

Branch District Library
10 E. Chicago St.
Coldwater, MI 49036

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ALGANSEE BRANCH CONTACTS

	Contact	Phone Number
Alganssee Building Issues	Joy Wood Lisa Wood	517-639-4333 (home) 517-639-4434 (store) 517-639-3295(home) 517-639-4001 (Quincy Branch)
Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Fire		911
Poison Control		800-222-1222
Police (emergency)		911
	Branch County Sheriff	517-278-2325

BRONSON BRANCH CONTACTS

	Contact	Phone Number
Bronson Building Issues	Ken Carpenter, Jr. (Township Supervisor) kenneth.carpenter@abbott.com	269-506-0295
	Rhonda Noble (Township Clerk) bronsontwpclerk@gmail.com	269-506-0295
Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Fire		911
Poison Control		800-222-1222
Police (emergency)		911
	Branch County Sheriff	517-278-2325

COLDWATER BRANCH CONTACTS

Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Electrical emergencies	F& M Electric	517-278-8484
Elevator emergencies	Otis Elevator	800-233-6847
Fire		911
Fire Alarms	"Tyco Simplex Grinnell fire alarm voice call password / "abort code" (Managers – other information is on your Password Safe.)	888-746-7539
Gas Company (emergency)	Michigan Gas Utilities	800-401-6451
Gas Company (non-emergency)	Michigan Gas Utilities	800-401-6402
Heating & Cooling	Aker	517-278-0773
Plumbing	M & K Plumbing	517-279-2466
Poison Control		800-222-1222
Police (emergency)		911
Police Non-emergency	City of Coldwater Police Department	517-278-4525
	Branch County Sheriff	517-278-2325

QUINCY BRANCH CONTACTS

	Contact	Phone Number
Quincy Building Issues	Ray Conley (Township Supervisor)	517-639-2256
Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Fire		911
Poison Control		800-222-1222
Police (emergency)		911
	Branch County Sheriff	517-278-2325

SHERWOOD BRANCH CONTACTS

	Contact	Phone Number
Sherwood Building Issues	Mark Hicks (Village President)	269-832-6742
Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Fire		911
Poison Control		800-222-1222
Police (emergency)		911
	Branch County Sheriff	517-278-2325

UNION BRANCH CONTACTS

	Contact	Phone Number
Union Building Issues	Ralph Strong (Township Supervisor)	517-741-7353 (home) 517-741-4169 (township office)
Ambulance/Paramedics		911
Assault (including sexual)		911
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Fire		911
Poison Control		800-222-1222
Police (emergency)		911
	Branch County Sheriff	517-278-2325

EMERGENCY TELEPHONE LIST (FOR PATRON USE)

Alcohol / Drug Abuse	Branch County Substance Treatment and Referral Service (Pines)	517-278-2129
Child Abuse	Department of Human Services Child & Adult Abuse Hotline	855-444-3911
Domestic Violence Crisis Line	Shelter House	517-278-SAFE (7233)
Mental Health	Pines Behavior Health	517-278-2129
Poison Control		800-222-1222
Police Non-emergency	City of Coldwater Police Department	517-278-4525
	Branch County Sheriff	517-278-2325
Suicide Prevention	National Suicide Prevention Hotline	800-273-TALK (8255)

BUILDING EMERGENCY TEAM

Branch District Library has created a Building Emergency Team to respond to emergency or disaster situations. This team is comprised of various BDL staff members. The following is a list of emergency assignments and a description of their primary responsibilities before and during an emergency or disaster situation.

Director

The Director's primary responsibilities are:

1. Authorizing and endorsing the building emergency plan.
2. Appointing staff to perform emergency tasks.
3. Maintaining a current building emergency plan.
4. Testing the building emergency plan on a regular basis.
5. Training staff to perform emergency tasks.
6. Implementing recall procedures for all evacuated and/or sheltered persons.

Building Emergency Coordinators

The Assistant Director and each Branch Manager are designated as Building Emergency Coordinators. The Building Emergency Coordinator's responsibilities are:

1. Participating in building emergency plan review and updates.
2. Training department staff in building emergency procedures.
3. Notifying persons onsite of the need to evacuate or seek protective shelter.

BUILDING SECURITY

Opening Procedures

Break-Ins; Theft; Vandalism

1. Call 911.
2. Do a walk-through with the authorities in each section assessing damages, thefts and vandalism.
3. File a police report.
4. File an BDL incident report.

Opening the Building

1. Do a walk-through inspection of building including stack and storage area.
2. Unlock entrances.

Equipment Failure

1. Notify Manager on duty (Coldwater).
2. Notify appropriate branch contact (Branches)

Unauthorized Person in Building

1. If you are not already in the building, do not enter. Call 911 from the nearest telephone.
2. If you are in the building, exit immediately and call 911 from the nearest telephone. Observe the building until the police arrive to see if the person leaves.
3. If the person leaves before the police arrive, note:
 1. Direction the intruder fled.
 2. Physical description.
 3. Any other information that may be useful to the authorities for identification so they may question the suspect if apprehended.
4. Branches: Contact the appropriate Branch Contact

Closing Procedures

Checklist

All departments should follow a written checklist for securing their area and checking power sources as indicated by the Director.

Power Failure/Summer

1. See all sections of Power Failure under Natural Disaster
2. Manager on duty will report power failure
3. Secure building as normal
4. File BDL incident report

Power Failure/Winter

1. See all sections of Power Failure under Natural Disaster.
2. Manager on duty will report power failure
3. Securing the building for night in a normal manner.
4. File BDL incident report

Lock Failure (or anything that prevents securing the building)

1. Manager/Librarian on duty should not leave until someone has arrived to remedy the problem.
2. File BDL incident report

NATURAL DISASTERS

Preparation in the Library

1. Director or Branch Manager should designate an evacuation route out of the building and a meeting place where staff can report and be counted.
2. Manager on duty should know the location and how to use the:
 1. Fire alarm.
 2. Fire extinguishers
 3. Energy shut-off valves, service panels, or circuit breakers, gas and water shut-off and electrical cut-off, if accessible.
 4. Flashlights

Snow/Blizzard

Closure of the library is at the Director's discretion.

Fire

1. Alarm sounds; always assume there is an emergency, (except if staff is forewarned that work being done in the library will set off alarm).
2. If a fire occurs on your level
 1. Call 911. Be sure to give the Library and Street address.
 2. Activate the fire alarm.
3. Director/Building Emergency Coordinators on duty should:
 1. Inform the public and staff to evacuate the building (see pages 20-31 for your branch's route). Public Services staff should inspect all areas and floors of their building.
 2. Clear the elevator (where applicable) and do NOT use it.
 3. Designate staff to:
 1. Lead the public out. Stay away from the building. Go to the designated area (see page 32) and remain there until the building is safe to re-enter.
 2. Do not let any non-emergency staff enter the building.
 3. Notify the courthouse if necessary (Coldwater).
 4. Direct emergency crew to the source of the fire.
 5. Account for all staff at the designated area.
4. If it is deemed to be a false alarm or damage is minimal and the building is declared safe by the authorities, return to work stations and allow the public to re-enter the building.
5. If damage is substantial and the building is deemed unsafe by the authorities, notify the Director and Building Emergency Coordinators in that order. File BDL incident report

Flood

1. Evacuate and secure the area.
2. Do not let the public in.
3. Follow the chain of command.

Power Failure

1. Daylight
 1. Remain open during working hours.
 2. Clear the elevators.
 3. Manually perform circulation operations or use a laptop in offline mode if available.
 4. For the safety of the customers and staff, do not allow the public in dark areas.
 5. File BDL incident report.
2. Darkness
 1. Staff should remain on duty in case power is restored they can resume service.
 2. Person in charge should clear the public from the building and restrict access.
 3. Power resume – resume service.
 4. File BDL incident report

Threatening Weather Preparation

1. See appendices for route and shelter area
2. The directions are posted (see pages 33-39 for your branch's designated shelter area)
3. Have ready:
 1. Portable radio (1590AM or 98.5RM)/mobile phone
 2. Flashlights

Tornado

1. Branch District Library is signed up for Branch County's Code Red Weather Warning. In the event of severe weather an email will be sent to all BDL staff. Alerts will also be sent to the Director, Assistant Director and Financial Manager via phone and/or email. In addition, a weather radio is located at the Public Services Desk. In the event of a tornado, Manager will:
 1. Inform the public and staff that there is a tornado warning.
 2. Instruct them to immediately go to designated shelter or leave. They must not remain in a hazardous area.
 3. Designate staff to:
 1. Clear areas and lead public to shelter.
 2. Clear elevator and turn it off.
 3. Circulation person should take radio to designated shelter.
 4. Do not lock doors so that public can enter building if necessary, for their safety.
2. Wait for the All Clear via radio, weather radio or alert system.
3. File BDL incident report.

MEDICAL EMERGENCIES

Preparation for/at Each Level

1. Emergency list of telephone numbers is kept by each telephone.
2. First Aid Kit is on hand for minor injuries and should remain fully stocked and all medicines in it within date.
3. List of personnel with emergency training on hand: (Managers and Head of Department)

Injury/Sudden Illness of Patron/Customer

1. Initial call
 1. Any staff member who observes a serious injury or illness must ask the individual if:
 1. They are ok
 2. They would like an ambulance to be called.
 1. If yes, the staff member must call 911 and
 1. State: This is an emergency.
 2. Type of problem-severity. Be specific. Identify library location and easiest entrance to building.
 3. Designate person to meet emergency crew.
 4. If not already done, notify Manager on duty.
2. Response to injured.
 1. A staff member must stay with the patron until help has arrived.
 2. Identify personnel in department with first aid, CPR training to assist if possible.
 3. In all injuries of a serious nature, such as falls, broken limbs, shock, unconsciousness, epileptic attacks, the injured should not be moved. Wait for paramedic team.
 4. Inform the person that emergency help has been called.
3. Manager/Librarian on duty should clear area of all bystanders. Move away any obstacles i.e., small furniture, book trucks, or anything that may be in the path of emergency assistance crew.
4. Manager/Librarian on duty should complete emergency report as fully as possible. Get the name and address of witness, if appropriate. Note the names of any employees involved in the incident. Copy of the report goes to the director.
5. Liability of staff: The Good Samaritan Law applies to the average standard care. If you do more than that, you could be liable. Most lawsuits would name Branch District Library and the individual employee. The library will defend you unless it's an intentional wanton and willful act of neglect on your part. If you are operating within the scope of your job duties you should not be liable.
6. File BDL incident report

Injury or Sudden Incapacitation of Staff

1. Follow emergency procedures outline for "Injury and sudden illness of patrons." (see above).
2. Immediately report all accidents to your supervisor and bookkeeper. Obtain Workers Compensation report, fill out and turn in at Administrative Assistant's Office within 24 hours of incident.
3. File BDL incident report.

DEALING WITH PROBLEM BEHAVIORS

In dealing with patrons who are causing trouble, the main idea is to be realistic. Both the employee and the patron must conform to certain rules or pay the consequences of breaking them. By carefully showing the patron what the rules are, the employee helps the patron deal with the situation in a realistic manner.

The following suggestions might be helpful to the librarian in dealing with problem behavior:

- Validate the patron's concerns, but stick to your position
 - "I understand how you are feeling, however the library must enforce policy..."
- Avoid a tone of voice or the use of phrases that might be considered demoralizing or condescending.
- Listen carefully to the patron.
- Respond with a calm, friendly manner.
- Use common sense in dealing with problem situations. Try not to become angry or panic.
- Take a firm, realistic position.
- Adopt firm and assertive language.
- Explain your position.
- Stress your responsibility to the collection and to other patrons if advisable.
- Do not allow yourself to be sidetracked by a patron.
- Repeat your position firmly as often as necessary.
- Suggest realistic alternatives.
- If the patron wishes to see someone "higher up" explain the situation to the supervisor in realistic terms in a calm manner.

Assessing the Situation

In all dealings with patrons who are causing trouble, it is important to assess the seriousness of the situation as early in the confrontation as possible. The course the employee should pursue will be dependent upon the accuracy of their assessment. Try to distinguish whether the patron is exhibiting **Problem Behavior** or **Eccentric Behavior**. The following is a list of possible traits of each kind of behavior.

PROBLEM BEHAVIOR

- STRANGE
- POTENTIALLY DANGEROUS
- DESTRUCTIVE
- MALICIOUS INTENT

ECCENTRIC BEHAVIOR

- STRANGE
- NOT DANGEROUS
- NOT DESTRUCTIVE
- NO MALICIOUS INTENT

Use teamwork in dealing with problem patrons.

If a problem patron appears to be dangerous and the police have been contacted, the library director or employee in charge should ask other patrons to move away from the disturbed patron so that they will be safe. The librarian should also move away from the patron for self-protection and may call up reinforcements from the staff in case further protection is needed. There should be no attempt to stop the patron if they try to leave the library.

CRIMINAL/PROBLEM BEHAVIOR – NON-VIOLENT

Abandoned Child

An abandoned child is defined as incompetent to care for himself/herself or too young to be responsible for his/her safety.

1. Question the child to be sure he/she is not lost in the building or his/her parents are not in another area of the library.
2. Ask the child his/her name and the names of his/her parents.
3. Once you have determined that the child is truly abandoned, call 911.
4. A staff member must stay with the child until authorities have arrived.
5. If a parent arrives prior to the authorities, attempt to engage them until the authorities have arrived.
6. File BDL incident report

Crowds, Teen Gangs, Rowdy Behavior

1. Never physically touch them; don't jeopardize yourself by physical contact.
2. Approach them sternly, but in a friendly manner. Don't show any fear or be intimidated. Talk to them and imply they are adults and should act as such.
3. If you ask the group to leave and they refuse, it's a formal trespass. Call 911. If the police arrive and the gang is still there, the police officer will ask you to sign a citation. The officer cannot arrest for a misdemeanor he/she has not witnessed.
4. File BDL incident report.

Disruptive Behavior

1. If an individual willfully and purposefully disrupts other library users, warn the individual that they are not abiding by the posted Code of Conduct and if the behavior continues, they may be asked to leave the building.
2. If an adult with a disruptive child does not succeed in quieting or removing the child from the library, notify the Manager on duty.
3. Manager will ask individual to stop the behavior or leave the library (may speak to individual once or twice before asking him/her to leave).
4. If disruptive behavior continues and individual refuses to leave, the Manager on duty may call 911.
5. File BDL incident report.

Emergency Assistance

If a staff member needs help from another staff member and cannot leave the public service, call other service desk or department. Give your name and department. Other staff will notify Manager/Librarian on duty or staff in another department to assist immediately.

Emotional, Mental, Psychiatric Person(s)

1. The emotionally and/or psychologically impaired library user has the same rights as any others and should be treated as such.
2. If the library user is physically threatening to himself or others follow procedure for Aggressive, Armed or Physically Threatening Behavior. (page 20)
3. If a staff member needs help in dealing with a particular library user, the staff member should consult with the Manager.
4. Also refer to "Helpful Hints" on page 40.

Intoxicated Individuals

1. If the problem is slight (odor of alcohol noticeable, but the individual is exhibiting acceptable behavior), ask the individual to leave the library.
2. If the individual will not leave, the staff member should contact his/her supervisor.
 - a. The supervisor should ask the individual to leave the library, stating that if they do not leave, the authorities will be called.
 - i. If the problem persists and the individual will not leave, call 911.
 - b. Give your name, Branch and street address. If the individual is abusive or threatening be sure to say so. Emphasize that assistance is needed immediately.
3. File BDL incident report.

Panhandlers

4. If the problem is slight (panhandler approaches only 1 or 2 people), ask the individual to leave the library.
5. If the individual will not leave, the staff member should contact his/her supervisor.
 - a. The supervisor should ask the individual to leave the library, stating that if they do not leave, the authorities will be called.
 - b. If the problem persists and the individual will not leave, call 911.
 - i. Give your name, Branch and street address. If the individual is abusive or threatening be sure to say so. Emphasize that assistance is needed immediately.
 - ii. File BDL incident report.

6. Solicitors

1. Inform the individual that solicitation (solicitation is not allowed) disturbs our patrons therefore we ask them not to do so in the library.
2. If the problem persists, notify the Manager on duty.

Telephone Calls: Annoying, Obscene, Threatening

1. Obscene calls: Hang up the telephone immediately.
 - a. If the calls persist:
 - b. Notify the Manager on duty.
 - c. File a police report, using the information from the caller ID.
 - d. Inform the telephone company business office.
 - e. File BDL incident report.
2. Threatening calls: Call 911 immediately. Use the same procedure as outlined for all other 911 calls for emergency help.

Theft

If you observe someone attempting to steal library property:

1. Approach the individual and ask if you can help them to check out library materials.
2. If you suspect someone has stolen library materials, you cannot search or detain that person unless you or someone else has observed that person in the act or you have "reasonable cause" to detain.
3. Where suspicion is not a sufficient legal basis to conduct a search. However, you may retain the suspect for a brief period to ask a few questions if you have reasonable suspicion that theft has or is occurring and are able to articulate facts to support this reasonable suspicion.
1. Report the incident to the Manager on duty. He/she will determine whether or not to call the authorities.

- a. Theft is a misdemeanor if the total loss is less than \$100.00. Theft is a felony if the total loss is more than \$100.00.
2. File BDL incident report.

3. Vandalism

4. If you observe someone maliciously damaging library property:
5. Approach the individual and ask them to stop their behavior at once.
6. Report the incident to your supervisor who will determine what action to take.
 - a. Vandalism includes writing on walls of public restrooms, study carrels, and on tables and desk surfaces; writing on upholstered chairs, sofas, and cushions; defacing library materials, in books or writing in same; throwing objects at windows and doors and at parking lot lights; any other destructive acts against library property.
 - b. Vandalism is a misdemeanor if the total property damage is less than \$100.00. Vandalism is a felony if the total loss is more than \$100.00. Arrest power for misdemeanor can only be exercised when the vandalism has been observed and is committed in the presence of the person signing the citation or making the arrest. Staff should treat all acts of vandalism as a misdemeanor. Following this procedure carefully will insure that neither a staff member nor the library can be sued for false arrest.
7. File BDL incident report.

8. Truancy

Truancy is a school problem, not a police problem. If the student is creating a disturbance, treat the “problem behavior” as defined elsewhere.

Verbal Abuse of Staff

If a library user speaks to a staff member in an abusive or obscene manner:

1. The staff member should remain calm.
2. Report the behavior to the Manager on duty.
3. If the library user continues to be abusive, use the same procedure as outlined for “Disruptive Behavior” (see page 14).
4. If the abuse concerns library policies, circulation or materials, refer to paragraphs on “Non-Problem Behavior” (see page 13).

Unauthorized Persons in Staff Areas

1. Manager/Librarian on duty should approach the person and ask if they need assistance in finding the library materials. Inform the individual that the area is not for public use and they must leave the area.
2. If the individual refuses to leave the staff area, call 911.

CRIMINAL/PROBLEM BEHAVIOR – VIOLENT

Active Shooter

See “HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY” on page 22

Aggressive, Armed or Physically Threatening Behavior

1. Act as calmly as possible.
2. Call 911 immediately if possible.
3. Notify your supervisor. Supervisor will take whatever measure is needed to protect other library users and staff.
4. File BDL incident report

Assault

1. Any staff member who observes an act of assault is responsible for reporting the incident to 911 immediately.
 - a. If a staff member needs assistance in handling a suspected assault he/she should call for a co-worker and ask that they contact 911.
 - b. Call 911 immediately. Give your name, library and street address. Be specific and emphasize that help is needed immediately.
2. File BDL incident report.

Bomb Threat

1. Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record every word spoken by the person, if possible.
2. If the caller does not indicate the location of the bomb or the time of the possible detonation, you should ask him/her for this information.
3. Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many innocent people.
4. Pay particular attention to peculiar background noises such as: Motors running; background music and any other noise which may give a clue as to where the call is being made.
5. Listen to the voice (male/female), voice quality (calm/excited); accents, and speech impediments. Immediately after the caller hangs up, you should report to the person designated by management to receive such information. Since the law enforcement personnel will want to talk first hand with the person who received the call, he/she should remain available until they appear.
6. Librarian in charge must report this information immediately to 911.
7. Evacuate the building, including staff, but post staff to block all public entrances to the building. Do not allow entry to the building until the bomb threat has been addressed and deemed safe by the police department or other authorities addressing the issue.
8. File BDL incident report.

Child Abuse

1. If you witness what you believe to be abusive behavior you must report it by calling 911.
2. You are immune from liability “Any person... participating in good faith and exercising due care in making of a report pursuant to this section shall have immunity from any liability, civil criminal...”
3. File BDL incident report.

Criminal Sexual Conduct

1. For a voyeur, exhibitionist, and all other sexual incidents, call 911.
 - a. Give your name and library name. Be specific about the problem.
2. Notify the Manager on duty.
3. File BDL incident report.
4. The Manager on duty should provide some privacy for the victim to calm down and explain the incident. Manager on duty should:
 - a. Determine if a physical attack has taken place.
 - b. Obtain a description of the offender. Ask the victim if he/she can remember details such as height, coloring, age, dress, etc.
 - c. The victim should be encouraged to report the incident to the authorities.
 - d. Offer whatever help is necessary before the victim leaves the library.

Mugging/Purse Snatching

1. No amount of cash or valuables is worth the risk of personal injury. Be aware of your surroundings but if caught by surprise – give up your purse easily.
2. In the building: Keep your purse locked and out of sight at all times. If a suspected purse snatcher is in the building, set up an informational alert by calling other departments to alert them.
3. If the patron has their purse or billfold stolen:
 - a. Notify the authorities.
 - b. File a police report.
 - c. File BDL incident report

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

(From the U.S. Department of Homeland Security)

Quickly determine the most reasonable way to protect your own life. Remember that patrons are likely to follow the lead of staff during an active shooter situation.

1. Evacuate. If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - a. Have an escape route and plan in mind
 - b. Evacuate regardless of whether others agree to follow
 - c. Leave your belongings behind
 - d. Help others escape, if possible
 - e. Prevent individuals from entering an area where the active shooter may be
 - f. Keep your hands visible
 - g. Follow the instructions of any police officers
 - h. Do not attempt to move wounded people
 - i. Call 911 when you are safe
2. Hide out. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - a. Be out of the active shooter's view
 - b. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
 - c. Not trap you or restrict your options for movement
 - d. To prevent an active shooter from entering your hiding place:
 - i. Lock the door
 - ii. Blockade the door with heavy furniture
 - e. If the active shooter is nearby:
 - i. Lock the door
 - ii. Silence your cell phone and/or pager
 - iii. Turn off any source of noise (i.e., radios, televisions)
 - iv. Hide behind large items (i.e., cabinets, desks)
 - v. Remain quiet
 - f. If evacuation and hiding out are not possible:
 - i. Remain calm
 - ii. Dial 911, if possible, to alert police to the active shooter's location
 - iii. If you cannot speak, leave the line open and allow the dispatcher to listen
 - g. Take action against the active shooter. As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - i. Acting as aggressively as possible against him/her
 - ii. Throwing items and improvising weapons
 - iii. Yelling
 - iv. Committing to your actions

How to Respond When Law Enforcement Arrives

1. Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.
 - a. Officers usually arrive in teams of four (4)
 - b. Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
 - c. Officers may be armed with rifles, shotguns, handguns
 - d. Officers may use pepper spray or tear gas to control the situation
 - e. Officers may shout commands, and may push individuals to the ground for their safety
2. How to react when law enforcement arrives:
 - a. Remain calm, and follow officers' instructions
 - b. Put down any items in your hands (i.e., bags, jackets)
 - c. Immediately raise hands and spread fingers
 - d. Keep hands visible at all times
 - e. Avoid making quick movements toward officers such as holding on to them for safety
 - f. Avoid pointing, screaming and/or yelling
 - g. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises
3. Information to provide to law enforcement or 911 operator:
 - a. Location of the active shooter
 - b. Number of shooters, if more than one
 - c. Physical description of shooter/s
 - d. Number and type of weapons held by the shooter/s
 - e. Number of potential victims at the location
4. The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an 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 until law enforcement authorities has instructed you to do so.

NON-EMERGENCIES, EQUIPMENT FAILURE, ETC.

Elevator – Individual Stuck

You can determine where a person is stuck in the elevator (which floor) if you have them bang on the door. Talk to them, tell them it will take you about five minutes to get them out.

1. When you hear the alarm, don't panic.
2. The person inside should press the button, while we call Otis. In urgent need, we call the fire department, too. And Otis might just tell us to do that anyway.
3. File BDL incident report
4. If the above fails, call 911.
5. File BDL incident report

Lost and Found

Tag the item with date, time of day and place found, and deliver it to Circulation Desk. Keep item for a maximum of 30 days.

No Smoking Area

Smoking is not permitted in public buildings, including electronic cigarettes.

Securing Staff Entrances

All staff entrances, with the exception of those also designated as emergency exits, should be locked.

Snow and Ice

Assigned staff member should remove snow and spread salt or sand on sidewalks as the situation warrants.

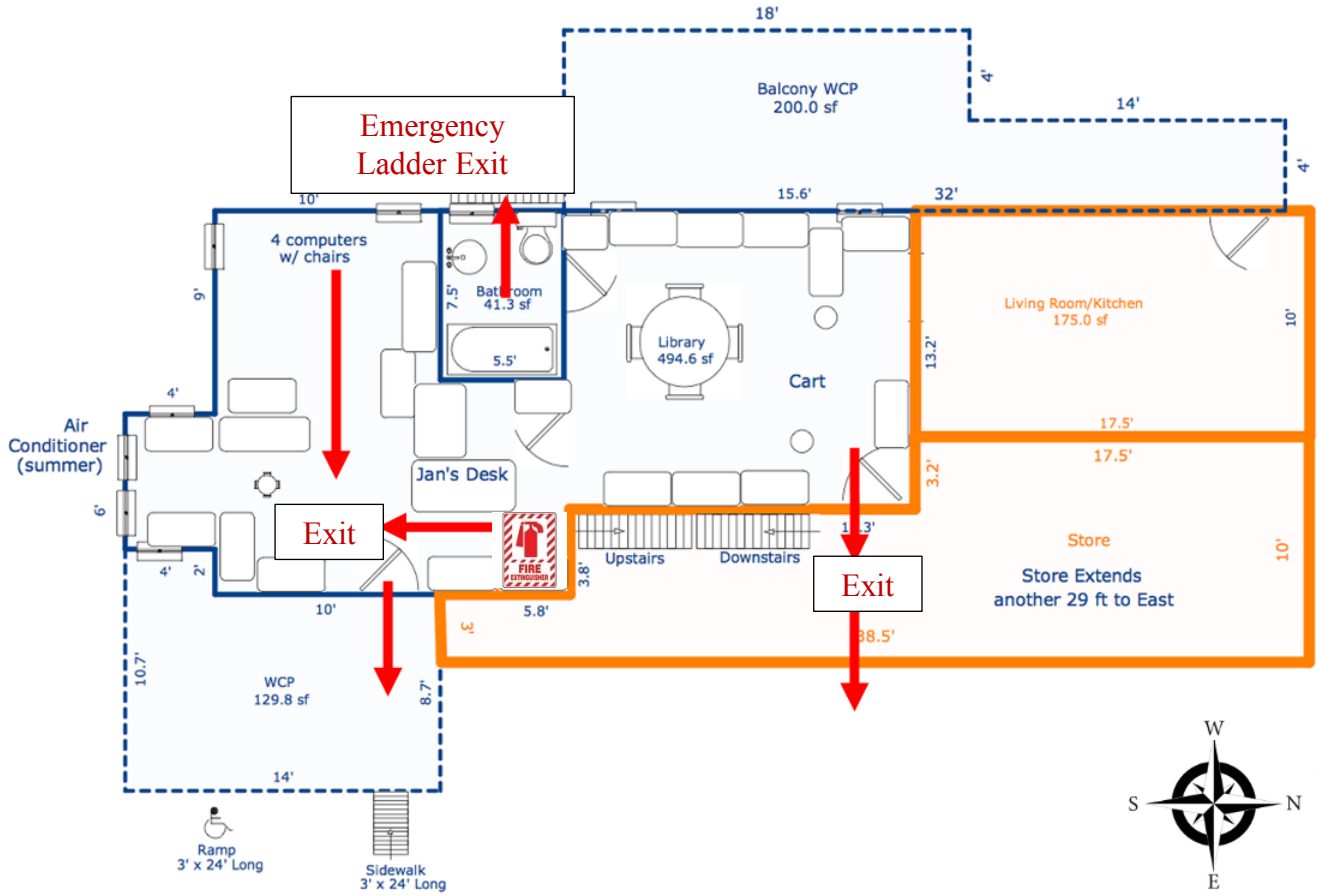
Storage/Valuables

All employees are encouraged to store personal valuables (such as purses) in locked drawers or locked lockers.

APPENDICES

FIRE EMERGENCY ROUTES

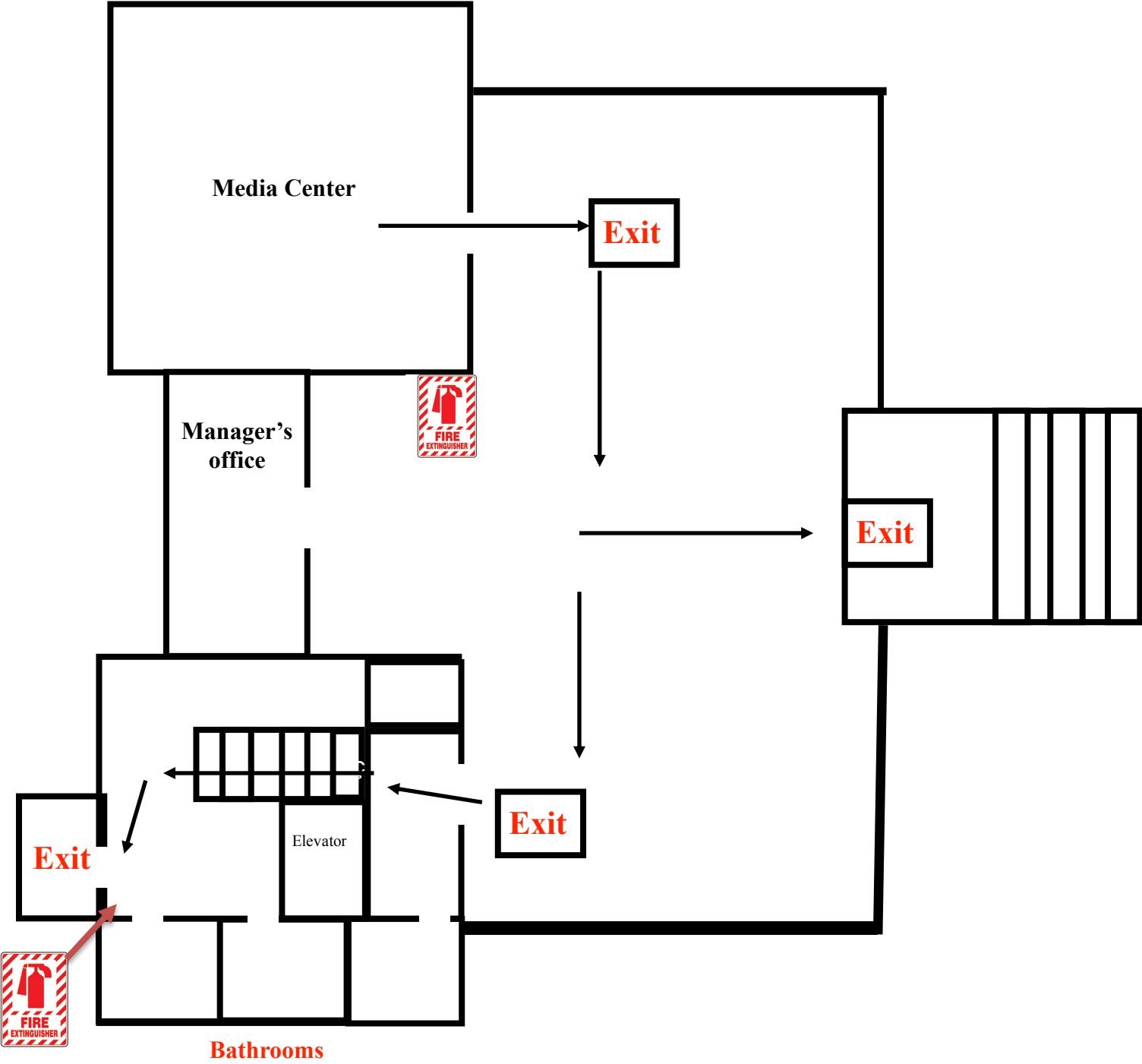
Alganssee



S. Ray Quincy Rd.

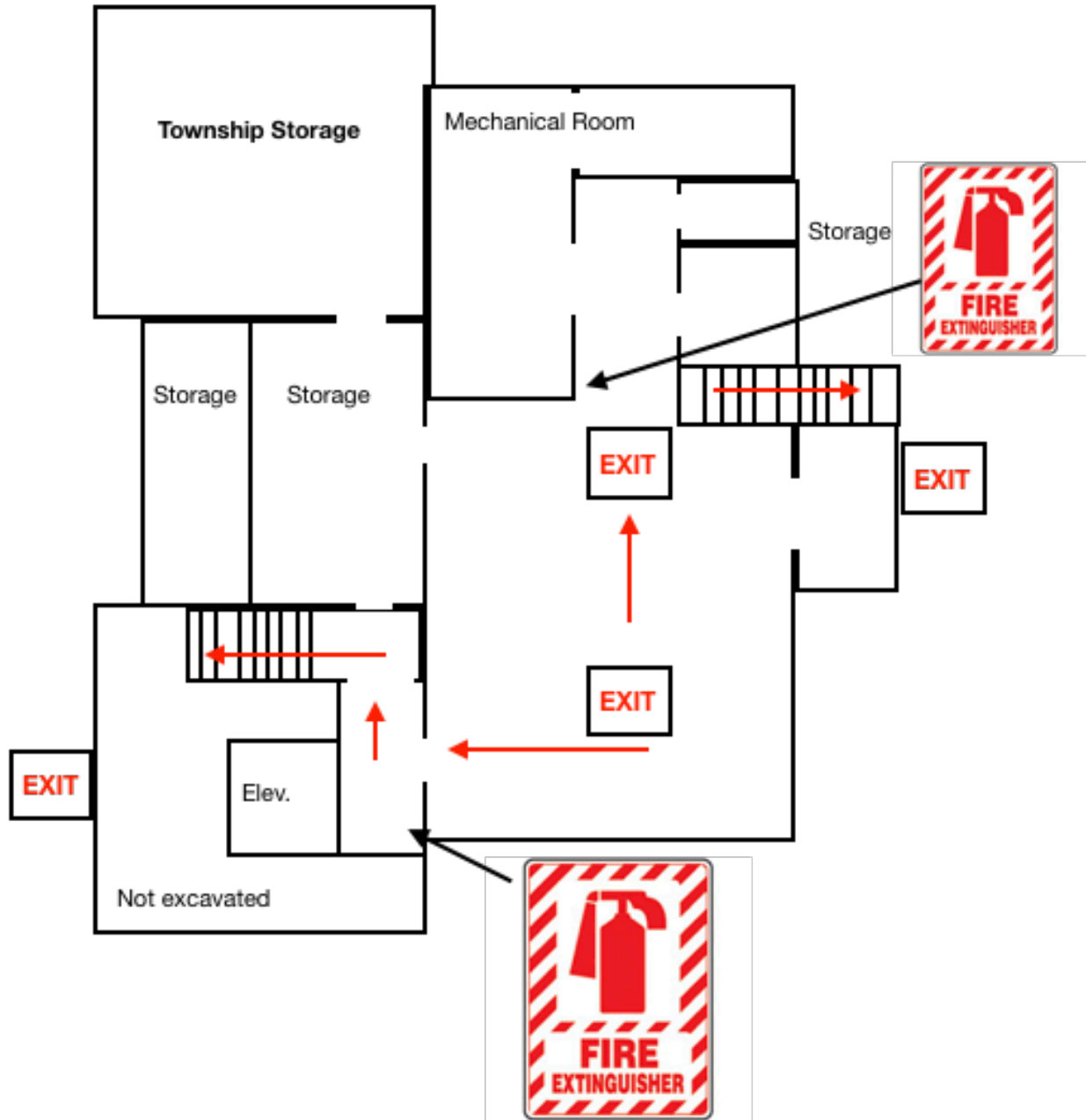
Bronson Branch

Main Floor

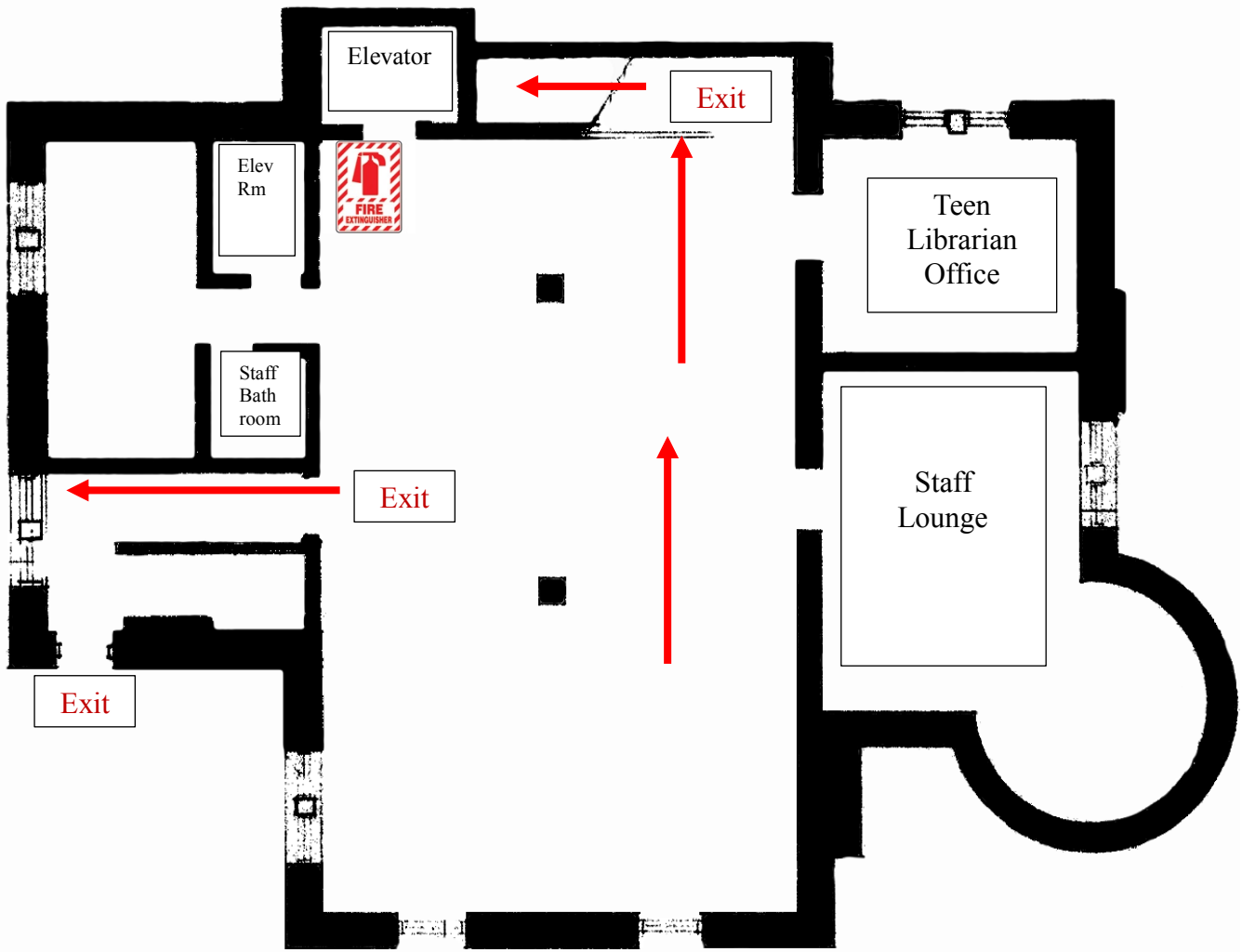


Bronson Branch

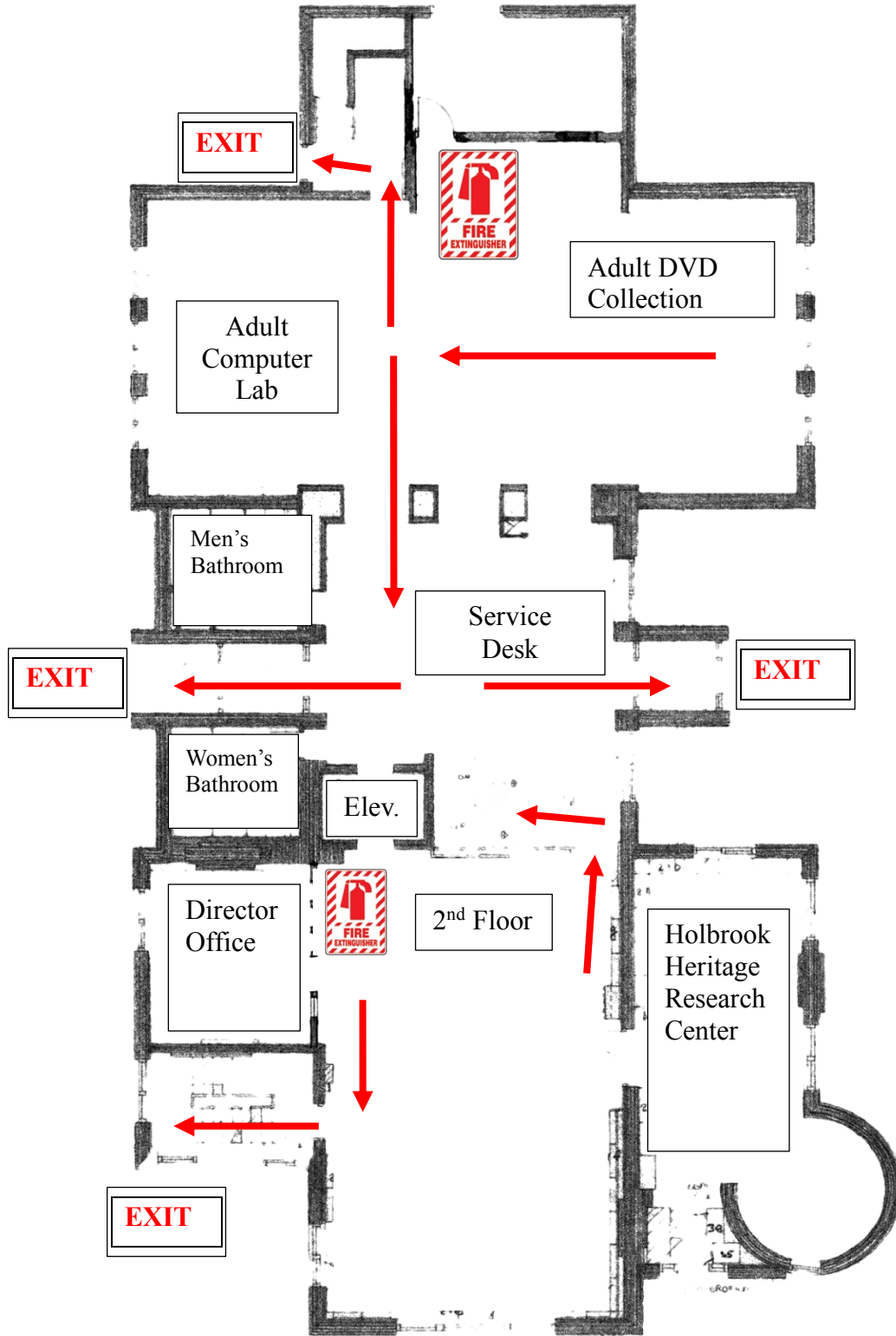
Basement



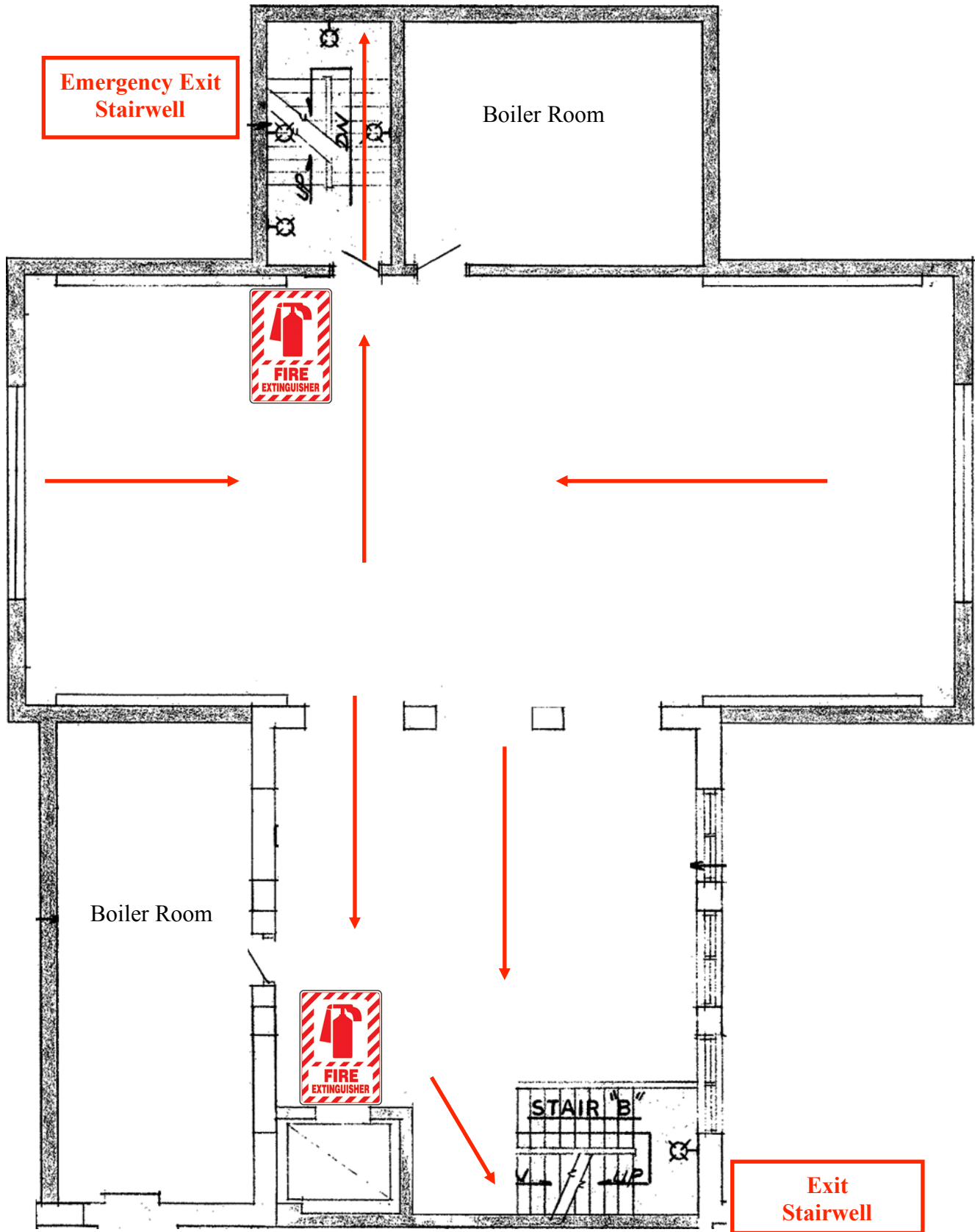
Coldwater
Basement



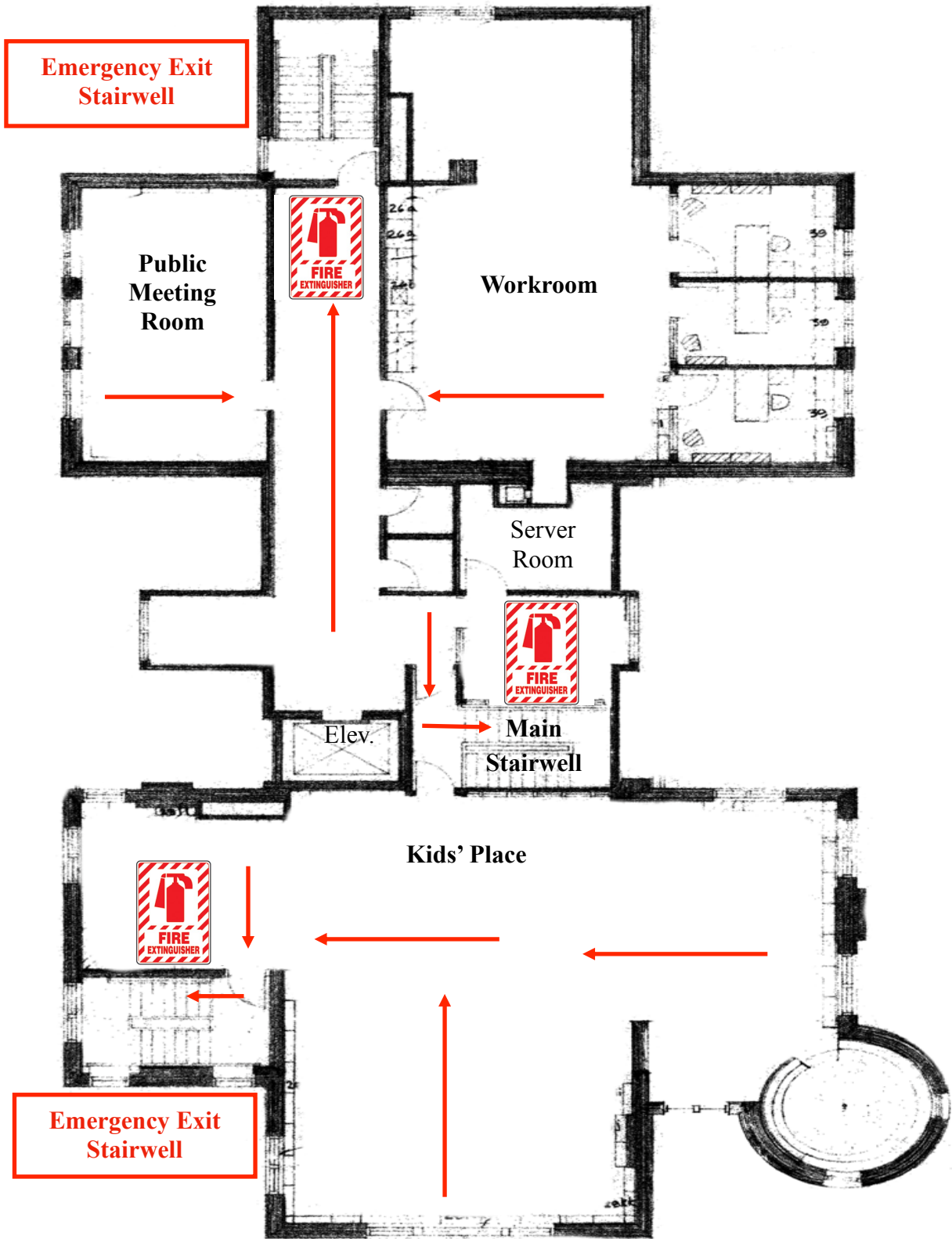
First Floor /Second Floor



Third Floor



Fourth Floor

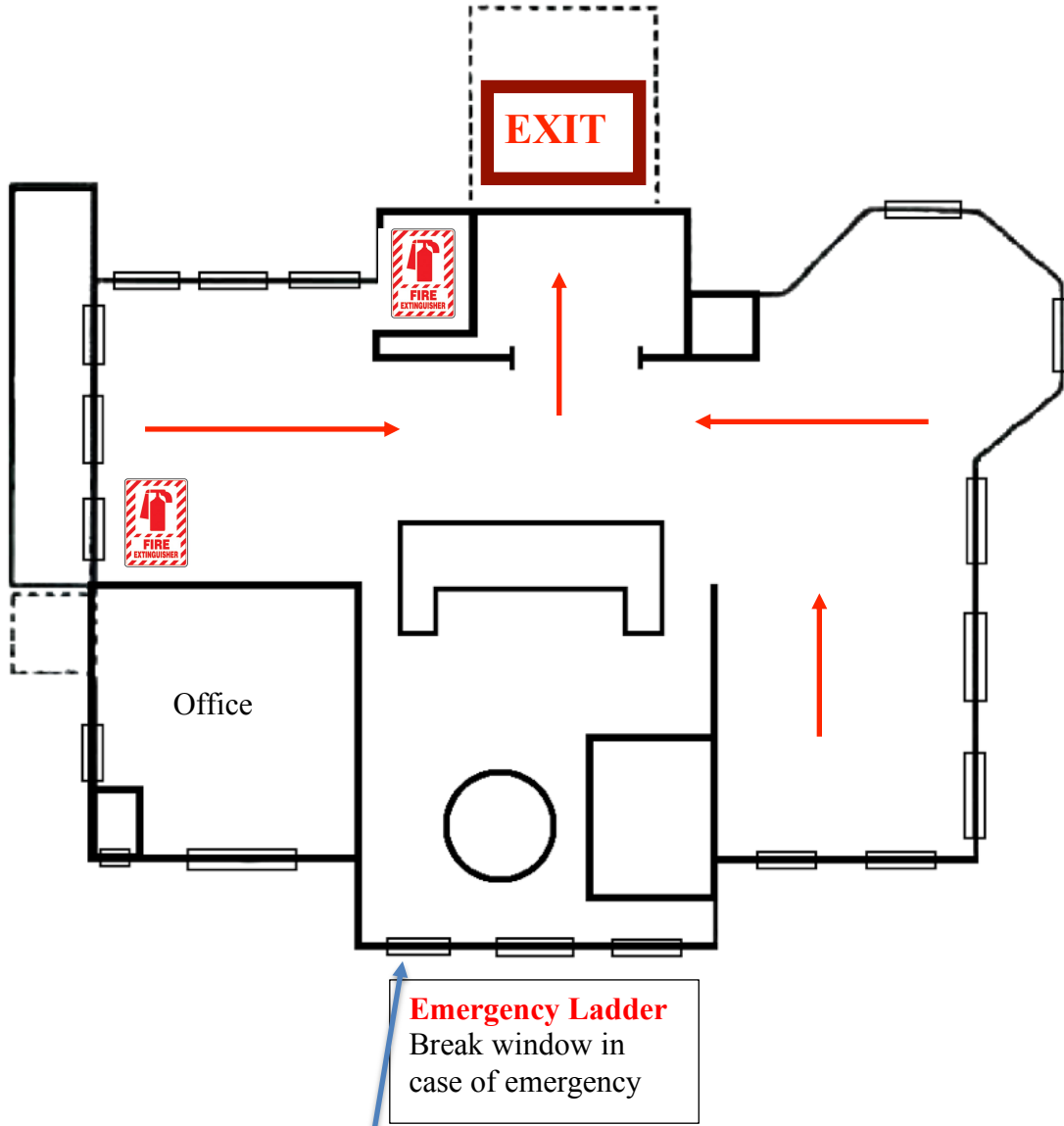


FOURTH FLOOR – KIDS	Go to FIRE EXIT and proceed down stairs and outside to West Entrance of Courthouse.
FOURTH FLOOR – MEETING ROOM/ WORK ROOM	Go to FIRE EXIT and proceed down stairs and outside to West Entrance of Courthouse.
SECOND FLOOR	Go to FIRE EXIT and proceed downstairs and outside to West Entrance of Courthouse.
SECOND FLOOR	Go to FIRE EXIT and outside to West Entrance of Courthouse.
GROUND FLOOR	Go to FIRE EXIT and proceed outside to the WEST Entrance of the Courthouse. If main doors are not blocked use them and go west to West Entrance of Courthouse.
BASEMENT	Go to FIRE EXIT and proceed upstairs and outside to West Entrance of Courthouse.

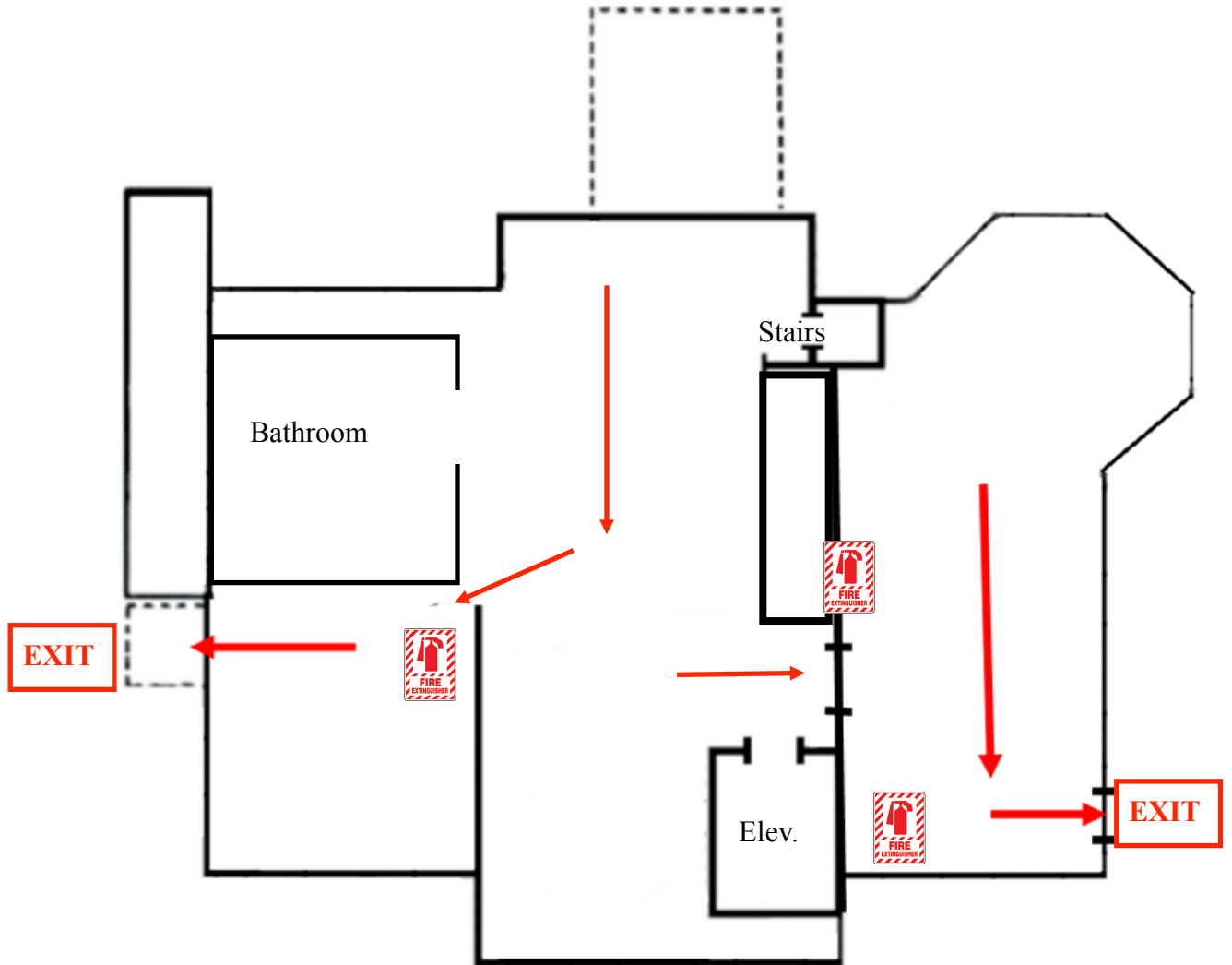
No elevators are to be used!

If possible take these suggested routes to exit. If your route is blocked and another route is open, use it. If smoke in hallway blocks an exit, shut the doors – separate yourself from the smoke – go to the nearest window, and yell to attract the attention of the fire fighters.

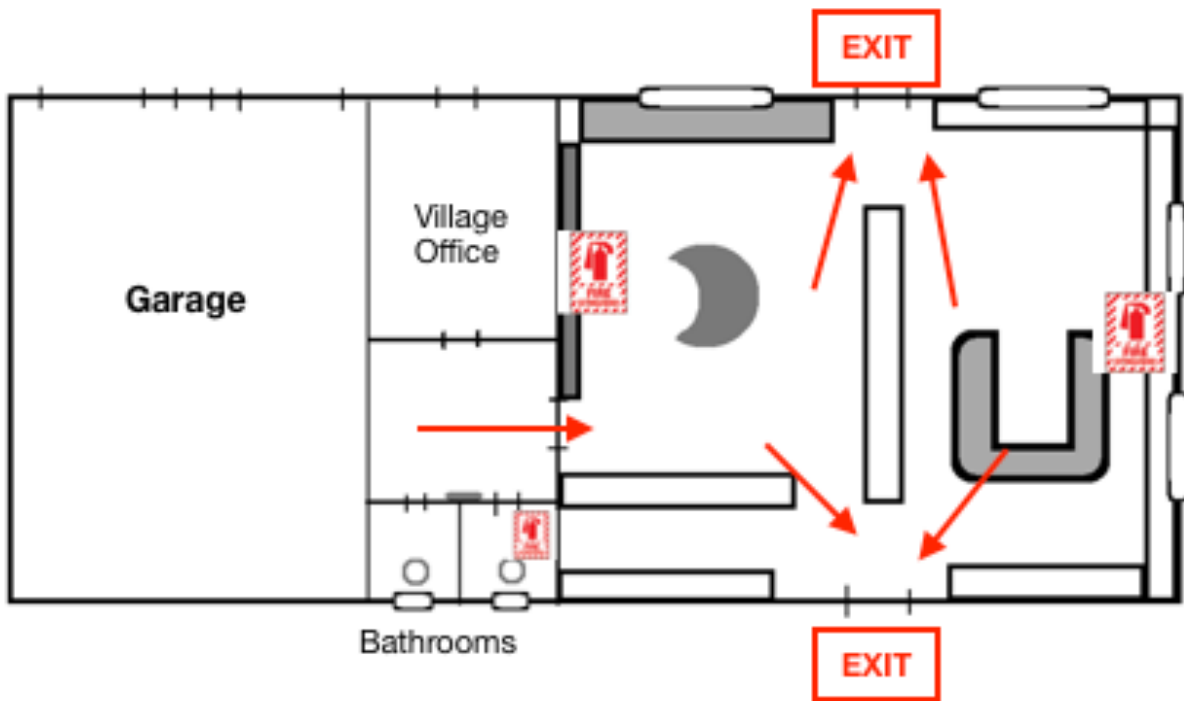
Quincy
First Floor



Basement

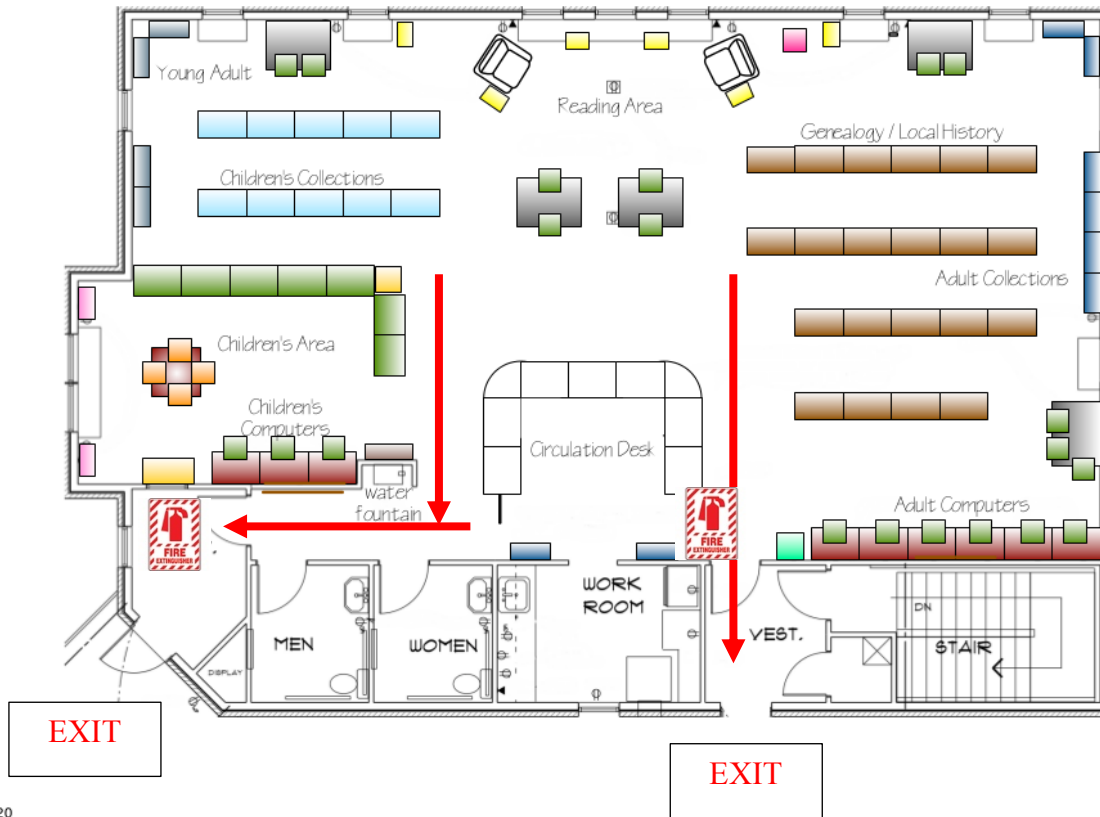


Sherwood



Union

Lucille Dearth Union Twp. Branch Library Final Floor Plan



2011-01-20

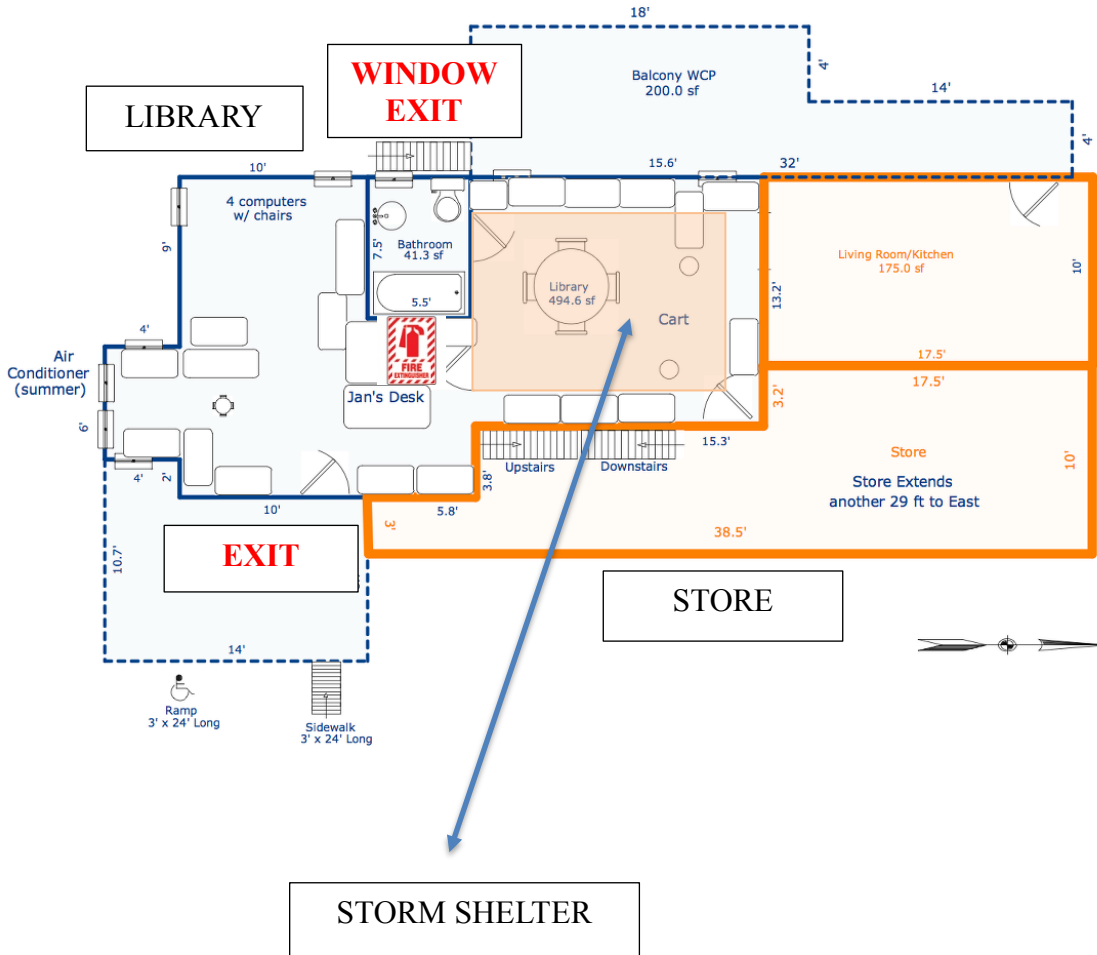
DESIGNATED EVACUATION MEETING AREA

Alganssee	Across the street.
Bronson	American Legion located at 131 York St.
Coldwater	Southeast corner of the library/courthouse parking lot
Quincy	In front of the Post Office
Sherwood	Southeast corner of Main Street & Sherman Street
Union	Parking lot across the street from the library

SEVERE WEATHER EMERGENCY SHELTERS

Alganssee

Branch District Library: Alganssee Branch

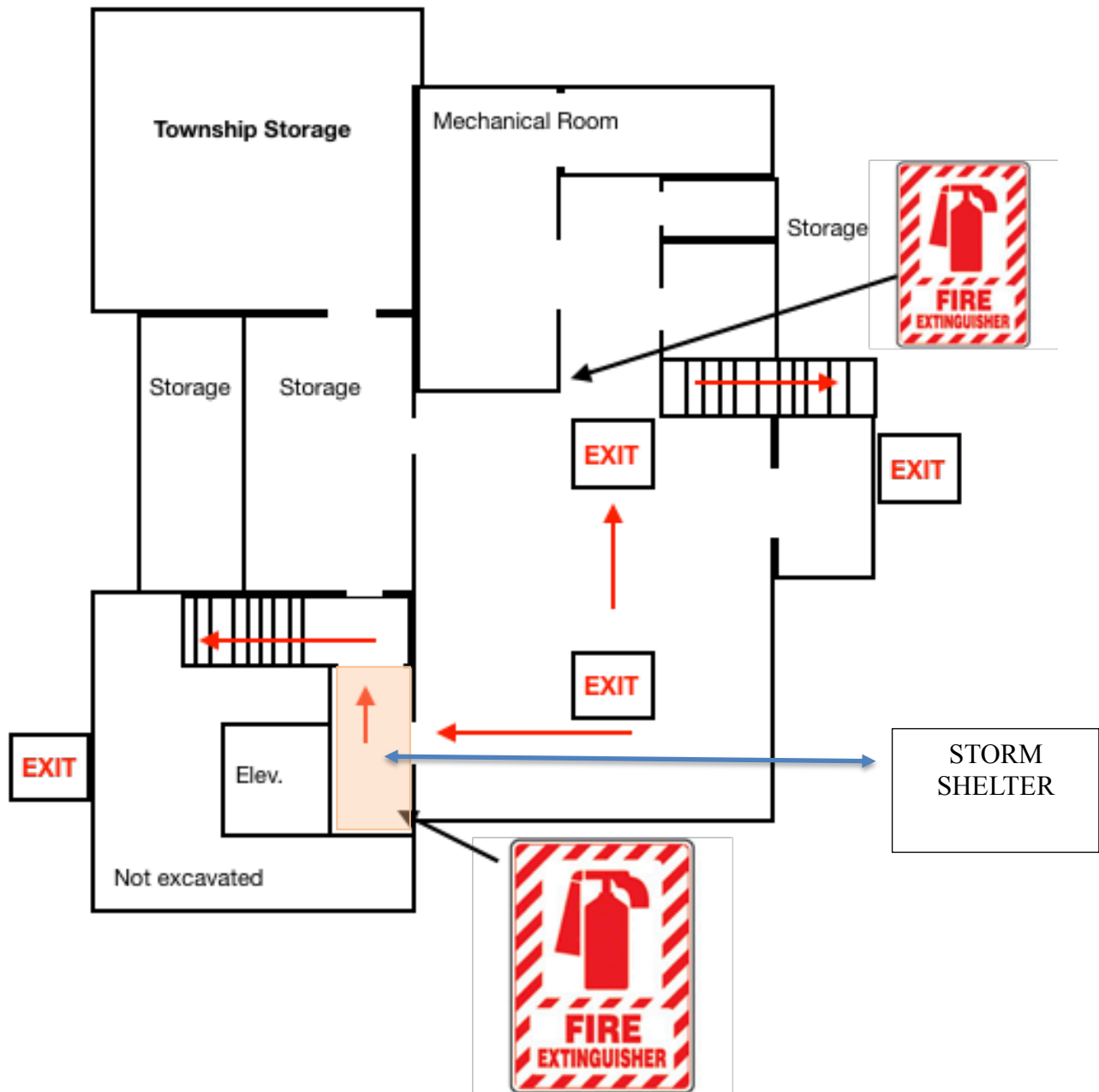


Bronson

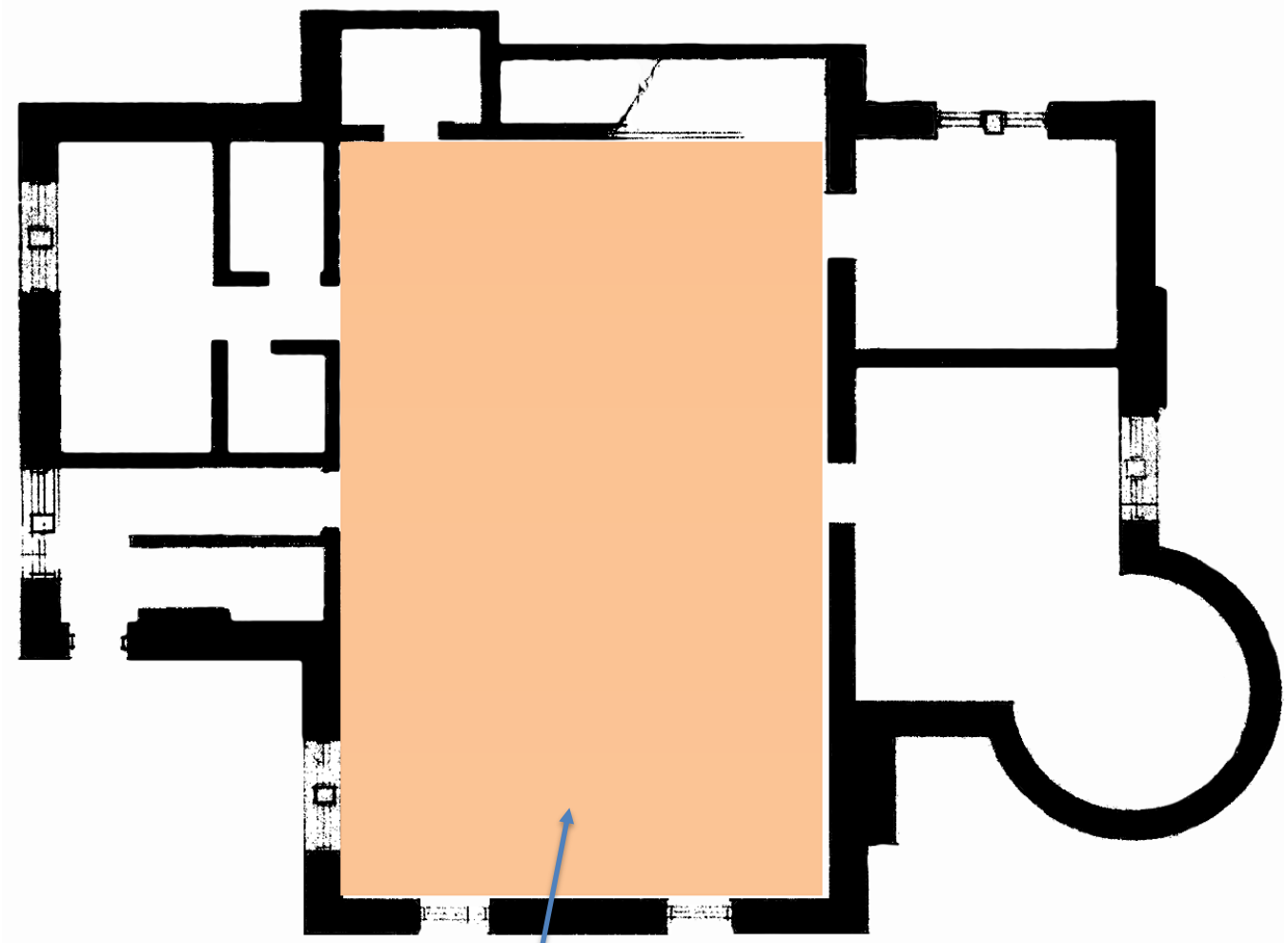
Basement

Bronson Branch

Basement



Coldwater
Basement

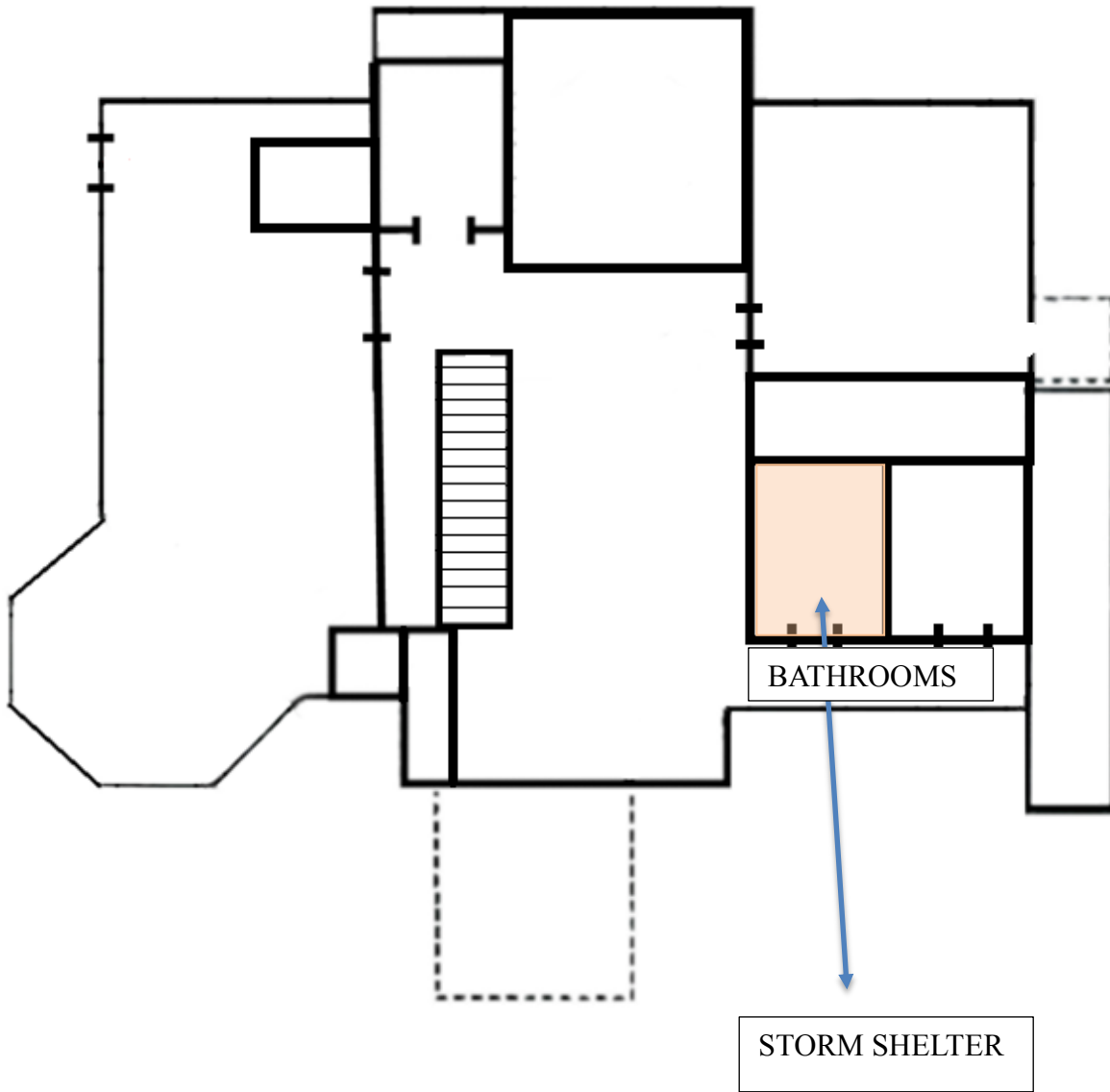


STORM
SHELTER

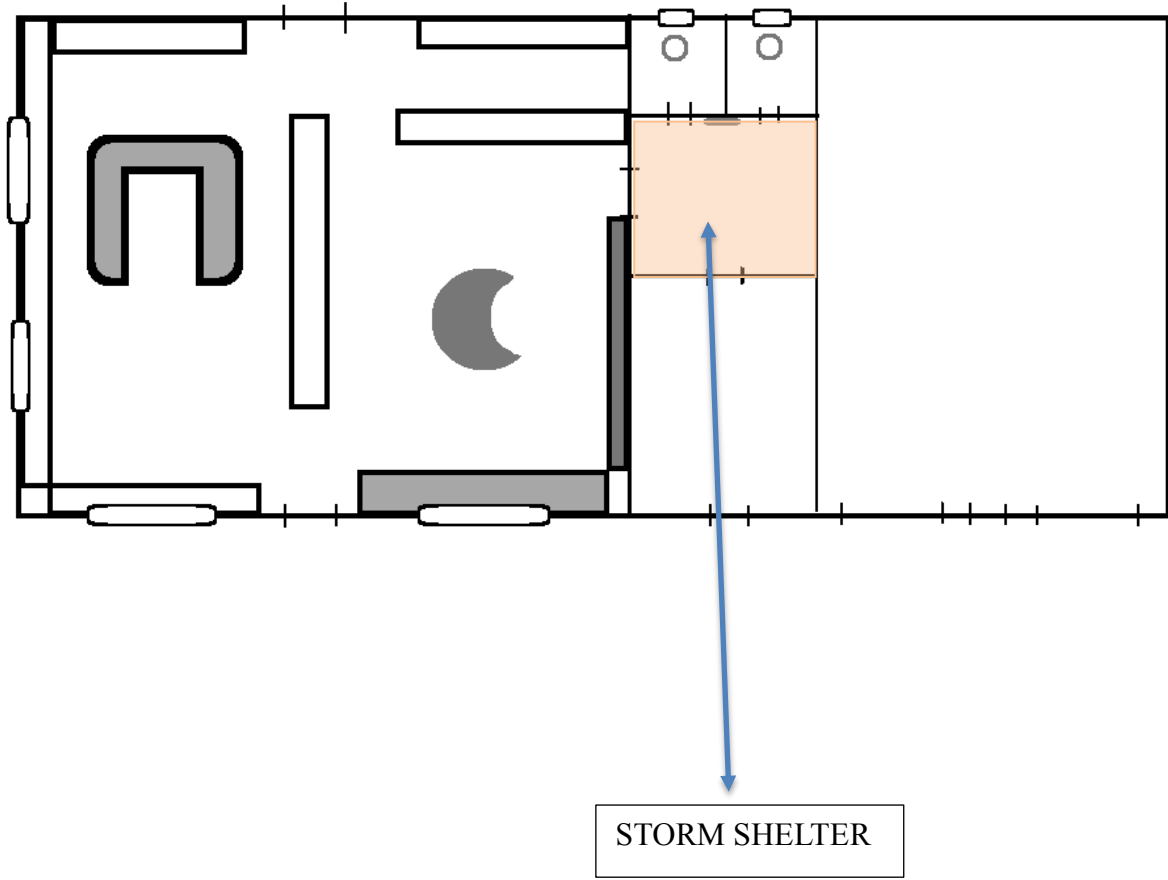
THIRD FLOOR – KIDS	Proceed by FIRE EXIT staircase to the basement inside south wall.
THIRD FLOOR MEETING ROOM/ WORK ROOM	Proceed by main staircase to basement inside south wall.
SECOND FLOOR	Proceed to main staircase to basement inside south wall.
FIRST FLOOR	Proceed by FIRE EXIT staircase to basement inside south wall.
GROUND FLOOR	Take main staircase to basement inside south wall.

No Elevators are to be used.

Quincy
Basement

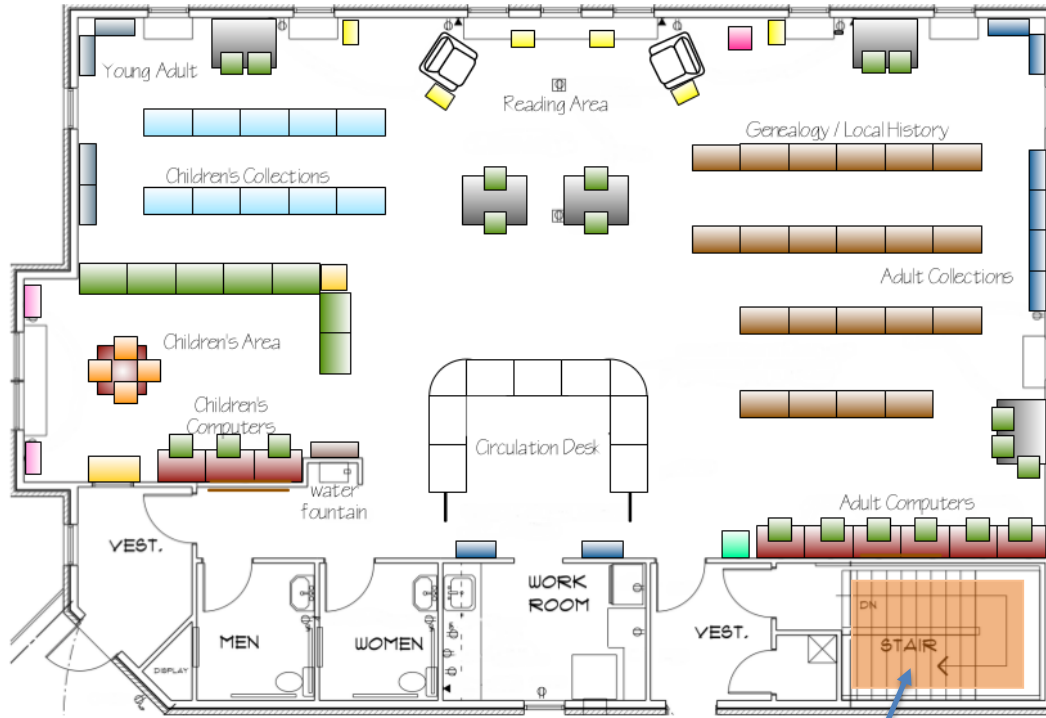


Sherwood



Union

Lucille Dearth Union Twp. Branch Library



2011-01-20

STORM SHELTER