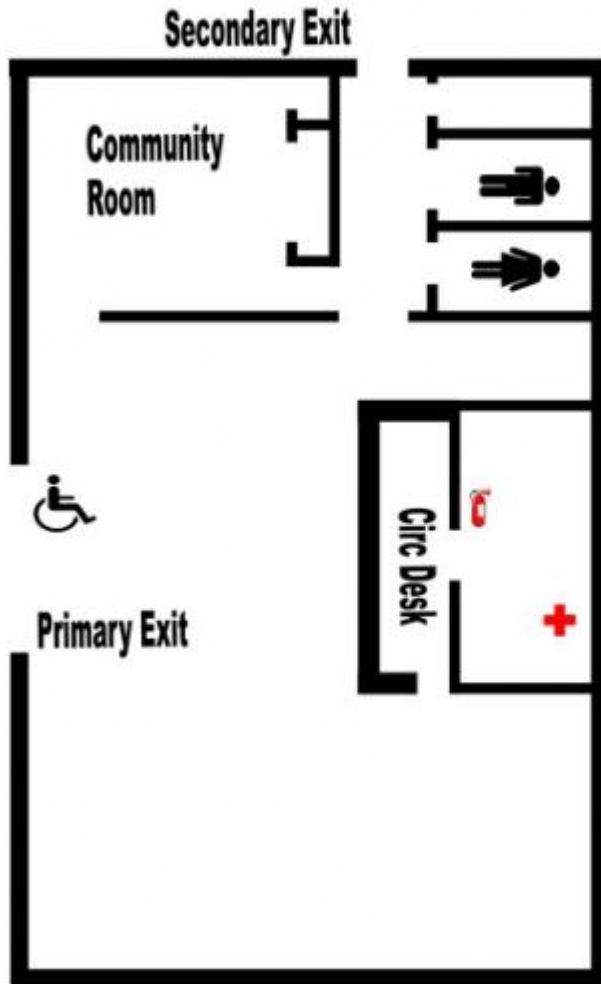
Symbols:

ᴃ Fire Exinguisher

✚ First Aid Kit

There are no protective areas in this library. Please evacuate during a tornado warning.

Protective Area Plan
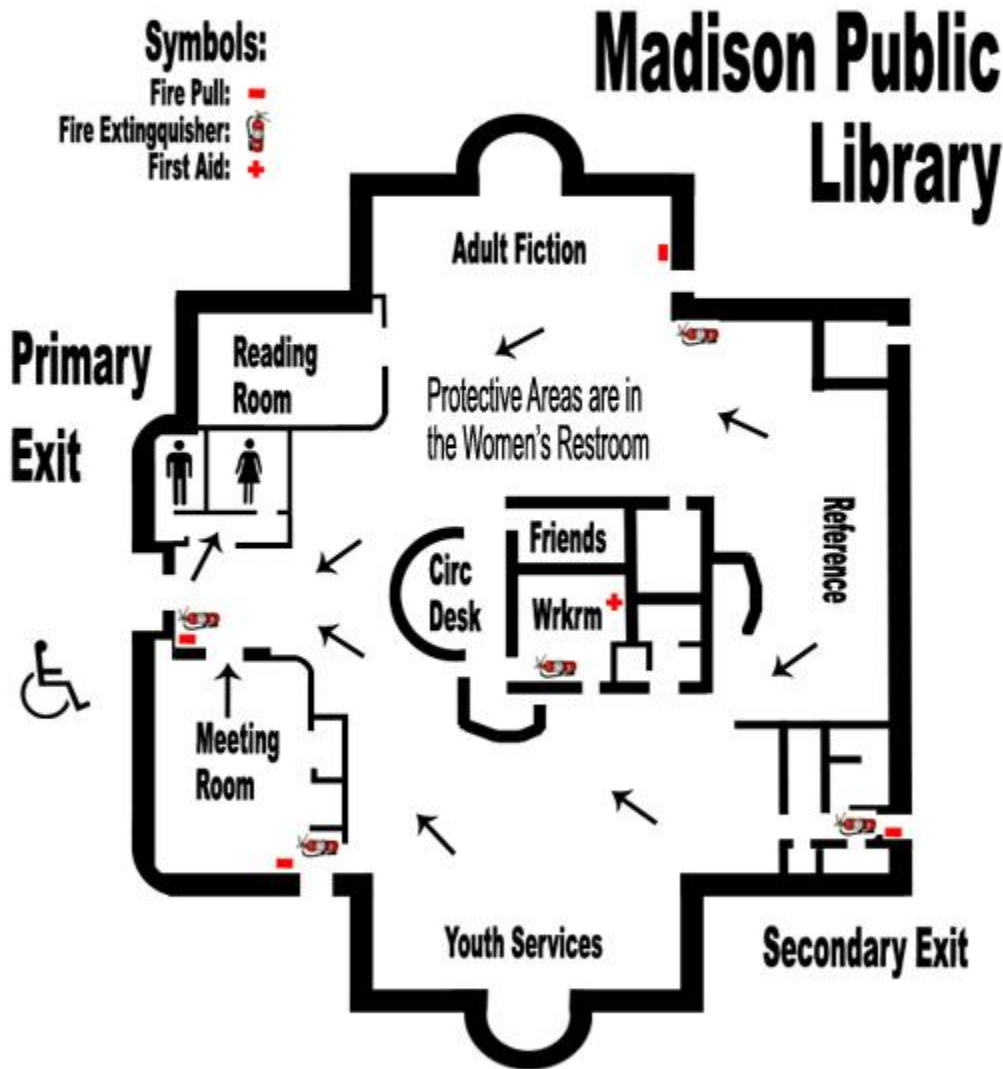
Madison Public Library Protective Area Plan

HMCPL Protective Area Plan

Madison Public Library

Symbols:
Fire Pull:
Fire Extingquisher:
First Aid:

Adult Fiction

Primary Exit

Reading Room

Protective Areas are in the Women's Restroom

Reference

Circ Desk

Friends

Wrkrm

Meeting Room

Youth Services

Secondary Exit

For your safety, please proceed quickly and calmly when instructed to move into protective areas.

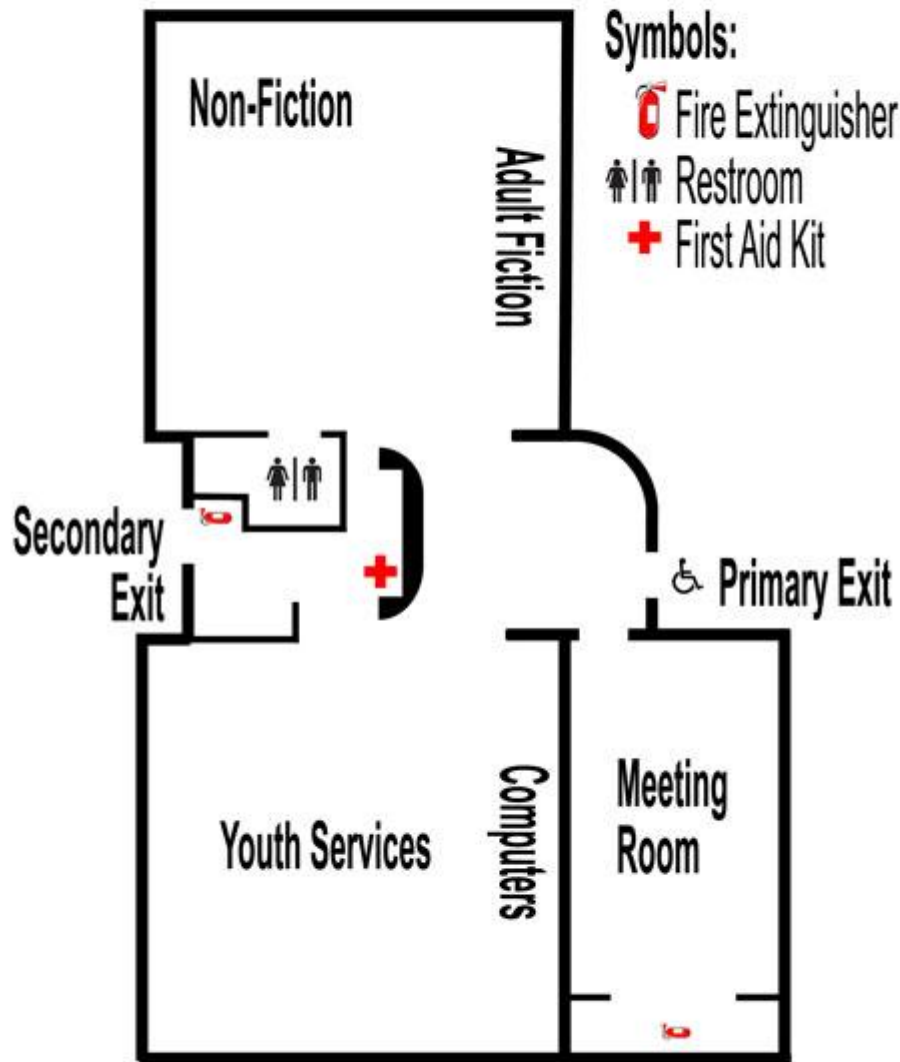**Main Library Protective Area Plan**
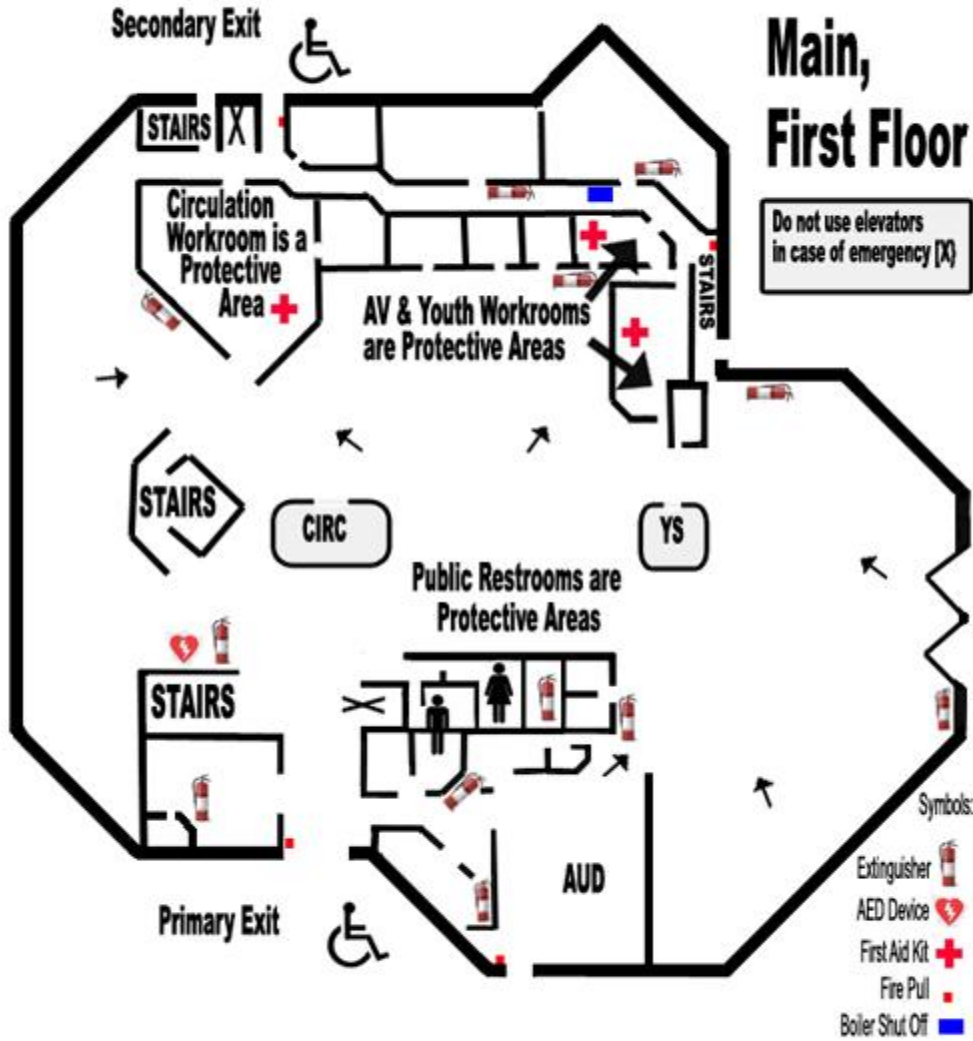
HMCPL PROTECTIVE AREA PLAN

For your safety, please proceed quickly and calmly when instructed to move into Protective Areas.

Updated June 15, 2011

Monrovia Public Library

There are no protective areas in this library. Please evacuate during a tornado warning.

Secondary Exit

Mechanical

Symbols:
+ First Aid Kit
Fire Exinguisher
− Fire Pull

Primary Exit

Circ Desk

Office

Storage

Server

Protective Area Plan

Oscar Mason Branch Library Protective Area Plan

Oscar Mason Protective Area Plan

Symbols:

Fire Pull: -
Fire Extingquisher:
First Aid: +

Library

Secondary Exit

Hallway

Work room

Office

Lab

Library workroom and hallway behind the stage are Protective Areas

Kitchen

Primary Exit

Showers Center Library Protective Area Plan

Protective Area is downstairs in the men's pool locker room

Primary Exit

Circ Desk

Showers Center Library

Protective Area Plan

Symbols:
First Aid Kit
Fire Exinguisher
Fire Pull

Secondary Exit

Computer Lab
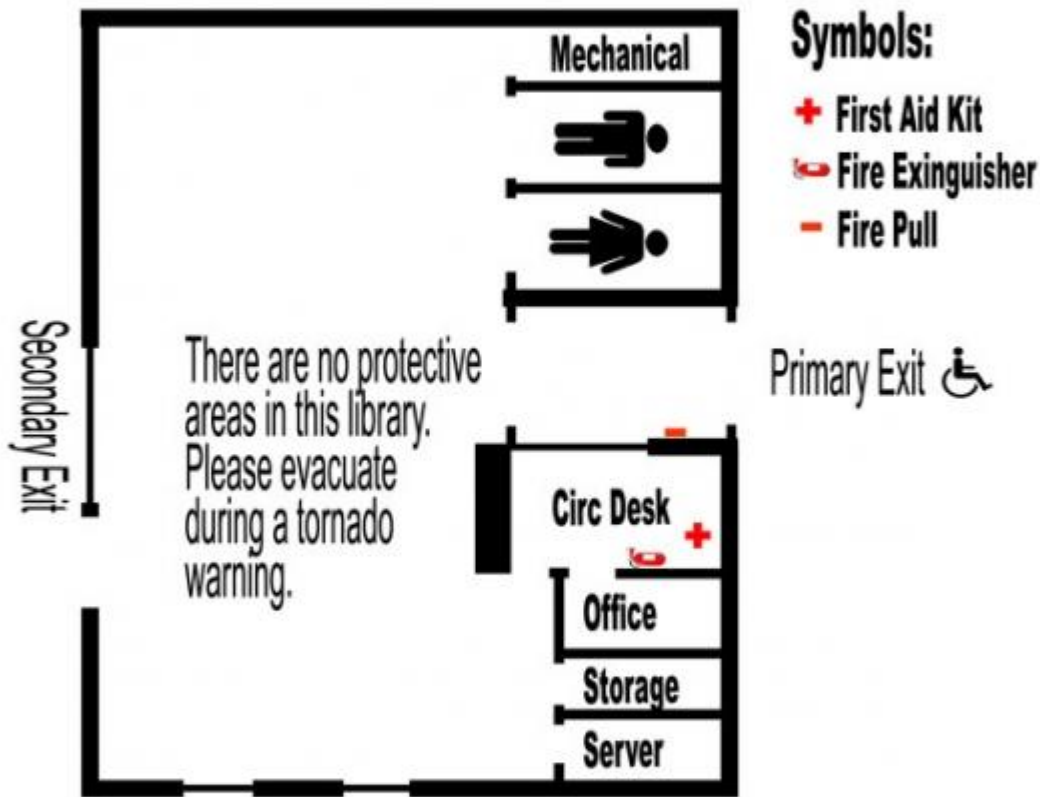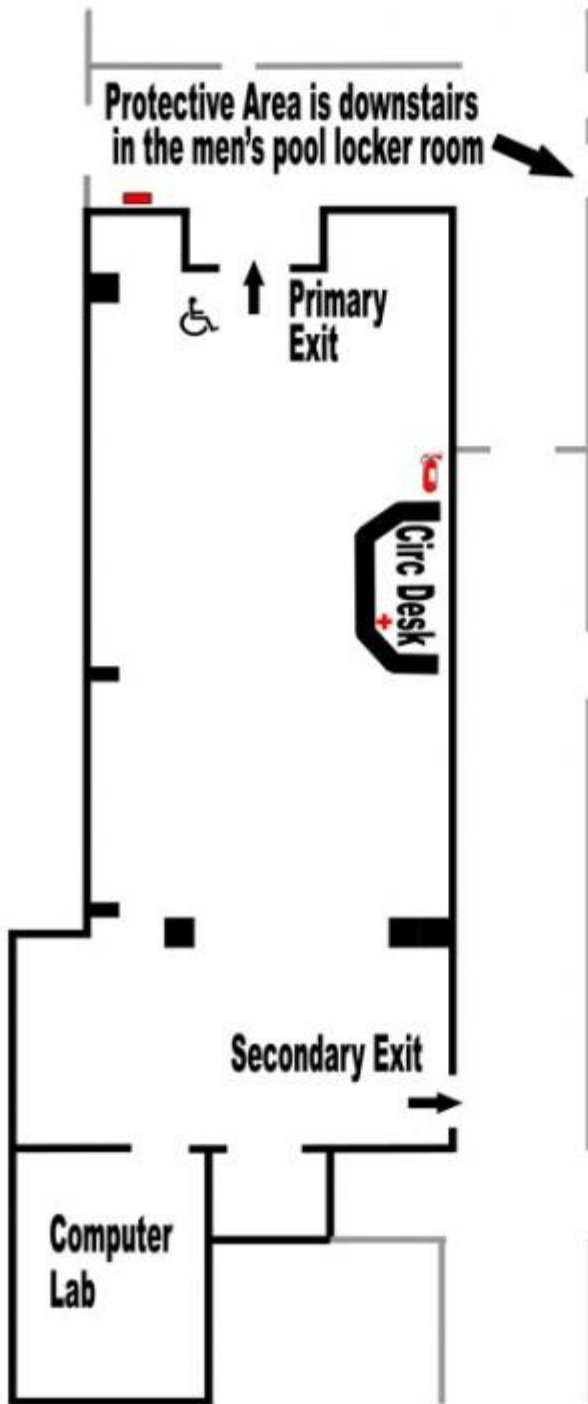
Tillman D. Hill Public Library Protective Area Plan

Tillman D. Hill Public Library
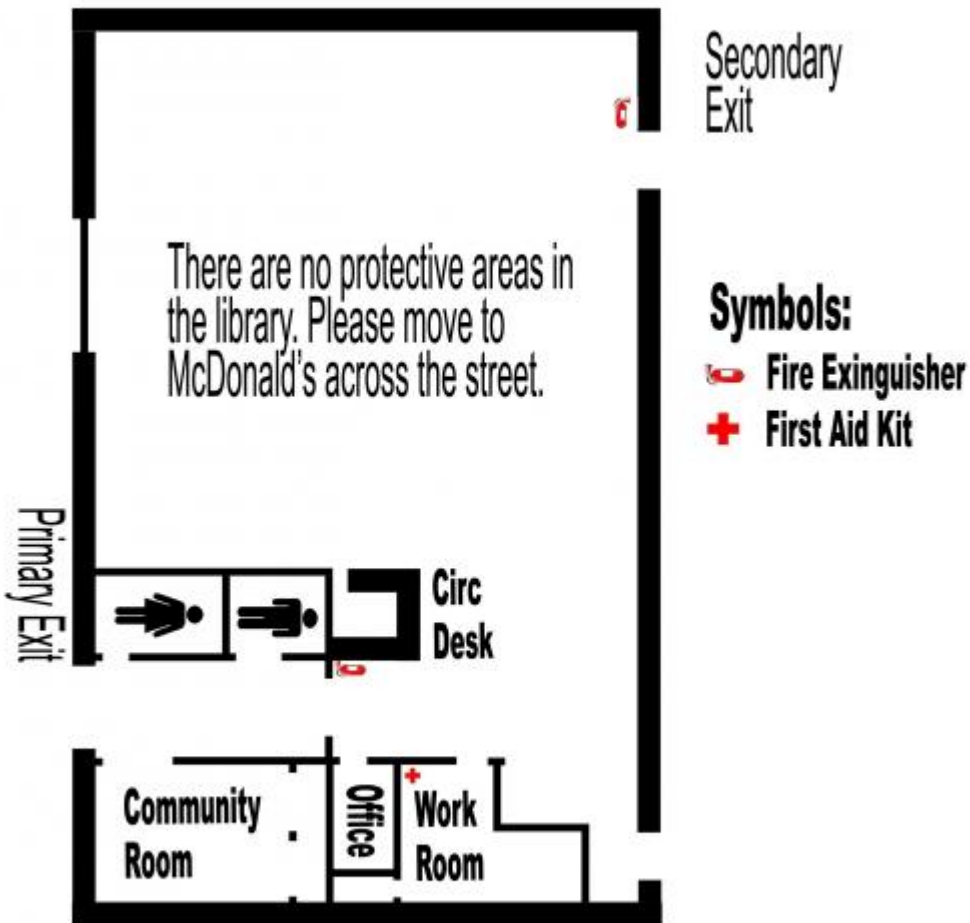
Secondary Exit

There are no protective areas in the library. Please move to McDonald's across the street.

Symbols:

🧯 **Fire Exinguisher**

➕ **First Aid Kit**

Primary Exit

Circ Desk

Community Room

Office

Work Room

Protective Area Plan

Triana Public Library Protective Area Plan

Triana Public Library

Computer Lab

Calhoun Computer Lab

Symbols:

+ First Aid Kit

🧯 Fire Exinguisher

There are no protective areas in this library. Please evacuate during a tornado warning.

Circ Desk

Primary Exit ♿

Secondary Exit

Office
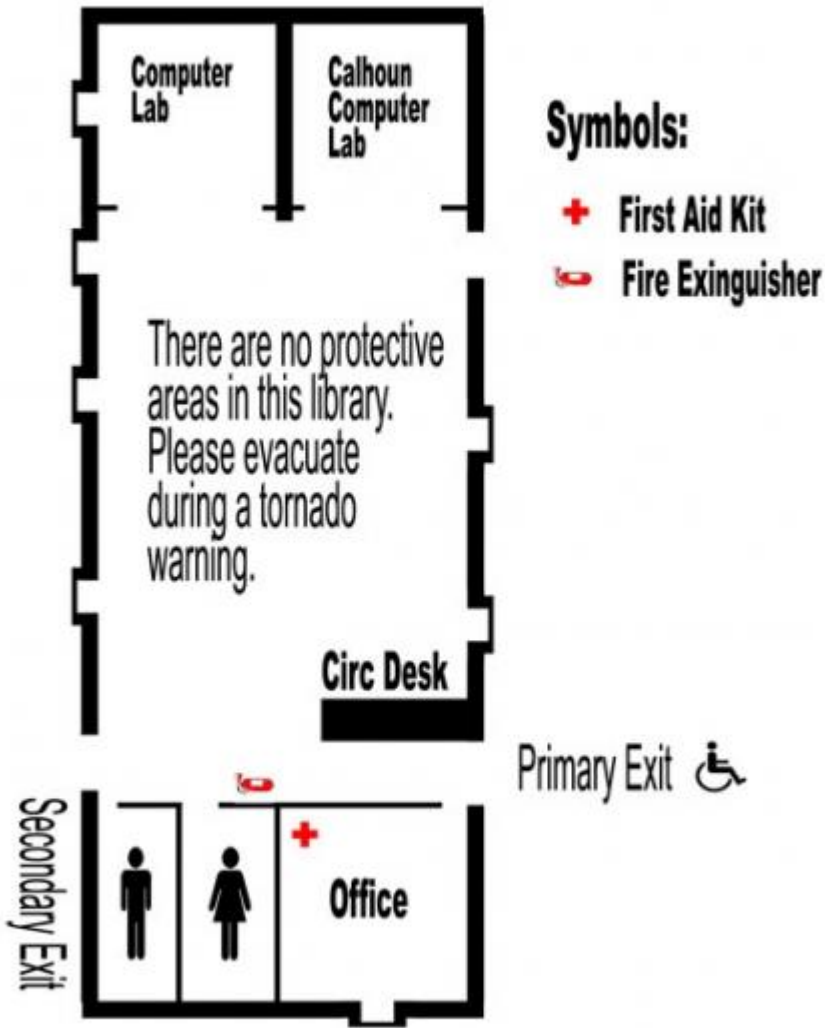
Protective Area Plan

Evacuation Plans

In the event the library is evacuated, please move accordingly:

Bailey Cove Branch Library Evacuation Route

HMCPL Evacuation Plan
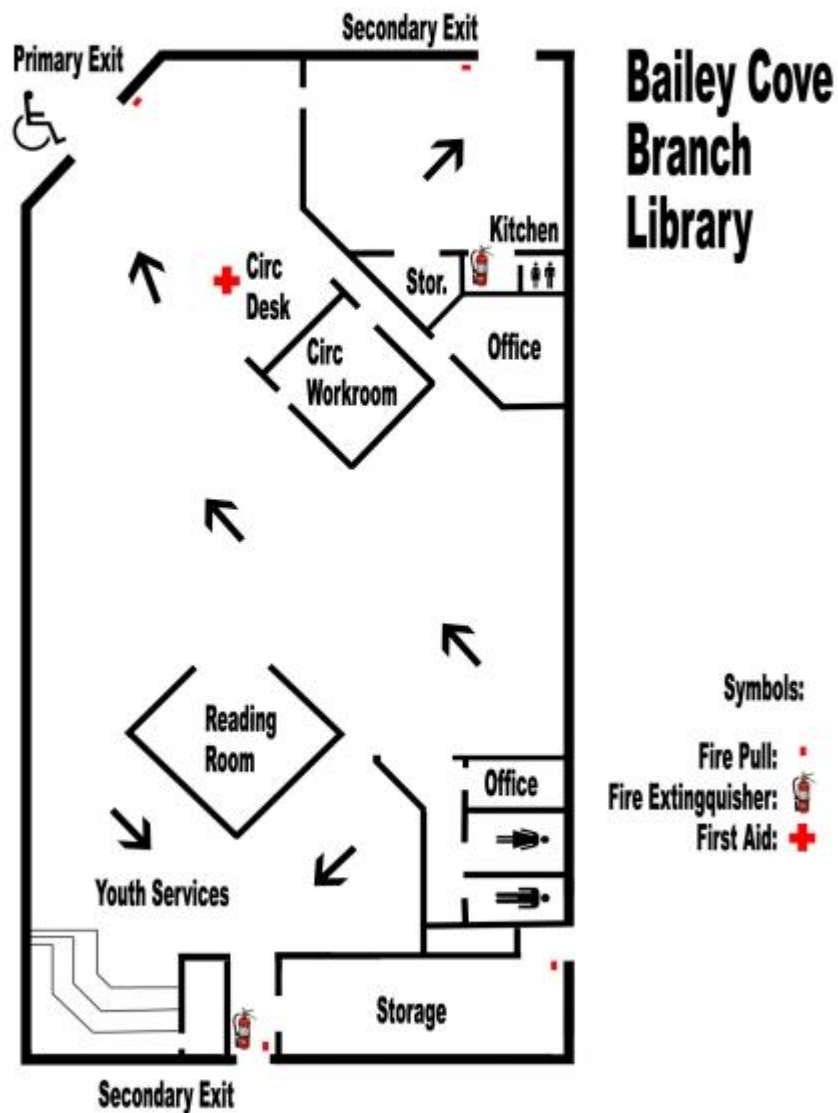
For your safety, please proceed quickly and calmly when instructed to evacuate. Thank you.

Bessie K. Russell Branch Library Evacuation Route

Bessie K. Russell Branch Library

Non-Fiction

Adult Fiction

Symbols:
- Fire Extinguisher
- Restroom
- First Aid Kit

Secondary Exit

Primary Exit

Youth Services

Computers

Meeting Room
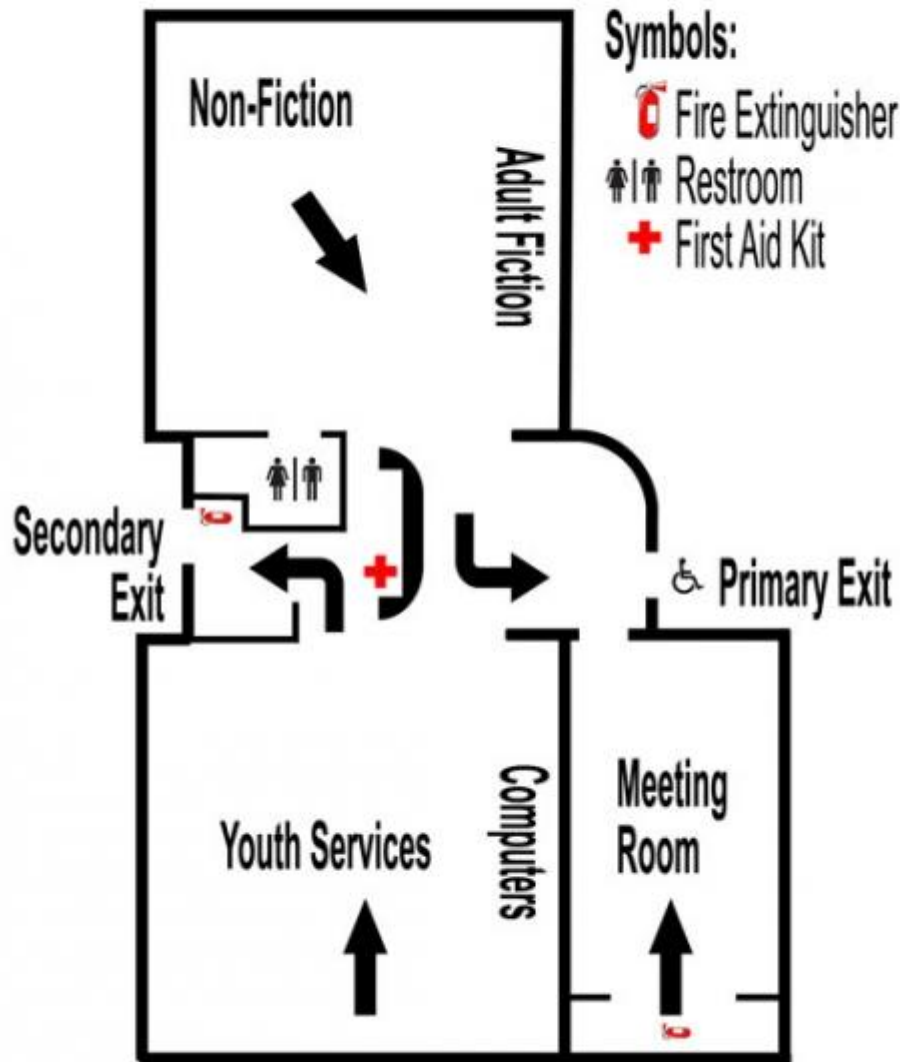
Evacuation Route Please evacuate the building via the closest exit away from any fire or disturbance

Eleanor E. Murphy Branch Library Evacuation Route

Eleanor E. Murphy Branch Library

Friends Room

Office

Secondary Exit

Circ Desk

Symbols:
🧯 Fire Extinquisher
➕ First Aid Kit

♿ Primary Exit →

Meeting Room
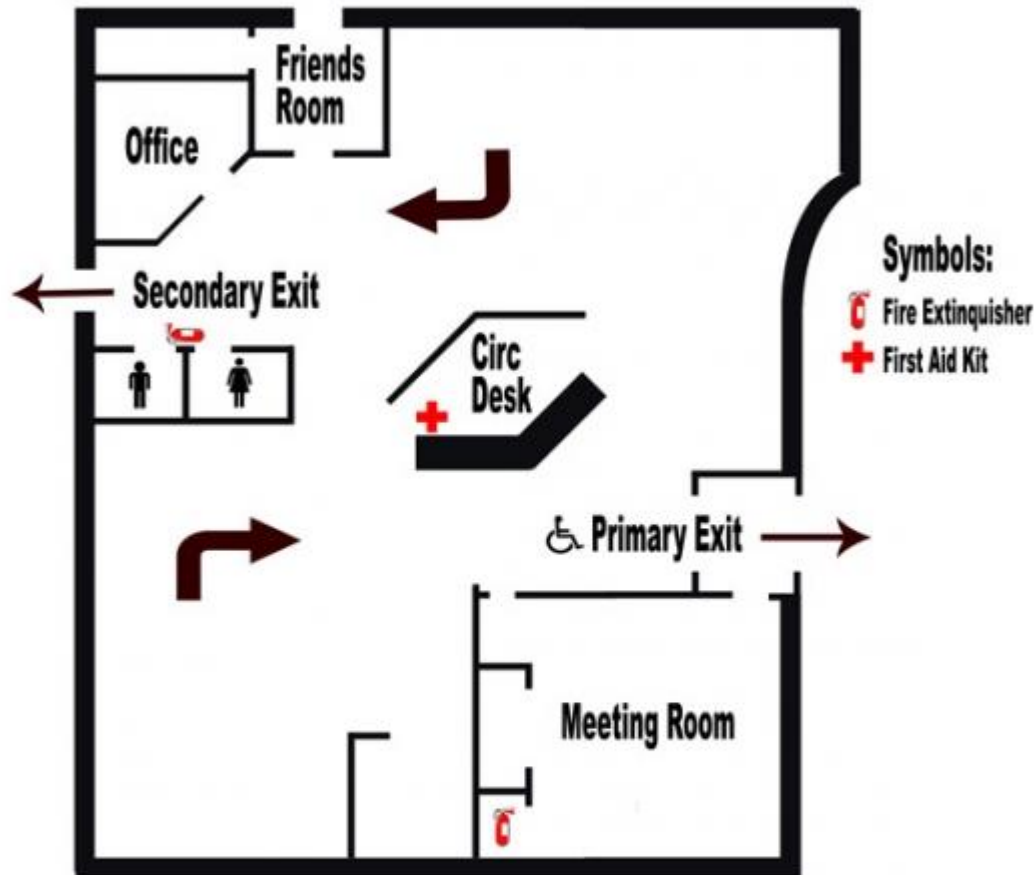
Evacuation Plan
Please evacuate the building via the closest exit away from fire or disturbance.

Elizabeth Carpenter Public Library of New Hope Evacuation Route
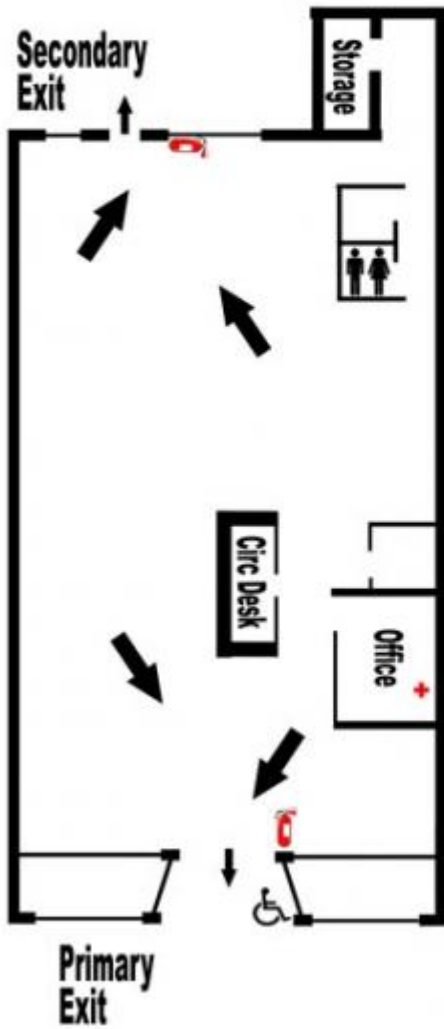
Elizabeth Carpenter Public Library of New Hope

Evacuation Route

Please evacuate the building via the closest exit away from fire or disturbance.

Symbols:
+ First Aid Kit
🧯 Fire Exinguisher

Gurley Public Library Evacuation Route
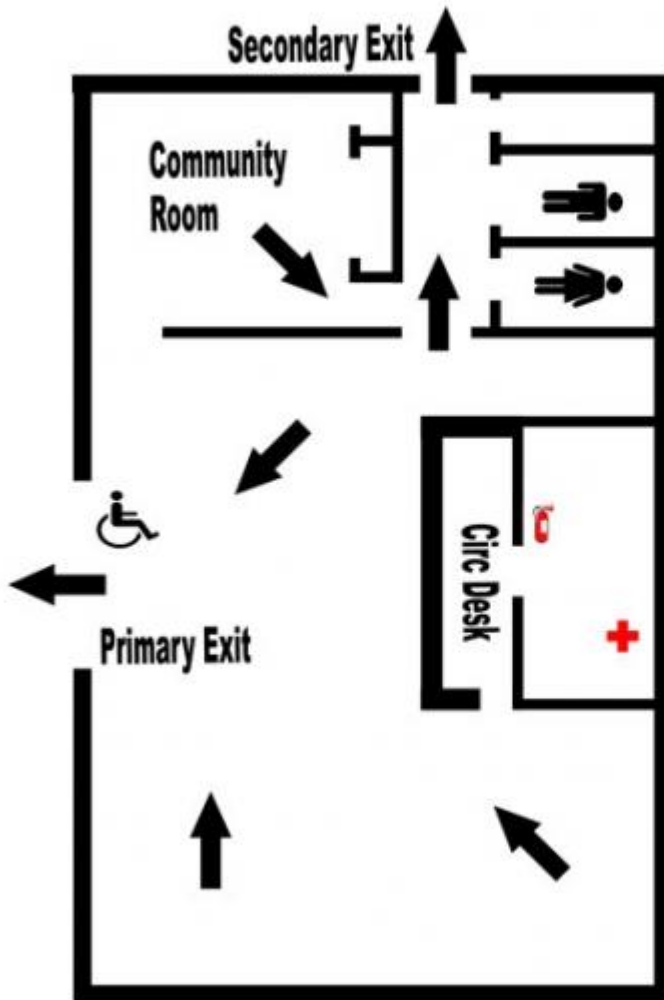
Madison Public Library Evacuation Route

HMCPL Evacuation Plan
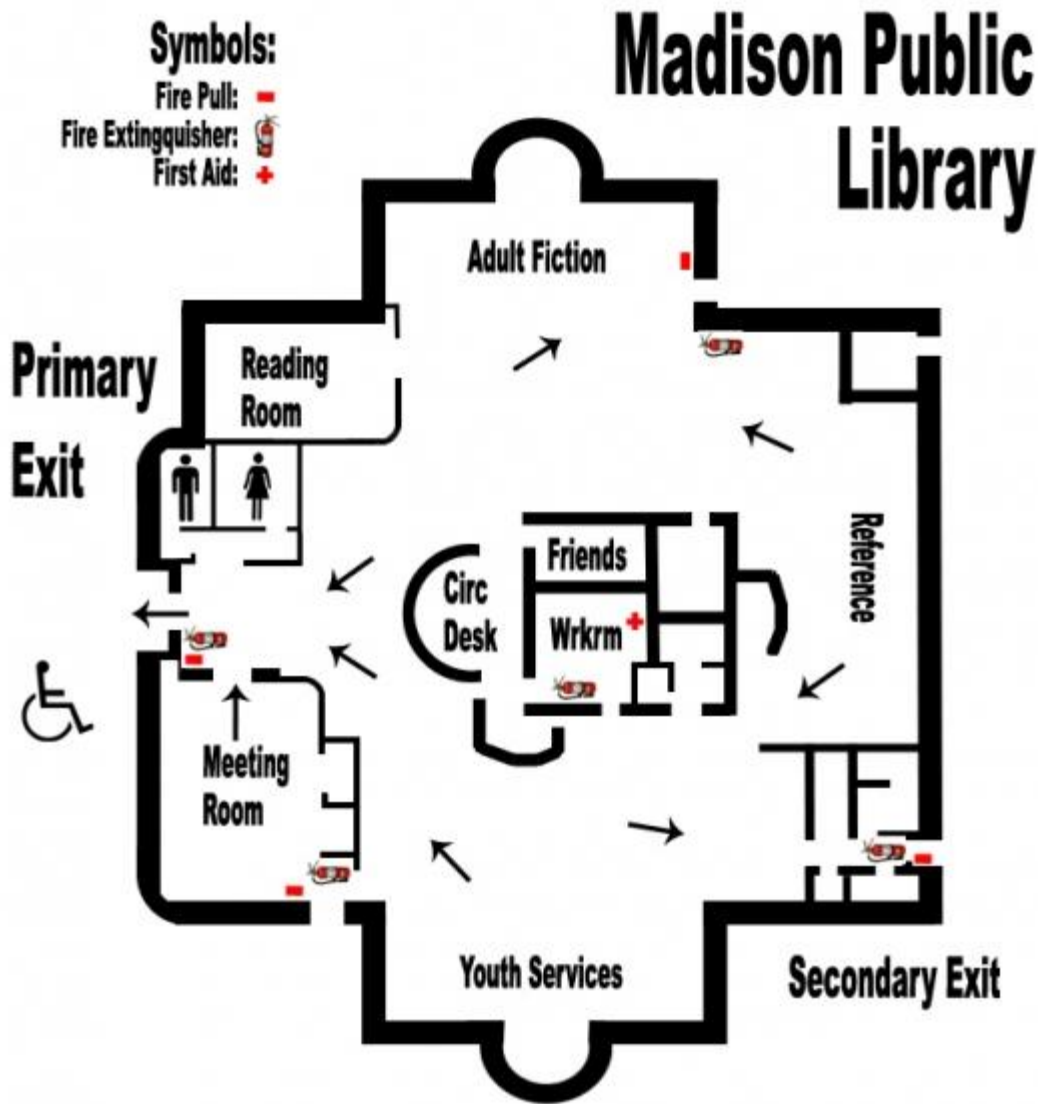
For your safety, please proceed quickly and calmly when instructed to evacuate. Thank you.

Main Library First Floor Evacuation Route
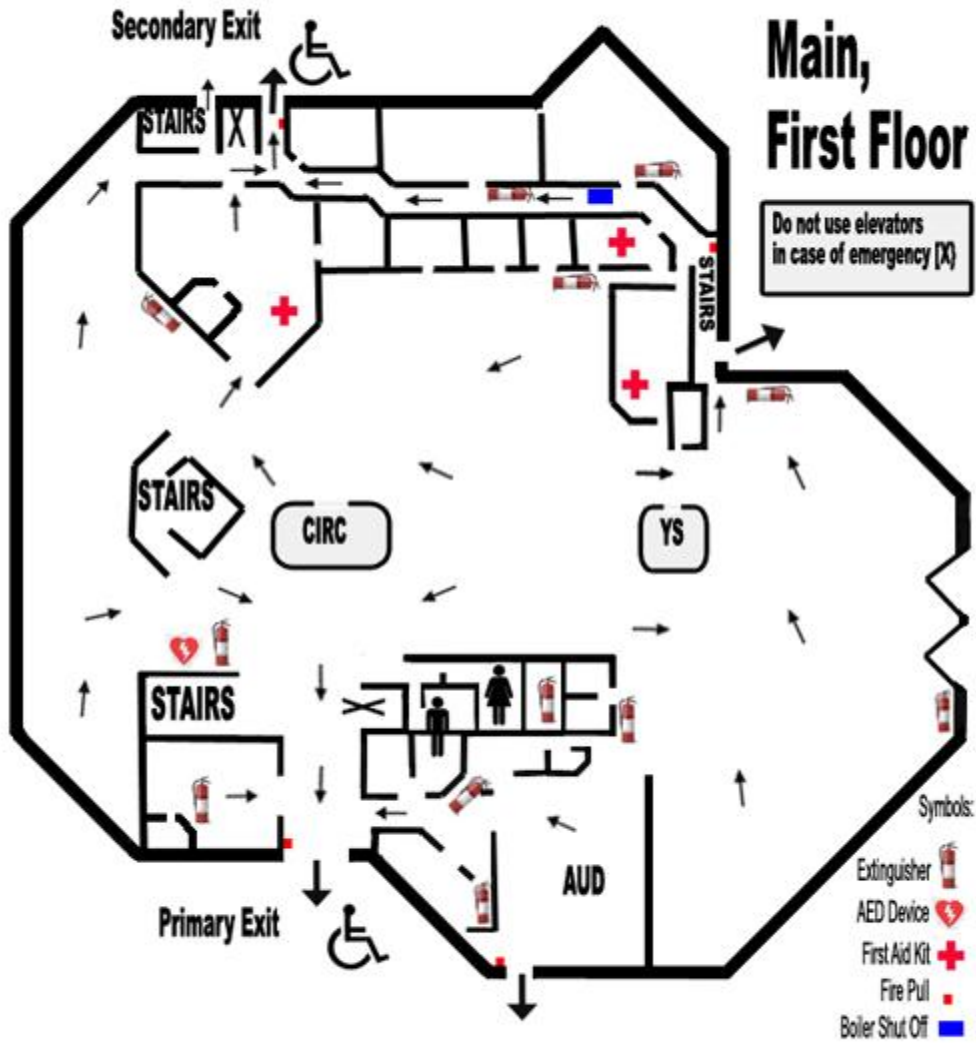
HMCPL EVACUATION PLAN

Secondary Exit

STAIRS

Main, First Floor

Do not use elevators in case of emergency [X]

STAIRS

STAIRS

CIRC

YS

STAIRS

AUD

Primary Exit

Symbols:

Extinguisher
AED Device
First Aid Kit
Fire Pull
Boiler Shut Off

For your safety, please proceed quickly and calmly when instructed to evacuate. Thank you.

Updated June 15, 2011

Main Library Second Floor Evacuation Route
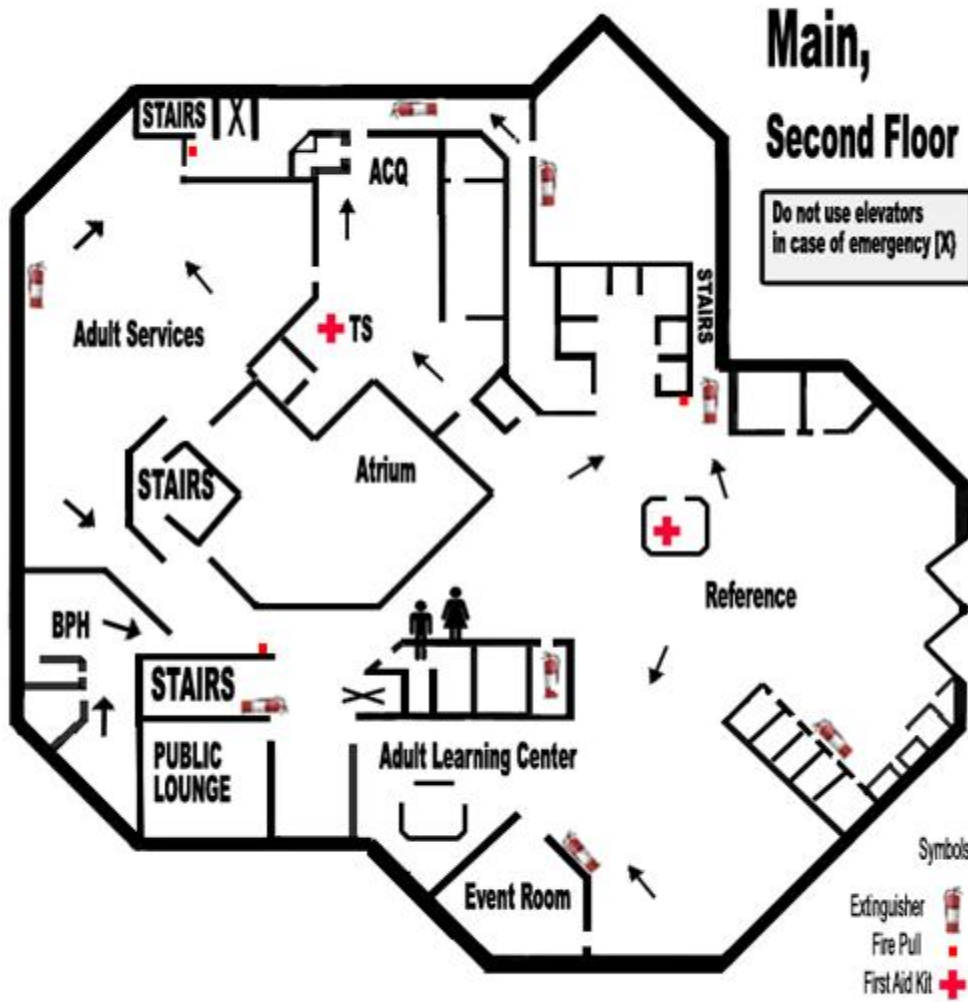
HMCPL EVACUATION PLAN

Main, Second Floor

Do not use elevators in case of emergency [X]

STAIRS

ACQ

Adult Services

TS

Atrium

STAIRS

BPH

STAIRS

PUBLIC LOUNGE

Adult Learning Center

Reference

STAIRS

Event Room

Symbols:
Extinguisher
Fire Pull
First Aid Kit

For your safety, please proceed quickly and calmly when instructed to evacuate. Thank you.

Updated 6/15/11

Main Library Third Floor Evacuation Route
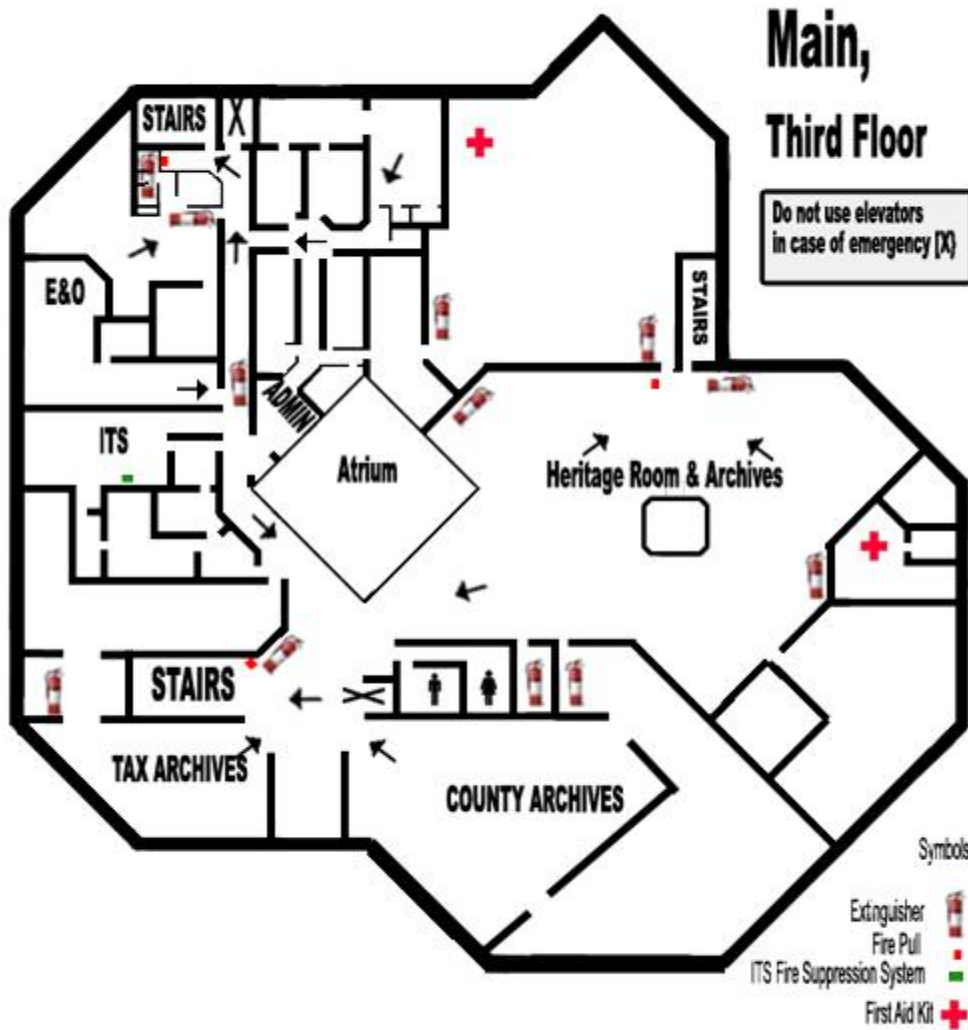
HMCPL EVACUATION PLAN

Main, Third Floor

Do not use elevators in case of emergency [X]

STAIRS

E&O

ADMIN

ITS

Atrium

Heritage Room & Archives

STAIRS

STAIRS

TAX ARCHIVES

COUNTY ARCHIVES

Symbols:

Extinguisher
Fire Pull
ITS Fire Suppression System
First Aid Kit

For your safety, please proceed quickly and calmly when instructed to evacuate. Thank you.

Updated June 15, 2011

Monrovia Public Library Evacuation Route

Monrovia Public Library

Mechanical

Symbols:
+ **First Aid Kit**
↜ **Fire Exinguisher**
− **Fire Pull**

Secondary Exit

Primary Exit ♿

Circ Desk +

Office

Storage

Server

Please evacuate
the building via the
closest exit away from
fire or disturbance.
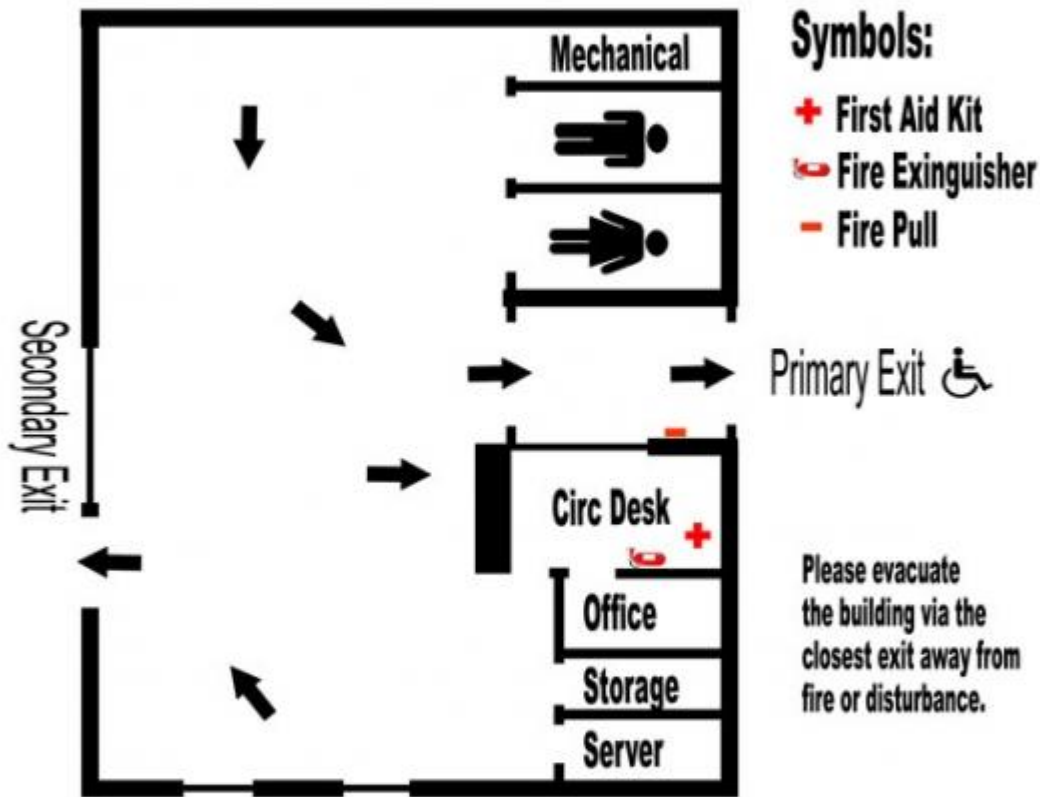
Evacuation Plan

Oscar Mason Branch Library Evacuation Route
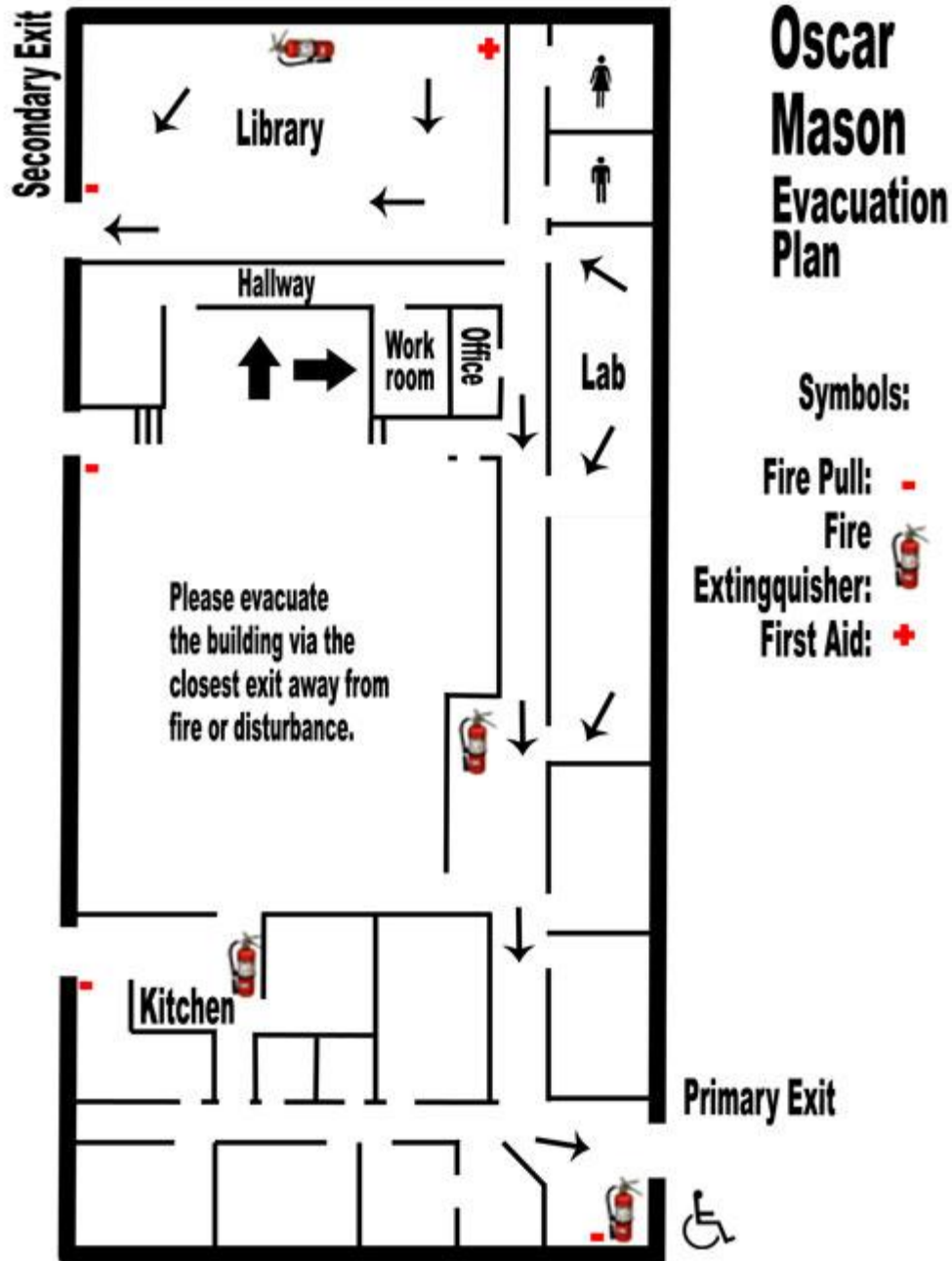
Showers Center Library Evacuation Route
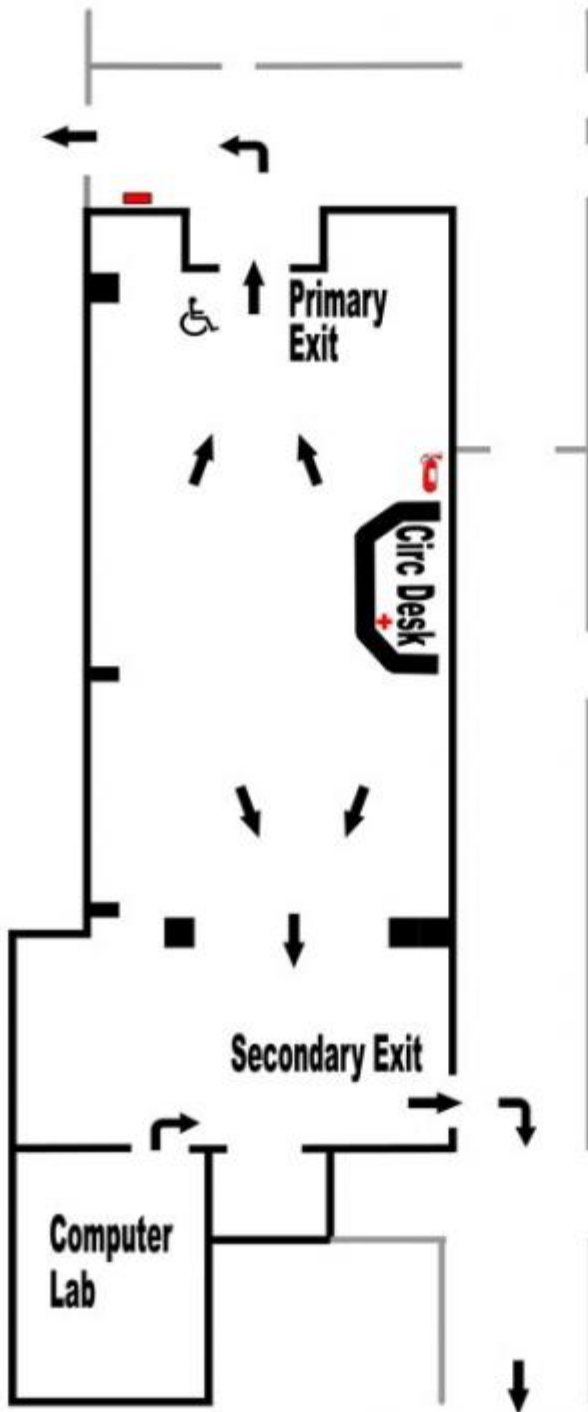
Showers Center Library

Evacuation Route

Symbols:
+ First Aid Kit
🧯 Fire Exinguisher
— Fire Pull

Please evacuate the building via the closest exit away from fire or disturbance.

Tillman D. Hill Public Library Evacuation Route

Tillman D. Hill Public Library

Secondary Exit

Symbols:

🧯 **Fire Exinguisher**

➕ **First Aid Kit**

Primary Exit

Circ Desk

Community Room

Office

Work Room

Please evacuate the building via the closest exit away from fire or disturbance.

Evacuaton Route

Triana Public Library Evacuation Route

Triana Public Library

Computer Lab

Calhoun Computer Lab

Symbols:

+ **First Aid Kit**

↜ **Fire Exinguisher**

Please evacuate the building via the closest exit away from fire or disturbance.

Circ Desk

Primary Exit ♿

Secondary Exit

Office

Evacuation Route
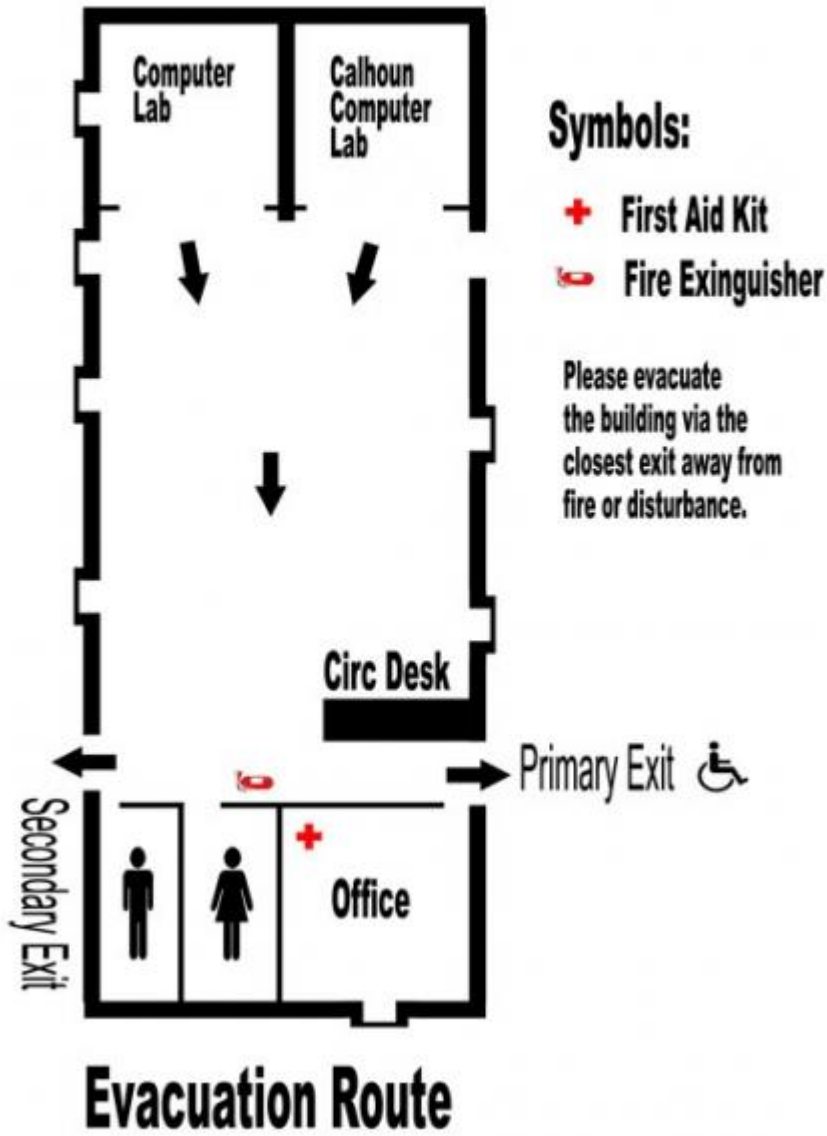
AFTER THE DISASTER

Recovery

The aim of the recovery phase is to restore the affected area to its previous state. It differs from the response phase in its focus; recovery efforts are concerned with issues and decisions that must be made after immediate needs are addressed. Recovery efforts are primarily concerned with actions that involve rebuilding destroyed property, re-employment, and the repair of other essential infrastructure.

Ensuring the safety and well-being of the staff and patrons

SAFETY FIRST!

- Remain calm, reassuring. Alert staff to potential hazards.
- Look for loose or downed power lines. Avoid area. Report problems to local utility.
- Look for electrical system damage: sparks, broken/frayed wires, smell of burning insulation. Turn off electricity at main switch if you can without risk.
- If you smell gas or hear blowing or hissing, open a window and immediately leave the building. Turn off gas at main valve if trained to do so. Call gas company at once.
- DO NOT REENTER THE BUILDING until declared safe by security or emergency management officials.

STABILIZE THE BUILDING & ENVIRONMENT

- Some building contents may be contaminated. Do not enter without current tetanus shots, protective gloves/clothing, hard hat and NIOSH-approved respiratory mask.
- Identify and repair structural hazards. Brace shelves. Remove debris from floor.
- Reduce temperature and relative humidity at once to prevent mold outbreak. Ideal targets are less than 70° F/45% RH.
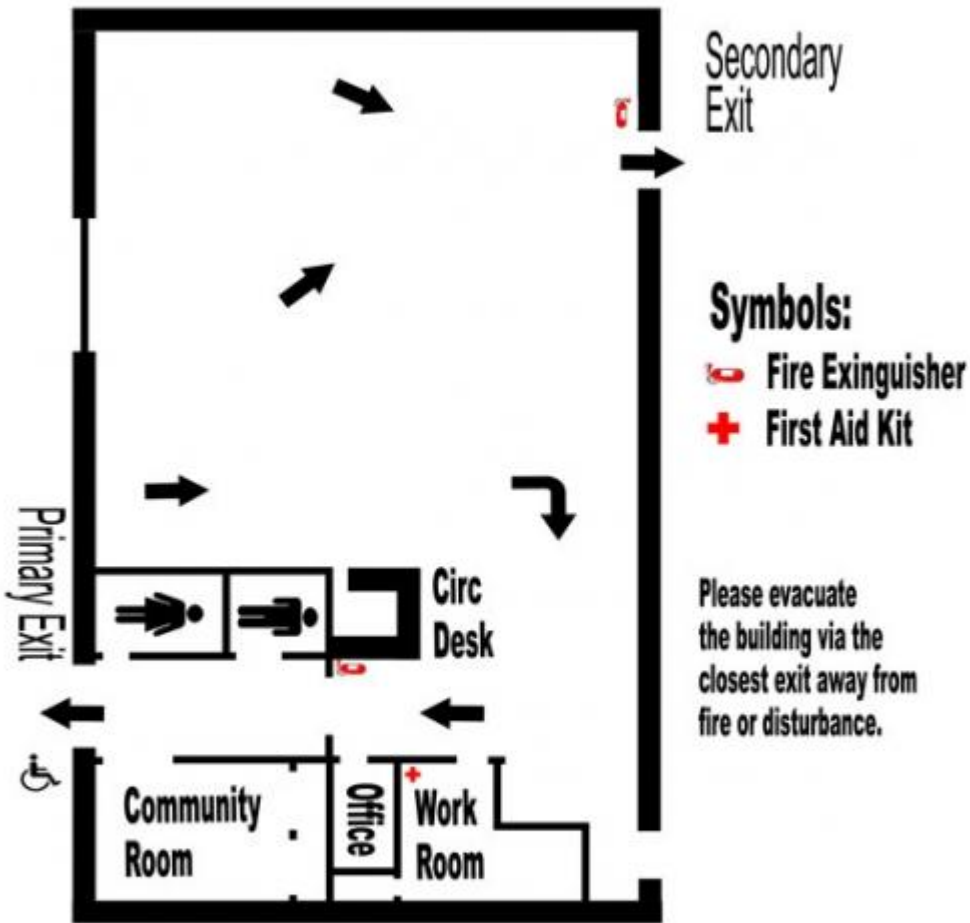- If warm outside, use coldest air conditioning setting; cover broken windows with plastic.
- In cool, low-humidity weather open windows, use circulating fans. If mold is already present, do not circulate air.
- Do not turn on heat unless required for human comfort.
- Remove standing water and empty items containing water; remove wet carpets and furnishings.
- If everything is soaked, use commercial dehumidification except in historic buildings.
- Purchase needed supplies.
- Look for threats to worker safety or collections. Determine status of security systems.
- Look for evidence of mold. Note how long the materials have been wet and the current inside temperature and relative humidity.

Facilities checklist for recovery

1. Contact insurance agent.

2. Have experts conduct safety inspections and determine facilities damage before allowing staff to enter building.
3. Shut off electricity, gas, and water as needed.
4. Check halon systems.
5. Document damage in photos, video.
6. Determine steps to be taken to repair facilities and resume services.

The library Archives, the Madison County Records Center, and the Fran Hamilton Tax Assessor Office are located on the third floor of the library. Be advised that these three repositories house the vast majority of Madison County history.

These three repositories should receive high priority in recovery and mitigation effort's use of available resources to cover their collections or to provide temporary covers for any damaged windows or doors in their departments. A limited supply of clear polyethylene type sheet film such as Visqueen Sheeting should be stored in the maintenance workroom or other designated location along with a suitable quantity of heavy duty duct tape for the purpose of sealing off damaged windows or doors. This sheeting should not be used in an attempt to cover any other large portion or portions of the library collection unless they are not needed for temporarily weatherproofing these three vital areas of the library. Library supervisors and personnel will use extreme care and cautious judgment in covering damaged windows or doors.

From the Northeast Document Conservation Center, 2007

Recovery Priorities:

A. Put no one's life or health at risk.

B. With water damage, create fantastic air flow to prevent mold growth.

C. As possible, freeze wet materials—sort for replacement/discard later.

Protection of Artifacts:

1. Protect objects by covering, lifting, or evacuating if staff is available and capable.

   -What should be evacuated first? Framed Portraits, Grey Document Boxes, and Rare Leather-bound Books

2. Diminish mold growth by reducing the temperature and humidity and by promoting air circulation.

   -A fan and extension cord is located on the back wall of the Archives.

3. Obtain containers and supports for moving and handling objects: plastic crates, polyethylene sheeting, plywood, saw horses, rubber gloves, dollies, carts.

-There are carts in the Heritage room and Archive suitable for document boxes. Large portraits if not carried by hand, may require a flat cart such as the one in the loading bay hallway. Take care not to scratch oils.

4. Identify temporary storage in aftermath.

-Depending on the nature of the disaster, storage of boxed items might fit in designated secure safety areas such as first floor stairwell or any dry areas with no windows.

-Temporary freezing faculties might include cold storage

5. Set up work areas for items that need to be packed or air dried

-Locate cold storage or freezing facilities. Temporary facilities might include meat lockers of nearby grocery stores or industrial freezing.

-Handle objects only with rubber gloves, contaminated objects may pose a health hazard. Gloves and lint free rags may be found in the archives desk drawer located under the Archives Rare Books sign by the door to the archives room.

-If time and conditions permit, record objects and destination with film, video, or pencil and paper. Take photographs if at all possible.

6. Label object containers

-There are markers and supplies for labeling in the afore mentioned desk drawer.

Material salvage of books and records

To Freeze or Not to Freeze

There is a lack of consensus among conservators about which materials you can safely freeze, or freeze-dry – pottery, textiles, basketry, leather, etc. The reason is probably that most conservators have only had experiences freezing drying objects for purposes of pest control or drying waterlogged archaeological materials.

Wet organic artifacts or natural history specimens are different from both aforementioned problems. They are different from dry, pest-infested objects because they are wet and when water is frozen it expands and can cause physical damage on a microscopic scale. They are also different from waterlogged archeological materials, because their cell structure is likely much stronger and more resilient than waterlogged material.

Each case needs to be evaluated individually, weighing risks against benefits, but damage from mold growth or bleeding inks and dyes is very real and time sensitive. If immediate air drying is not feasible, freezing is generally recommended (and as soon as possible), if possible, to delay further damage. That said, there are a few media that are likely to become damaged by the freezing process. Therefore,

Avoid Freezing

- Wet paintings of any kind
- Wet composite wood objects – picture frames, veneered furniture, musical instruments, complex ethnographic objects.
- Ivory
- Wet collodion negatives, (although water is the problem, not freezing).
- Vellum (again, water is the problem).
- Wet inorganic objects – stone, glass, pottery – because drying time should be relatively quick, the objects won't need much tending during the drying, and also because risk of mold is low and consequences of mold are less serious than with organic collections.

In the case of the first five categories listed, the priority must be to try to prevent these materials from becoming wet in the first place. Proper protection in storage is key.

The recovery of books and records after exposure to a water-based emergency can be successful and cost-effective if staff and management are prepared ahead of time and react in a timely way. However, if decisions and actions are delayed more than a few hours, collections may be lost or so seriously damaged that recovery becomes a major undertaking.

Rapid response is essential for an effective recovery effort. Paper-based collections begin to distort physically immediately after becoming wet. Books swell and distort; paper cockles; inks and pigments run; coated papers begin to adhere to one another. Materials that could be dried easily and relatively inexpensively if attended to quickly become candidates for rebinding, expert conservation, or discard. Unfortunately, many librarians believe that replacement of water-damaged materials is the best solution, only to find that many items are not replaceable. Or they are replaceable in formats that are not acceptable to users or compatible with service goals. Collections of some breadth and depth may never recover their former distinction.

If environmental conditions are poor after a water problem, mold will begin to bloom in as little as 2-3 days, developing first in the gutters and spines of bound materials, and spreading rapidly thereafter. Once established, mold is extremely difficult to control and eradicate, frequently causing problems in the facility for many months after the recovery effort is concluded.

Recovery from exposure to water is more successful if collections and facilities are stabilized as soon as possible. This means that the immediate environment must receive attention. Water must be removed; temperature and humidity controlled; and dry collections protected. At the same time, wet books and records should, in most instances, be removed from the site following accepted procedures, and stabilized by freezing.

After a serious water emergency, questions often arise that deserve attention. Are any of these materials expendable because they no longer are used, have no relationship to the current collection development plan, or have no value? Can they be purchased in another format that will be acceptable to users? Would the purchase in another format create hidden expenses in the future? For example, will there be a need to upgrade equipment, hardware, or software to access the information? Does the institution have obligations to the region or even the world's library?

For books and records that have been water damaged, there are several drying techniques which have been tested and perfected over the past decade. The selection of one or more of these depends upon the extent and severity of water damage, the composition of the materials affected, the expected use and retention of the collections, and the documented facts related to the overt and hidden costs of recovery using various drying methods. These will be described briefly with comments about the kinds of damage and the specific collection materials for which they were developed as well as the short- and long-term costs of employing them.

Advice from a preservation manager or a conservator experienced in disaster recovery can be helpful before making final decisions. If rare books or unique materials are involved, a conservator should always be consulted so mistakes can be avoided. Successful recovery operations over the past decade have demonstrated repeatedly that if sound recovery methods are followed, it is less expensive to dry original collections than to replace them.

It is important to understand that no drying method restores collections. If time must be taken to make critical decisions and materials have distorted badly, that is the way they will look when dry. However, if collections are stabilized quickly, they can often be dried and returned to the shelves with little discernible damage.

Air Drying

Air drying is the oldest and most common method of dealing with wet books and records. It can be employed for one item or many, but it is most suitable for small numbers of damp or slightly wet books and documents. Because it requires no special equipment, it is often believed to be an inexpensive method of drying. But it is extremely labor intensive, it can occupy a great deal of space, and it usually results in badly distorted bindings and textblocks. It is seldom successful for drying bound volumes with coated paper. The rehabilitation costs after air drying tend to be extensive because most bound material requires rebinding. Single sheets are often distorted requiring flattening and rehousing. It is not unusual for mold to develop during extensive air-drying operations. Another hidden cost of air drying is the extra amount of shelf space required for collections. Depending upon how quickly wet materials are stabilized, the minimum amount of additional space required after drying will be 20%-30%.

Dehumidification

Drying by dehumidification has been employed for many years by business and industry to dry out buildings, the holds of ships, and mammoth storage containers. Large, commercial dehumidifiers are placed in a facility with all the collections, equipment, and furnishings left in place. Temperature and humidity are carefully controlled to specifications. This drying method is especially effective for library or archives buildings that have suffered extensive water damage to the structure itself. It can be used for collections that have suffered only slight to moderate water damage, but is not safe for water-soluble inks or pigments. Slightly damp coated paper may be dried this way if swelling and adhesion have not taken place before the process is initiated. The number of items that can be treated with dehumidification is limited only by the expertise or the equipment of the company. This drying method has the advantage of leaving the collections in place on the shelves and in storage containers, eliminating the costly step of removal to a freezer or vacuum chamber. Dehumidification is especially effective in conjunction with other drying methods and for stabilizing the building and environment.

Freezer Drying

A modest number of books and records that are only damp or moderately wet may be dried quite successfully in a self-defrosting blast freezer if left there long enough. The temperature in the freezer must be maintained no warmer than -10 degrees F. Materials should be placed in the freezer as soon as possible after becoming wet. Books will dry best if their bindings are supported firmly to inhibit initial swelling. One method is to support books between clear acrylic "boards" with holes drilled in them to facilitate drying. The book and boards can be wrapped with a strong elastic cord which will keep them firmly supported as the books dry and shrink slightly. Documents may be placed in the freezer in stacks or spread out for faster drying. Small numbers of leather and vellum bindings can be dried successfully this way. Expect this method to take from several weeks to many months, depending upon the temperature of the freezer and the extent of water damage, because it is a passive technology. Caution is advised with coated paper as leaves may adhere to one another while drying. If items are placed in the freezer very soon after becoming wet, additional shelf or storage space will be held to a minimum.

Thermaline or Cryogenic Drying

This is the copyrighted name for a new drying technique currently being tested and revised to meet special needs. Intended primarily for rare book and manuscript collections, the process was developed to address the difficulty of drying large numbers of rare books bound in leather or vellum. It employs blast freezers at very low temperatures and is an advanced variation of the Freezer Drying method described above, using sophisticated technology to hasten the drying in a more active approach. Because books receive a great deal of individual handling to ensure the most effective drying with the least amount of damage, this process is the most expensive of the drying methods. It is safe for water-soluble media and for coated papers. As with vacuum freeze drying, if carried out properly, Thermaline Drying never distorts materials as a result of the process.

Vacuum Freeze Drying

This process calls for sophisticated equipment and is especially suitable for large numbers of wet books and records as well as for water-soluble inks and for coated paper. Frozen books and records are placed in a vacuum chamber. The vacuum is pulled, a source of heat introduced, and the collections, dried at temperatures below 32 degrees F, remain frozen. The physical process known as sublimation takes place--i.e., ice crystals vaporize without melting. This means that there is no additional wetting, swelling, or distortion beyond that incurred before the frozen materials were placed in the chamber. If materials have been stabilized quickly after becoming wet, very little extra shelf or storage space will be required when they are dry. 10% additional shelf space is a sound estimate to use for planning.

Many coated papers can be difficult to dry without adhering once they are wet. Because it is nearly impossible to determine which paper will block, all coated papers should be treated the same way for the purpose of vacuum freeze drying: before any drying takes place, and ideally within six hours of exposure, materials should be frozen at -10 degrees F or lower. They may then be vacuum freeze dried with a high potential for success. Rare and unique materials can be dried successfully by vacuum freeze drying, but leathers and vellums may not survive. Although this method may initially appear to be more expensive because of the equipment required, the results are often so satisfactory that additional funds for rebinding are not necessary, and mud, dirt and/or soot are lifted to the surface, making cleaning less

time-consuming. If only a few books are dried, vacuum freeze drying can be expensive. However, companies that offer this service are often willing to dry one client's small group of books with another client's larger group, reducing the per-book cost and making the process affordable.

Vacuum Thermal Drying

Books and records that are slightly to extensively wet may be dried in a vacuum thermal drying chamber into which they are placed either wet or frozen. The vacuum is drawn, heat is introduced, and the materials are dried just above 32 degrees F. This means that the materials stay wet while they dry. This method is used extensively in the food industry for freeze drying certain foods. It is an acceptable method of drying wet records that have no long-term value. The method often produces extreme distortion in books, and almost always causes blocking of coated paper. For large numbers of collections, vacuum thermal drying is easier than air drying and almost always more cost-effective. However, extensive rebinding or recasing of books should be expected as should the need for expanded shelf or storage space.

How to Air Dry Wet Records

Wet records may be air dried if care is taken to follow guidelines suggested by preservation experts. The technique is most suitable for small numbers of records that are damp or water damaged only around the edges. If there are hundreds of single pages, or if the water damage is severe, other methods of drying will be more satisfactory and cost-effective. Stacks of documents on coated, or shiny, paper must be separated immediately to prevent adhesion, or they must be frozen to await a later drying decision. Care must be taken with water-soluble inks as well. Records with running or blurred inks should be frozen immediately to preserve the written record. After the items are frozen, conservators can be contacted for advice and assistance.

If records must be air dried, the following steps will help achieve satisfactory results. Wet paper is extremely fragile and easily torn or damaged, so care must be exercised. Once wet, records will never look the same, and at least some cockling should be expected.

1. Secure a clean, dry environment where the temperature and humidity are as low as possible. The temperature must be below 70 degrees F and the humidity below 50%, or mold will probably develop and distortion will be extreme.
2. Keep the air moving at all times using fans in the drying area. This will accelerate the drying process and discourage the growth of mold. If materials are dried outside, remember that prolonged exposure to direct sunlight may fade inks and accelerate the aging of paper. Be aware that breezes can blow away single records. Train fans into the air and away from the drying records.
3. Single leaves can be laid out on tables, floors, and other flat surfaces, protected if necessary by paper towels or clean, unprinted newsprint, or clotheslines may be strung close together and records laid across them for drying.
4. If records are printed on coated paper, they must be separated from one another to prevent them from sticking. This is a tedious process that requires skill and patience. Practice ahead of time will prove useful. Place a piece of polyester film on the stack of records. Rub it gently down on the top sheet. Then slowly lift the film while peeling off the top sheet. Hang the polyester film up

to dry on a clothesline using clothespins. As the document dries, it will separate from the surface of the film, so it must be monitored carefully. Before it falls, remove it and allow it to finish drying on a flat surface.

5. Once dry, records may be rehoused in clean folders and boxes, or they may be photocopied or reformatted in other ways. Dried records will always occupy more space than ones that have never been water damaged.

How to Air Dry Wet Books

Air drying is most appropriate for books that are only damp or wet in limited places such as along the edges. Books that are soaking wet should be frozen and vacuum freeze dried to minimize cockling of pages and distortion of the text block and binding. Books containing coated paper should be frozen while still wet and vacuum freeze dried for best results. Books with running or blurred inks must be frozen immediately to preserve the contents.

Refer to steps 1 and 2 in the section How to Air Dry Wet Records.

1. Interleave every few pages, starting from the back of the book, turning pages carefully. For interleaving, use paper towels or clean, unprinted newsprint. Be careful to avoid interleaving too much or the spine will become concave and the volume distorted. Complete the interleaving by placing clean blotter paper inside the front and back covers. Close the book gently and place it on several sheets of absorbent paper. Change the interleaving frequently. Turn the book from head to tail each time it is interleaved.
2. When books are dry but still cool to the touch, they should be closed, laid flat on a table or other horizontal surface, gently formed into the normal shape, with convex spine and concave front edge (if that was their original shape), and held in place with a light weight. Do not stack drying books on top of each other. In no case should books be returned to the shelves until thoroughly dry; otherwise mold may develop, particularly along the gutter margin.
3. Dampness will persist for some time in the gutter, along the spine, and between boards and flyleaves. This is particularly true of volumes sewn on an oversewing machine. Check often for mold growth while books are drying.
4. If the edges of the book are only slightly wet, the book may be stood on end and fanned open slightly in the path of a flow of air (as from a fan). To minimize distortion of the edges, lay volumes flat under light pressure just before drying is complete. Paper or cloth-covered bricks work well for weights.
5. If you can establish an air-conditioned room capable of maintaining a constant relative humidity of 25 to 35% and temperature between 50 and 65 degrees F, books with only wet edges can be dried successfully in approximately two weeks without interleaving. Do not try to dry books printed on coated paper by this method. In most cases, the only chance of saving such books is to freeze them while they are wet and dry them by vacuum freeze drying.

Sally Buchanan, Associate Professor
School of Information Science
University of Pittsburgh

Northeast Document Conservation Center, 2007

Continuity of library service and operations

Based on the Continuity of Operations Procedures outlined in the Preventative section, continuity of library service and operations begin as soon as the safety and well-being of staff and patrons is ensured.

Acknowledgements

The first Readiness and Emergency Management Procedures Guide, a print document, was approved by the Library Board during February of 2008. The guide was developed by Marianne Lenox (lead), Sue Royer, Regina Cooper, Susan Markham, Donna Noojin, John Poleretzky, David Johnson, Deborah Jackson, Louise Brandon, Martin Towery, BJ Johnson and Sherry Lee. Based on the original, flip-chart Emergency Plan, Michele McCrary of First Commercial Bank and Kirk Paradise (and his planning team at the Huntsville Madison County Emergency Management Agency) also contributed to the document.

Initial updates to the Readiness and Emergency Management Procedures Guide were approved by the Library Board in September of 2010 and would later become the Response section of the Disaster Plan.

In February of 2011 the Disaster Plan was approved by the Library Board as guidelines in order to prepare, prevent, respond and recover from potential disasters within the Huntsville-Madison County Public Library. This plan includes sections on Mitigation, Preparedness, Response and Recovery.

June 2011 updates included the addition of Active Shooter guidelines.

July 2012 updates included the addition of a Citizens Aid policy as well as a major rewrite which reflects the new HMCPL staff emergency notification system.

The latest version of the Disaster Plan for staff is available in both print and online at http://staffspace/disasterplan. Other interested parties may visit http://hmcpl.org/disasterplan and read or download a version which is stripped of any confidential information concerning staff or the library.

The 2012 Disaster Planning Team members are Marianne Lenox (Lead), Aaron Sakovich, Bobby Lipscomb, Brian Bess, Cheryl Wernle, Connie Chow, Laurel Best, Rosalind Lett, Sue Royer, Susanna Leberman, Trina Altman, Wanda Cross, and Sheree McBryde.

Appendix A: Facilities Information Form

Name of Branch or Location:

Building Owner:	Emergency Phone Number:
Contact:	Business Office Phone Number:
Electric Utility:	Emergency Phone Number:
Contact:	Business Office Phone Number:
	Location of Main on/off:
Gas Utility:	Emergency Phone Number:
Contact:	Business Office Phone Number:
	Location of Main on/off:
Water Utility:	Emergency Phone Number:
Contact:	Business Office Phone Number:
	Location of Main on/off:
Telephone Utility:	Emergency Phone Number:
Contact:	Business Office Phone Number:
	Location of Main on/off:
Other:	Emergency Phone Number:
Contact:	Business Office Phone Number:
	Location of Main on/off:

Local Governance

Emergency Management Office:	Phone:
Local City Hall:	Phone:
Facilities Manager:	Phone:

Locations of Important Items

Please explain where the following items are found in your location:

Fire Extinguisher:
Light Switches:
Flash Lights:
First Aid Kits:
Weather Radio:
Transistor Radio:
Batteries:
Special Keys:
Fire Pulls:
Other important information:

Appendix B: Sample Risk Assessment

HMCPL Qualitative Risk Assessment Survey

LOCATION: SAMPLE

Risk	Possibility 0 - Not Likely 1 - Very Low 2 - Medium 3 - High 4 - Very High	Impact: Personnel 0 - None 1 - Some 2 - Moderate 3 - Significant 4 - Severe	Impact: Collections 0 - None 1 - Some 2 - Moderate 3 - Significant 4 - Severe	Impact: Facilities 0 - None 1 - Some 2 - Moderate 3 - Significant 4 - Severe	Score
Is the Branch Located in an area with these natural hazards?					
Severe Thunderstorms / Lightning / Winds	4	4	3	4	44
Hazardous Material Incidents / Accidents	2	1	1	3	10
Floods	3	2	4	3	27
Tornados	3	2	3	3	24
Heat Wave	3	3	0	1	12
Winter Storms	2	2	0	2	8
Major Fire	2	3	3	3	18
Civil Disturbance	1	3	0	2	5
Energy Emergencies	2	1	0	2	6
Radiological Accidents	1	2	0	0	2
Transportation Accidents	1	2	0	0	2
Terrorism	1	2	0	2	4
Dam Failure	1	1	1	1	3
Landslide	2	2	2	2	12
Earthquakes	1	1	0	1	2
Nuclear Attack	2	3	5	3	22
Does the location have a history of any of the following?					
Asbestos	1	3	0	0	3
Assaults	3	3	0	0	9
Bomb Blasts	1	2	1	1	4
Bomb Threat	2	1	0	0	2
Embezzlement	1	1	0	0	1
Indoor Air Quality Problems	4	3	0	0	12
Infections Disease Outbreak	4	3	0	0	12
Kidnapping	4	3	0	0	12
Labor dispute	0	2	0	0	0
Murder	0	0	0	0	0
Robbery	1	1	0	0	1
Sabotage	2	3	1	4	16
Stalking	1	3	0	0	3
Threats	3	3	1	0	12
Roof Leaks	1	3	0	0	3
Plumbing leaks	1	3	0	0	3
Shelving collapsing or falling	3	3	1	0	12

Total Risk Score: 288

Multiply Possibility by Combined Impacts to Calculate Score. Higher scores require more Response / Recovery Planning.

Chart adapted from:
http://www.disaster-recovery-planning.com/
Hazards adapted from:
http://www.madisoncountyema.com/Hazards.htm#st
http://www.ems-solutionsinc.com/pdfs/HAZARD_ASSESSMENT_SURVEY.pdf

Appendix D: Contact Information

Name of Branch or Location:

Upper Management:

Name: _____   Work Phone: _____
Address: _____   Cell Phone: _____
_____   Home Phone: _____
_____   Other: _____

Name: _____   Work Phone: _____
Address: _____   Cell Phone: _____
_____   Home Phone: _____
_____   Other: _____

Name: _____   Work Phone: _____
Address: _____   Cell Phone: _____
_____   Home Phone: _____
_____   Other: _____

Name: _____   Work Phone: _____
Address: _____   Cell Phone: _____
_____   Home Phone: _____
_____   Other: _____

Name: _____   Work Phone: _____
Address: _____   Cell Phone: _____
_____   Home Phone: _____
_____   Other: _____

Persons in Charge in Case of Emergency:

Name: _____   Work Phone: _____
                                      Cell Phone: _____
                                      Other: _____

Name: _____   Work Phone: _____
                                      Cell Phone: _____
                                      Other: _____

Name: _____   Work Phone: _____
                                      Cell Phone: _____
                                      Other: _____

Name: _____   Work Phone: _____
                                      Cell Phone: _____
                                      Other: _____

Appendix FF: Disaster Kit Inspection Form

The following items are to be examined at least every six (6) months in January and June of each year for full operational readiness by the Person In Charge (PIC) or the PIC's authorized delegate.

Fire Extinguisher Charged & Inspected _____

First Aid Kit Complete & Inspected _____

Weather Radio Operational & Inspected _____

Flashlight Operational & Inspected _____

Disaster Plan & Contact Info. Present _____

Disaster Kit Items specific to your

location or department present and useable _____

Please give details below if any of the above items need to be replaced or changed. Forward this report to:

Staff Training & Volunteer Coordinator

The following items were found unusable and require repair or replacement:
_____

_____
_____

Signed:_____ Date:_____

Appendix GG: Accident Report

Date: _____

Name (injured person): _____

Home Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ Job Title: _____ Age: _____ Male: _____ Female: _____

Location of Accident: _____

Date of Accident: _____ Date Reported: _____

Time of Accident: _____ Time Reported: _____

Description of Accident (Attach Diagram if necessary:
_____
_____
_____
_____

Indoors:

Quality of Lighting: Poor: _____ Good: _____ Excellent: _____

Type of Floor: Carpet: _____ Tile: _____ Concrete: _____ Wood: _____ Other: _____

Condition of Floor: Wet: _____ Dry: _____ Other: _____

Weather Conditions: Clear: _____ Rain: _____ Snow: _____ Winds: _____

Other Conditions: _____

List tools, chemicals or machinery involved in the accident: _____
_____

Describe injuries and part of the body affected: _____
_____

Was Ambulance Requested? Yes: _____ No: _____

If YES, to which hospital was injured transported? _____

Was medical attention requested? Yes: _____ No: _____

If YES, describe attention / request given. _____
_____
_____

Was family / friend notified? Yes: _____ No: _____

If YES, list name and phone number of person notified: _____
_____
_____

Person in Charge in Case of Emergency: _____ Signature: _____

Witness: _____ Signature: _____

Witness: _____ Signature: _____

Witness: _____ Signature: _____

Appendix HH: Security Incident Report

Date:

Reporting Security Officer: Time Occurred:

Type of Incident:

Victim(s) Name:

Street: City: Phone:

State: Zip:

Contacts made (Police, Fire Department, Ambulance, Relatives, Library Director, etc.)

Criminal Case Report#   HPD Officers:

Suspect(s) / Offender(s) description (name, address, age or DOB, sex, race, school, etc.)

Witness: Phone:

Witness: Phone:

Witness: Phone:

Property Description (stolen, lost, recovered, damaged, destroyed, etc.)

Outcome / Action (trespass warning, reprimand, released, arrested, no suspects, no action taken)
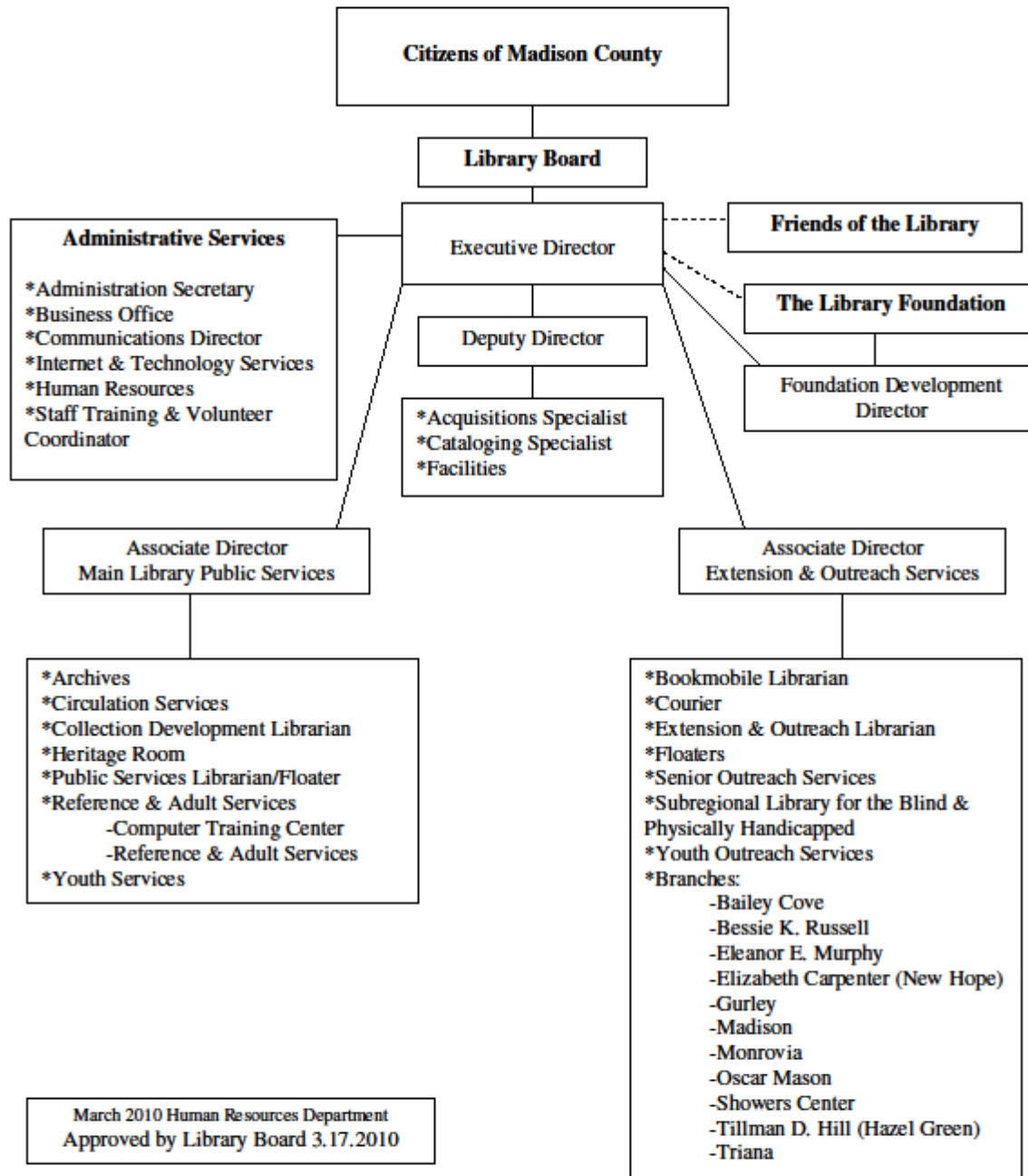
Describe your knowledge / observations of the incident (who what, where, when why):

Report Prepared by: Phone:

Copy to: Security, Circulation Manager, Associate Director and Director.

Appendix II: Organizational Chart

**HUNTSVILLE-MADISON COUNTY PUBLIC LIBRARY
ORGANIZATIONAL CHART**

Citizens of Madison County

Library Board

Executive Director

Friends of the Library

The Library Foundation

Deputy Director

Foundation Development Director

Administrative Services

*Administration Secretary
*Business Office
*Communications Director
*Internet & Technology Services
*Human Resources
*Staff Training & Volunteer Coordinator

*Acquisitions Specialist
*Cataloging Specialist
*Facilities

Associate Director
Main Library Public Services

Associate Director
Extension & Outreach Services

*Archives
*Circulation Services
*Collection Development Librarian
*Heritage Room
*Public Services Librarian/Floater
*Reference & Adult Services
   -Computer Training Center
   -Reference & Adult Services
*Youth Services

*Bookmobile Librarian
*Courier
*Extension & Outreach Librarian
*Floaters
*Senior Outreach Services
*Subregional Library for the Blind & Physically Handicapped
*Youth Outreach Services
*Branches:
   -Bailey Cove
   -Bessie K. Russell
   -Eleanor E. Murphy
   -Elizabeth Carpenter (New Hope)
   -Gurley
   -Madison
   -Monrovia
   -Oscar Mason
   -Showers Center
   -Tillman D. Hill (Hazel Green)
   -Triana

March 2010 Human Resources Department
Approved by Library Board 3.17.2010

Appendix JJ: Flu Placard

THE LIBRARY IS CONCERNED FOR YOUR HEALTH.

To avoid viral contamination, please take an alcohol-based wipe and clean your keyboard and mouse prior to using a public computer.

HUNTSVILLE-MADISON COUNTY
PUBLIC LIBRARY

Appendix KK: Flu Sign

THE LIBRARY IS CONCERNED FOR YOUR HEALTH.

In response to current or potential viral influenza outbreaks, the Library will follow guidelines provided by the Centers for Disease Control, The Alabama Department of Public Health and the Emergency Management Agency of Madison County.

There are alcohol-based hand and computer-peripheral cleaners available to the public.

The Alabama Department of Public Health recommends that if you become ill with influenza-like symptoms, including fever, body aches, runny or stuffy nose, sore throat, nausea, or vomiting or diarrhea, you should stay home and avoid contact with other people.

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