

NEUSE REGIONAL LIBRARY

EMERGENCY PROCEDURES POLICY

POLICY #2018-04

Revised December 9, 2014

Revised July 24, 2018

Table of Contents

I. Introduction	3
II. Accidents and Injuries	3
III. Active Shooter.....	4
IV. Bomb Threats	5
V. Disorderly Patrons and Suspicious Behavior.....	5
VI. Earthquake.....	6
VII. Fire	6
VIII. Flood.....	7
IX. Hurricane	7
X. Medical Emergencies.....	7
XI. Power Failure.....	8
XII. Rules Governing Closing the Library.....	8
XIII. Rules Governing Evacuating the Building	8
XIV. Tornado	9
XV. Vehicle Safety	10
XVI. Water Leaks.....	10
XVII. Winter Storm.....	10
Appendix A. Emergency Exits	11
Appendix B. Problem Report Form.....	14

Appendix C. Accident Report Form	15
Appendix D. Safety Issue Report Form	16
Appendix E. Telephone Numbers.....	17

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I. Introduction

The Neuse Regional Library Board has adopted the following Emergency Procedures Policy to ensure the safety of staff, volunteers, and patrons. In any emergency, life is more important than property. In any serious or life threatening situation, staff should phone 911 or other emergency services contacts.

These guidelines outline what to do in the event of some specific emergencies. Not all situations can be anticipated. In the event of an unforeseen emergency situation, staff members are instructed to use their best judgment as to the proper action.

Under no circumstances should a staff member attempt to force a patron to comply with safety precautions. Staff members are not responsible for patrons who have been warned of dangers and decline to act appropriately.

Good housekeeping is one way to maintain pleasant and efficient working conditions. The majority of injuries occur as a result of the unsafe activities of employees. Some of the hazards created by people include materials on floors, loose telephone and electric cords, open drawers and attempts to lift or move heavy objects incorrectly or without help.

It is important that employees develop safety awareness and periodically check work areas for potential hazards and that they correct unsafe work practices. Report any unsafe conditions to your supervisor immediately.

The departmental supervisor or branch manager in charge is responsible for sending a detailed memo after the incident to the Library Director regarding any emergency situation. If in doubt, staff should always report an incident rather than fail to do so.

II. Accidents and Injuries

- A. In the event of an accident or injury to any staff member or patron of the Neuse Regional Library System, all participants in the accident and any injured party must submit a signed "Accident Report Form" (Appendix C) to their supervisor, who will then forward it to the Director of Libraries.
- B. If the injured party is a patron, the staff participants in the incident are responsible for making sure that he or she signs the report.

III. Active Shooter

- A. If gun shots are heard, remember that patrons are likely to follow the lead of staff during an active shooter situation. If you are not sheltered in a secure space (a closed room that you can lock and make dark), run in the opposite direction of the gunshots.
- B. Evacuate the building if possible. Staff should be aware of where all possible building exits are located.
- Leave your belongings behind. Do not carry anything in your hands as that could be mistaken for weapons. Keep your hands elevated with open palm visible.
 - Supervisory staff should help those with disabilities by escorting them to the nearest exit or safe area.
 - Call 911 (If you cannot speak, leave the line open so the 911 operator can hear what is going on in the room.)
 - Give your name
 - Location of the shooting
 - Number of shooters and any other information you may have
 - Description of shooter(s) (clothing, race, gender)
 - Injuries, numbers and types of injuries
 - What types of weapons you saw or heard
 - If the assailant has a backpack
 - Your current location
- C. If you cannot exit the building:
- Go to the nearest safe space (a room you can secure)
 - Close, lock, and barricade door (using file cabinets, desks, other furniture)
 - Close shades, curtains or blinds, and turn off lights
 - Cover any glass in the door, if possible
 - Keep quiet
 - Do not answer the door
 - If time and the situation allow, one person in the room/space should call 911 advising of your location and the number of people in the room/space. Provide any information you have on the intruder/s
 - Mute your cell phone, turn off radios and computer monitors
 - If there is more than one person, spread out (no easy targets and more opportunity for escape or for overpowering the shooter)
 - Get on the floor and behind heavy furniture
 - Remember, the shooter generally will not stop until stopped. Do not exit your safe space until you are positive the police are in control of the situation.
- D. When the police come:
- Remain calm, keep hands visible with your palms open and facing up
 - Do not move until “all clear” command is given
 - You are now in a crime scene; follow all instructions given to you by the officers
 - Notify your supervisor/Library Director as soon as it is safe to do so

IV. Bomb Threats

- A. Keep the caller on the telephone as long as possible. Immediately, while the caller is kept on the line, another staff member should call 911.
- B. Ask the caller to repeat the message and try to write down every word that the person says, as well as the time of the call.
- C. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- D. Pay particular attention to peculiar background noises such as motors running, background music, and any other sounds that may indicate from which location the call is coming.
- E. Listen closely to the voice for gender, voice quality (calm or excited), accents, and speech impediments.
- F. Evacuate the building following the “Rules Governing Evacuating the Building.” The police will handle the actual bomb search.

V. Disorderly Patrons and Suspicious Behavior

- A. Library patrons should be engaged in activities associated with the use of the Library. Patrons not engaged in reading, studying, or using library materials or computers may be required to leave the building.
- B. Any conduct interfering with the quiet, orderly use of the Library, library materials, or library property is prohibited. Persons who violate this policy or engage in illegal behaviors may be subject to sanctions, including: being asked to leave the library premises; being reported to the police; and legal prosecution. Repeat offenders may lose their library privileges.
- C. If a staff member or patron is verbally or physically threatened by a disorderly individual and feels that assistance is needed to secure a safe environment, local law enforcement should be notified and asked to come to the Library immediately.
- D. Staff members should distance themselves from the disruptive persons until the authorities arrive. Staff members should not approach disruptive individuals and should also keep other persons away.
- E. The departmental supervisor or branch manager is responsible for completing and sending a “Problem Report Form” to the Library Director regarding the situation immediately.
- F. Staff should be observant and aware of their surroundings at all times, should try to leave the building at night in a group, and should keep valuables out of sight of the public.

VI. Earthquake

- A. If inside, stay inside and watch for falling objects. If possible, crawl under a table or desk and hold on, otherwise get against an interior wall and protect your head and neck with your arms. Do not go into a doorway. Stay clear of any windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- B. If outside, move to an open area away from buildings, trees, and power lines. If forced to stand near a building, watch for falling objects.
- C. Be prepared for aftershocks.
- D. Open doors carefully. Watch for falling objects. Do not use plumbing, gas appliances, matches, or lighters.

VII. Fire

- A. If the alarm does not sound, announce over the intercom: "There is a fire (or smoke) in the building. Please exit the building immediately and go to [*your library's designated location as listed under Rules Governing Evacuating the Building*]."
- B. Evacuate the building following the "Rules Governing Evacuating the Building."
- C. Notify the Fire Department by calling 911
- D. Never allow the fire to get between you and the nearest exit. Stay low to the ground to avoid smoke. Do not break windows. Do not lock any doors.
- E. For smaller, isolated fires, there are fire extinguishers located in the following locations:

Headquarters:

Back door, server room, attic entry, computer lab, Young Adult emergency exit, Washington Street emergency exit, Queen Street entrance, between sliding glass doors, auditorium, Children's Room emergency exit, Children's Room desk, Auditorium mechanical room, outside electrical room

Greene County:

Front lobby, exterior emergency exit

La Grange:

Circulation Desk, computer lab, back room door

Pink Hill:

Video room

Trenton:

Near bathroom door

Pollocksville:

Front entrance

Maysville:
Staff closet

Comfort:
Back door

Staff should prioritize notifying all building occupants of evacuation, then attempting use of the fire extinguisher. Do not put yourself in physical danger in attempting to extinguish the fire.

VIII. Flood

- A. When flooding is imminent but only if time permits, turn off all utilities in the building at the main power switch. Do not touch any electrical equipment unless it is in a dry area.
- B. Evacuate the building following the "Rules Governing Evacuating the Building.
- C. If you are caught in your building by rapidly rising waters, call 911 for help. Then move to a higher floor or to the roof.

IX. Hurricane

- A. In the event of a hurricane watch or a hurricane warning, the Library Director will decide whether or not to close the library. In the absence of the Library Director, Assistant Director, Reference Staff on duty, or the branch manager will consult the Library Director by phone on the decision to close.
- B. If the decision to close the Library is made, staff should follow the "Rules Governing Closing the Library."

X. Medical Emergencies

- A. Notify the proper emergency services personnel or phone 911 as soon as possible.
- B. Unless they are certified, staff members should not attempt to provide first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Staff should not move the injured person if it can be avoided. Staff members should only attempt to keep the sick or injured person comfortable and protected from needless disturbance until medical help can be obtained. Staff should avoid any unnecessary conversation about the incident or about the ill or injured person. Doing so may add to the person's distress or fears, increasing the risk of medical shock. Communication should be limited to hushed reassurances.
- C. No medication (including aspirin) should be dispensed.
- D. All injuries, whether to staff or patrons, should be immediately reported, first verbally and then in a detailed memo to the Director and the appropriate department head.

XI. Power Failure

- A. If the power goes off, staff should wait at least 15 minutes to see if the power comes back on. If the loss of power is not associated with severe weather, the local utilities provider should be contacted to determine the reason for the loss of power and the expected time of its return.
- B. If the power does not come back on, staff should follow the instructions of the Library Director who will decide whether or not to close the library. In the absence of the Library Director, the Assistant Director, Reference Staff on duty, or the branch manager will consult the Library Director by phone on the decision to close. If the decision to close the Library is made, staff should follow the “Rules Governing Closing the Library.”

XII. Rules Governing Closing the Library

- A. In cases of severe weather and other emergencies, the Library Director will decide whether or not to close the library. In the absence of the Library Director, the Assistant Director, acting supervisor or the branch manager will consult the Library Director by phone on the decision to close.
- B. The Library Director will notify the supervisors of each department or branch location of the closing.
- C. The supervisors of each department or branch manager will notify the staff members in their departments or library.
- D. If the library is being closed during normal operating hours, the staff will notify patrons who are present.
- E. If appropriate, authorized staff members will notify local television stations regarding the closing.

XIII. Rules Governing Evacuating the Building

- A. In the event of emergencies, it may be necessary to evacuate the Library. The decision to evacuate the Library at the time of the emergency will be made by the Library Director. In the absence of the Library Director, the Assistant Director, Reference Staff on duty, or the branch manager will consult the Library Director by phone on the decision to close.
- B. The Assistant Director, Reference Staff on duty, or the branch manager will ensure that the following actions are taken:
 - Calling 911 as early as possible to report an emergency
 - Warning all building occupants of emergency situations
 - Leading staff and patrons to an alternate exit if the main exit is blocked
 - Helping with exit via windows if necessary
 - Ensuring that the building is completely evacuated
 - Working with fire extinguishers for minor fires after calling 911 and ordering building evacuation

- Instructing all staff and patrons to assemble at their Library’s designated evacuation location:

Headquarters	Lawn adjoining Herritage Street parking lot
Greene County	Parking lot adjacent
La Grange	Washington Street parking lot
Pink Hill	Neighboring yard on Pine Street
Comfort	Front lawn
Trenton	Front lawn
Pollocksville	Front lawn
Maysville	Front lawn

- C. The first priority is to get everyone out of the building. A clear and calm announcement should be made over the intercom that the building is to be evacuated immediately, indicating where staff and patrons are to gather. If the intercom is not working, activate a fire alarm. As long as it seems safe, staff members should walk through the building to check stacks, restrooms, and offices for patrons and staff and direct them to the exits. Staff members should conduct this “walk through” quickly, without putting themselves in danger.
- D. Special assistance must be given to physically challenged patrons during evacuation.
- E. The departmental supervisor in charge or branch manager should try to determine who was working at the time and account for all staff members, if possible. If someone is not accounted for, the departmental supervisor in charge should inform the emergency services personnel.
- F. Once the building has been evacuated, only emergency services personnel should enter.
- G. Staff and patrons should follow the instructions of the Director or the emergency services personnel.

XIV. Tornado

- A. If a tornado warning is in effect and a tornado has been sighted near the Library, staff should alert patrons by intercom or other means to relocate to the following areas:

Headquarters	Auditorium
Greene County	Study Rooms
La Grange	Conference Room or Computer Lab
Pink Hill	Video Room
Trenton	DVD Closet
Pollocksville	DVD Closet
Maysville	DVD Closet
Comfort	DVD Closet

- B. All doors to rooms with windows should be closed if possible.

XV. Vehicle Safety

- A. Library vehicles may be used for the following purposes by authorized employees with a valid North Carolina Driver's License:
- Delivery of library materials to homebound patrons
 - Delivery of library materials, items, documents between NRL libraries
 - Library programming for branches
 - Staff workshops or other development activities
- B. Employees are required to report immediately all crashes and moving violations that occur during work-related activities if they are driving a library-owned or personal vehicle on library business.
- C. Occupants of library vehicles must wear seat belts at all times and must adhere to all federal, state, and local laws governing vehicle operations.
- D. Staff must sign out a library vehicle before departing with it and must sign in upon returning.
- E. No staff member driving a library vehicle should use a cell phone in any manner, including, but not limited to, talking, text messaging, or web browsing.

XVI. Water Leaks

- A. Stay away from all electrical equipment which may have become wet.
- B. Notify the Head of Maintenance of the leak immediately.

XVII. Winter Storm

- A. In the event of a winter storm warning, the Library Director will decide whether or not to close the libraries. In the absence of the Library Director, the Assistant Director, departmental supervisor or branch manager will consult the Library Director by phone on the decision to close.
- B. If the decision to close the Library is made, staff should follow the "Rules Governing Closing the Library."

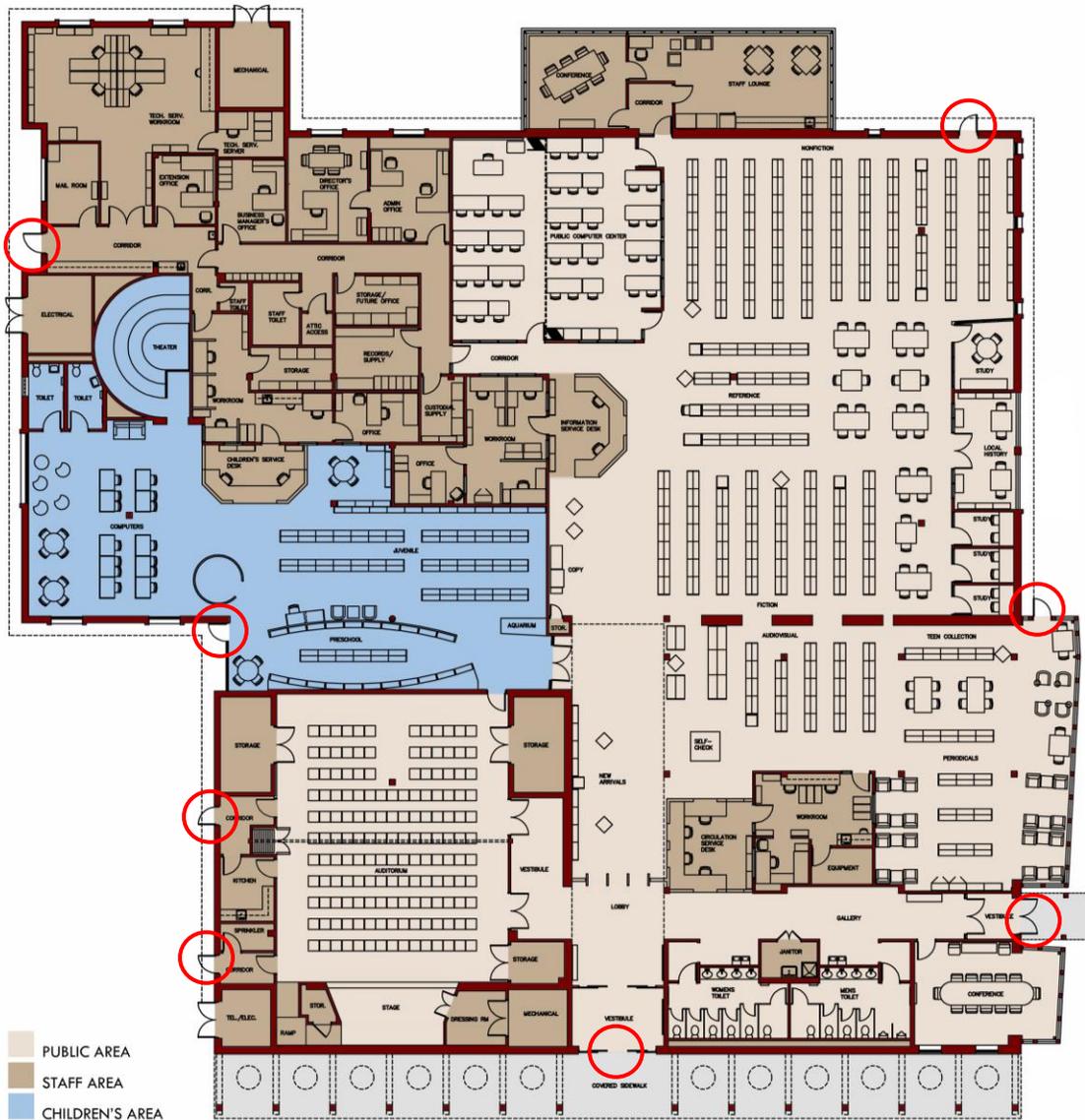
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June 23, 2009

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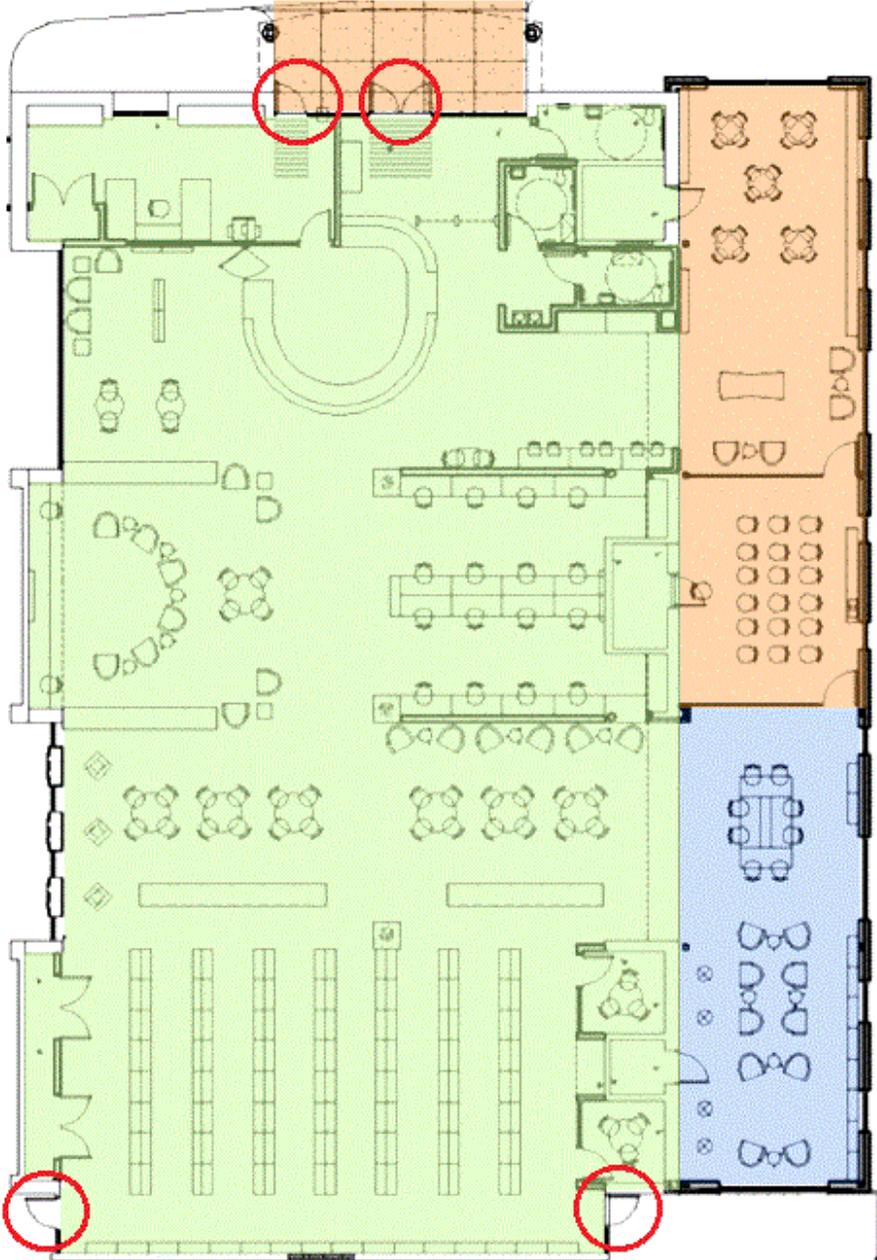
Appendix A

Emergency Exits

Kinston-Lenoir County Public Library



Greene County Public Library



La Grange Public Library

Exit through the front entrance or through the back exit beside the stage.

Pink Hill Public Library

Exit through the front door or the back door by the video room.

All Jones County Libraries

Exit through the front door or back door.

Appendix B

NEUSE-REGIONAL LIBRARY

PROBLEM REPORT FORM

DATE: _____

TIME: _____

NAME OF STAFF MEMBER REPORTING PROBLEM: _____

PROBLEM:

If disciplinary problem, name and library card # of problem patron:

Appendix C

NEUSE-REGIONAL LIBRARY

ACCIDENT REPORT FORM

DATE: _____

TIME: _____

DESCRIPTION OF INCIDENT:

PARTIES INVOLVED (Include name, address, and phone number):

WITNESSES TO INCIDENT (Include name, address, and phone number):

REPORTED BY:

SIGNATURE:

Appendix D

NEUSE-REGIONAL LIBRARY

SAFETY ISSUE REPORT FORM

DATE: _____

NAME: _____

DESCRIPTION OF SAFETY ISSUE OR HAZARD:

PROPOSED RESOLUTION:

RECEIVED BY SUPERVISOR: _____ (Initials) _____ (Date)

RECEIVED BY DIRECTOR: _____ (Initials) _____ (Date)

ACTION RECOMMENDED BY SUPERVISOR:

CONFIRMATION OF ACTION: _____ (Initials) _____ (Date)

RETURN TO ORIGINATOR

Appendix E

TELEPHONE NUMBERS

*****For all emergencies call 911*****

Non-Emergency Law Enforcement

Kinston Department of Public Safety	252-559-6118
Lenoir County Sheriff's Office, La Grange Division	252-566-3400
Pink Hill Police Department	252-568-4102
Greene County Sheriff's Office	252-747-3411
Jones County Sheriff's Office.....	252-448-0035
Maysville Police Department.....	910-743-3104

Local Government (Only Call When Authorized)

Town of La Grange.....	252-566-3827
Town of Pink Hill	252-568-3181
Greene County Manager's Office.....	252-747-3446
Jones County Maintenance	252-448-1221