

Emergency and Contingency Procedures

Emergency

An emergency can be defined as any situation in which a patron's actions present an imminent danger to the life or safety of themselves or others. Such incidents include assault, or other crimes of violence, or the threat or attempt to commit such crimes. Any library staff who observes or receives a report of such behavior should call the police (911) immediately. A medical emergency is more likely.

1. Staff will practice fire drills and note the date on a log to be kept by the library manager.
2. Evacuation diagrams should be posted in staff and public areas in the library.
3. Staff should know the primary and secondary rally points for emergencies.

Medical

A library staff should call 911 immediately if an employee or patron has a medical emergency. Every effort should be made to secure the privacy of the individual by closing doors, or when possible, moving the individual to private areas until professional help arrives. First aid is acceptable; however, library staff should not attempt medical procedures unless certified to perform the procedure. Library staff are trained to administer an AED and it is located on the wall near the main entrance across from the community board.

Criminal

Theft, vandalism, or illegal acts

Upon receiving a report or observing a patron attempting to steal or maliciously destroy library property, or commit an illegal act, the library staff should report the incident to the library manager or the business manager. If it is determined the act has indeed occurred, the police should be called. The library will prosecute anyone who steals or maliciously destroys library property.

Fire

All library staff should know where fire extinguishers are located.

1. Call 911 and report the fire.
2. Gather all library staff and begin evacuation to at least 500 feet from the building.
3. Close all doors and do not let anyone back inside the building.
4. A library staff should go to the parking lot to keep it clear of traffic until fire trucks arrive.
5. The library manager will notify the County Administrator, Library Board of Trustees Chair or Vice-Chair, and regional library director of the Northeast Georgia Regional Library System.
6. If the library manager is not present, the designee will locate the library manager.

Bomb threat

Follow the same procedures as those for fire:

1. The library manager or business manager or designee will call 911 and describe the event as a bomb threat.
2. **Do not panic.**
3. **Do not discuss the threat with the patrons.**
4. Patrons should be told that the building is being evacuated.
5. If a device is found, do not touch it or disturb it in any way. Be aware that secondary devices may be planted.
6. No one should be permitted to reenter the building until it is cleared by law enforcement officials.
7. A library staff should go to the parking lot to prevent traffic from entering.
8. The library manager or business manager should talk to the media and will notify the regional library director of Northeast Georgia Regional Library System and Board of Trustee Chair.
9. If the library manager is not present, the senior library staff will locate and notify the library manager or regional library director of Northeast Georgia Regional Library System.

Information from the bomb threat call

Bomb Threat Checklist

After the emergency procedures have been implemented, the person taking the bomb threat call should complete this page as soon as possible to gather information for authorities.

When is it going to explode?

Where did you place the bomb?

What does the bomb look like?

What kind of bomb is it?

What will cause the bomb to explode?

Did you place the bomb?

What is your name?

What is your address?

What is your telephone number?

Identifying Caller Information

Sex of the Caller _____

Accent (if detectable) _____

Time of call _____

Child _____

Background sound heard during the call _____

Tornado watch and warning**

Signals- Watch for a verbal communication

Warning- Announce "We have a Tornado Warning"

Warning- Upon notification that a tornado warning is in effect, the following procedure will be followed: Announce- We have a Tornado Warning.

The library manager or a library staff will ask patrons and library staff to move to the most secure areas of the building. The areas that have been determined safest. No one should remain inside the library proper because of glass and heavy shelving.

All persons should remain in the designated areas until the library manager or designee gives notification that it is safe to resume operations.

The library manager or designee should verify that all staff, volunteers, and patrons (as much as possible) are accounted for during and after the event.

Flood warning

When a flood warning notification occurs, the library manager or designee should follow normal emergency procedures to alert patrons and staff. Every effort should be made to secure the building with priority given to the safety of library staff and patrons. Individuals should relocate to any area deemed safe by emergency officials.

Public Health or Natural Disasters Emergency Policy

Policy

In the event of a pandemic (“the worldwide spread of a new disease”. World Health Organization), natural disaster, or other public health emergency, the library manager, in conjunction with the Board of Trustees and the Board of Commissioners, will implement health and safety measures and/ or curtail or suspend services as needed for the wellbeing of the library patrons, staff, and community. Any equipment needed to comply with safety measures (for example, hand hygiene supplies, or face covering) shall be provided by Rabun County Public Library, if needed. When services must be curtailed or suspended, Rabun County Public Library will make every effort to provide services in other ways (for example, item curbside pickup, or online or telephone assistance).

Health and safety measures will be those recommended in the interest of public health by the Centers for Disease Control, the Georgia Department of Health, or the World Health Organization, and will apply to both patrons and staff.

Services that may be curtailed or suspended **including** but not limited to:

- A. group activities or meetings;
- B. computer/ printer use;
- C. public restrooms and/ or water fountain;
- D. browsing;
- E. circulation;
- F. use of the library by certain age groups (for example, children or groups at high risk);
- G. length of time of library visits;
- H. sections of the library (for example, the Friends of the Library Bookshop);
- I. indoor or outdoor book returns; or
- J. a donation acceptance for the Friends of the Library Bookshop.

Procedure

- A. Staff will advise patrons of any new requirements via signage, website, social media, email, newspaper, or radio.
- B. Staff will advise patrons of any new requirements in advance as they enter or call the library.
- C. If a patron ignores the request, library staff will ask the patron to leave the premises. If the patron ignores this request, the library manager or designee will be called upon to assist.

If the patron does not comply after speaking with the library manager or designee, law enforcement will be contacted, and a police report filed. The patron will be barred from the library for one calendar year. At the end of the calendar year, the patron may submit

a request in writing to the board of trustees to request permission to reenter and use the library, and the board's decision at their next scheduled meeting will be final.