

# **Metropolitan Library System**

## **Emergency Operating Plan**

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# **Metropolitan Library System**

## **Emergency Operating Plan**

### **Introduction**

The Metropolitan Library System is concerned with protecting the safety and health of staff and customers. This “Emergency Operating Plan” was developed to prepare the library staff for emergencies, assign roles and responsibilities to departments and individuals that are directly responsible for emergency response and critical services and provides management structure for coordinating and deploying essential resources. A collaborative effort is essential in planning, developing and successfully implementing the initiatives described in this plan.

Details for each library location will vary depending on local procedures and resources. Site specific plans are attached

This manual is a dynamic tool that will grow and develop over time. Each library will review the Emergency Operating Plan quarterly and the Safety Committee will review it annually.

### **Definitions**

Major emergency: an accident, incident or other occurrence, natural or man-made, in which:

Three or more persons (employees, volunteers or customers) are injured or become ill to the extent that on-site assistance of emergency medical personnel (ambulance or fire rescue squad) is required.

Library property is damaged to the extent that the assistance of emergency personnel (police, fire, gas company, electric company, etc.) is required and the facility must close indefinitely.

Conditions develop which result in the need to evacuate a library facility and the facility must close indefinitely.

### **Concept of operations**

The library’s response to disasters has four phases:

- increased readiness
- initial response operations
- extended response operations
- recovery operations

During each phase, we have specific actions to take to reduce and/or eliminate the threat of specific disaster situations. In coordination with the executive director, staff at the site and emergency personnel will determine the phase and initiate the appropriate level of alert for response agencies, including the activation of the emergency operations center as required.

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### Increased readiness

Indications for readiness activities upon receipt of a warning or the observation that an emergency is imminent or likely to occur soon, the library will initiate actions to increase its readiness. Events that may warrant increased readiness activities include:

- Issuance of a credible long-term tornado prediction
- Receipt of a flood advisory or other weather advisory
- Conditions conducive to fires, such as the combination of high heat, strong winds and low humidity
- An expansive hazardous materials incident
- Information or circumstances indicating the potential for acts of violence or civil disturbance

Examples of readiness activities increased readiness activities may include, but not limited to the following activities:

- Briefing of the Executive Director and key officials or employees of the library on the situation
- Reviewing and updating of emergency operations plan and related SOP's
- Increasing public information efforts
- Accelerating training efforts
- Inspecting critical facilities and equipment including testing warning and communications systems
- Recruiting additional staff and alerting contractors
- Warning threatened elements of the population
- Conducting precautionary evacuations in the potentially impacted area(s)
- Mobilizing personnel and pre-positioning resources and equipment
- Establishing or activating staging areas

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### Initial response

The first priority in any emergency is to secure aid and assistance for injured or ill persons.

The second priority is the protection or preservation of library property, staff and customers.

The library's initial response activities are primarily at the field response level. Emphasis is on minimizing the effects of the emergency or disaster. Initial response activities include:

- Securing emergency medical assistance (ambulance, fire department, etc) for injured library system personnel and the public. Dial 911.
- Dissemination of warnings, emergency public information and instructions to the library
- Conducting evacuations and/or rescue operations
- Caring for displaced persons and treating the injured
- Conducting initial damage assessments and surveys
- Restricting movement of traffic/people and unnecessary access to affected areas
- Establishing unified commands with: Library Operations Manager, Security Manager, Executive Director, local police and fire departments, ambulance service, Compchoice, hospitals, or emergency medical clinics. See attached emergency contact list for phone numbers.
- Coordinating efforts with emergency authorities
- Developing and implementing incident action plans

**Note:** *In the situation of a non-life threatening incident involving a library employee, contact Human Resources during regular office hours. During other hours, follow the "employer instructions" on the compchoice authorization to treat form and send the employee to the compchoice network medical services provider.*

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### Extended response

The library's extended response activities are conducted in the field and in the library's Emergency Operations Center (EOC). The need to open an emergency operating center to direct concerted response efforts will be the decision of the Executive Director or:

- 1<sup>st</sup> alternate: Deputy Executive Director/Library Operations
- 2<sup>nd</sup> alternate: Deputy Executive Director/Finance & Support
- 3<sup>rd</sup> alternate: Deputy Executive Director/Technology
- 4<sup>th</sup> alternate: Deputy Executive Director/Materials & Outreach
- 5<sup>th</sup> alternate: Director of Human Resources

EOC locations:

- Primary: Downtown library
- 1<sup>st</sup> alternate: Service Center
- 2<sup>nd</sup> alternate: Northwest Library
- 3<sup>rd</sup> alternate: Midwest City library
- 4<sup>th</sup> alternate: Edmond library

Extended emergency operations involve the coordination of management, personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. Field response personnel will continue with initial response activities to manage field operations. EOC staff will support field response personnel in mitigating the affects of the disaster.

EOC staff will be organized around the five Standard Emergency Management System (SEMS) functions: management, operations, planning/intelligence, logistics and finance/administration. The components and principles of SEMS will be used by the EOC staff to manage disaster operations. Authority to make administrative decisions for the direction of library system personnel and for the mitigation of damages sustained to library property and personnel rests with the Administrative Team (Ad Team). Ultimate administrative authority and responsibility rests with the Executive Director on behalf of the Metropolitan Library Commission and within the provisions of local, state and federal law.

Examples of extended response activities include:

- Preparing detailed damage assessments
- Procuring required resources to sustain operations
- Documenting situation areas
- Protecting, controlling and allocating vital resources

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- Restoring vital utility services
- Tracking resource allocations
- Conducting advance planning activities
- Documenting expenditures
- Developing and implementing action plans for extended operations
- Dissemination of emergency public information
- Declaring a local emergency
- Prioritizing resource allocations
- Inter/multi agency coordination

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### Recovery

As the immediate threat to life, property and the environment subsides, the rebuilding of the library will begin through various recovery activities.

Recovery activities involve the restoration of services to the public and rebuilding the affected area(s). Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat facing the library.

The responsibility for the implementation of the recovery process lies with the Administrative Team. The decision-making role and authority is not restricted by the absence of members or the lack of a quorum of members. Such members that can respond to the emergency operating center have the authority and power of the group. The following areas of responsibility will be assigned as needed.

**Situation Assessment** - the need to have reliable on-site observation of conditions existing at the scene:

Assessment Team

Director of Construction Management

Manager of Facilities Maintenance

Deputy Executive Director of Technology

Equipment available: library system vehicles assigned to IT, Outreach and Maintenance

**Employee/Public Welfare** - the need to determine the extent of injuries and/or conditions of employees or of the public following immediate emergency attention:

Public in a library facility

Deputy Executive Director/Finance & Support

Library system personnel

Director of Human Resources

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**Protection of Property** - the need to secure the building and contents (or remains thereof) from the elements and looters/relic seekers

Protection from elements and entry	Manager of Facilities Maintenance
2 <sup>nd</sup> alternate	Maintenance Tech II
Personnel to call on	Library maintenance personnel, library delivery drivers
Protection from looters/relic seekers	Deputy Executive Director Finance & Support (as administrator over security)
Personnel to call on: local police	Security Manager, library security officers, private security firms.

**Emergency Purchases and Procurement** - the need to authorize emergency purchases, locate appropriate vendors and to maintain records of and controls over purchases

Purchasing/procurement	Deputy Executive Director/Finance & Support
Personnel to call on	Senior Accountant, other Business Office staff

**Public Information** - the need to provide accurate information to the media and the public from a single source. Decline to comment to media or other individuals until a library spokesperson has arrived or approved release of information.

Authorized spokesperson	Director of Marketing and Communications
Personnel to call on	Marketing and Communications staff

**Collection Protection and Preservation** - the need to inventory surviving collection materials, relocate collection and preserve or restore collection items

Inventory	Deputy Executive Director/Materials & Outreach; Manager(s) of Library Operations
Relocation	Manager of Facilities Maintenance
Preservation/Restoration	Deputy Executive Director/Materials & Outreach
Personnel to call on:	Site staff and other library locations, delivery drivers, maintenance staff, outreach driver, private contractors, "Friends" volunteers



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**Data and Hardware Protection and Preservation** - the need to protect and preserve computer hardware and information contained on individual pc's and/or the mainframe

Protection/Preservation	Deputy Executive Director of Technology
Personnel to call on:	Information Technology Staff

**Recovery** - the need to prepare for and initiate the re-opening of facilities

Building (structure): Restoration & New	Director of Construction Management Library Commission Executive Director
Furniture, fixture , equipment	Manager of Facilities Maintenance
Re-furnishing	Director of Construction Management
Collection replacement	Deputy Executive Director/Materials & Outreach
Personnel temporary re-assignment & new	Administrative Team Director of Human Resources
Interim services	Executive Director and Library Commission

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### Areas of Responsibility

Each area of the metropolitan library system has specific responsibilities and related activities/actions assigned to them for each identified hazard and threat. Each area is responsible for ensuring coordination of efforts.

Key personnel	The Safety Committee is responsible for identifying key management personnel with alternates and alternative facilities to conduct operations based on each situation. Each library will be responsible for identifying key personnel with backups and alternates for each position.
Emergency Contact List	Library operations managers are responsible for developing and maintaining an emergency contact list which will be used to notify the key personnel.
Hazard/threat Matrix	Fire and police emergency personnel have overarching responsibility for coordinating the library's response to each identified hazard and threat. Areas of responsibility are outlined in the hazard/threat specific matrices.

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Legend that applies to the matrices:

Abbreviation	Full name
DPS	Police Department
FD	Fire Department
FM	Facilities Maintenance
IT	Information Technology
PUR	Purchasing
BO	Business Office
LO	Library Operations Manager
HQM	Headquarters Manager
HUM	Human Resources
MAC	Marketing & Communications
OUT	Outreach
CON	Construction Management
SEC	Security Manager
ADM	Administrative Team
EXEC	Executive Director

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### Definitions that apply to the functions noted in the matrices:

Incident Command	These are the library personnel who will take charge of an incident and provide command and control on-scene until an incident is stabilized. In most cases this will be the library operations manager.
Evacuation	These departments will facilitate evacuations of library facilities
Access Control	These departments will control building and areas of access through the use of electronic and manual locking systems. Access will also be controlled through the use of physical barriers.
Traffic/Crowd Control	The police and fire departments will provide assistance providing traffic and crowd control in instances where this function is required.
EOC Operations	The departments listed in this category will provide representation at the EOC to assist in managing the incident. The EOC will be activated by the Executive Director.
Public Information	In most incidents, public information about the incident will come from a representative from one or more of the following departments: Police and Fire Departments, Marketing & Communications.
Documentation	For any incident there is a need for documentation of damages, expenses, etc. The departments listed will be responsible for collecting documentation specific to their areas and turning such documentation over to the Administrative Team for review.
Procurement	The departments assigned to procurement activities will have the authority to make large or continuing purchases through the incident. It is expected that this department will have budgetary authority and pre-established contracts to complete their mission.
Communications	Communications via telecommunications, radios and data will maintained and facilitated by the departments that are enumerated in the matrix.
Fire Suppression	The local Fire/Police/EMS Departments will be responsible for all fire suppression related activities for all incidents.

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Flood Control	For various situations including in building and natural disaster exterior flooding, the departments enumerated in the matrices will coordinate responses to flooding conditions.
Hazmat Operations	Although local Fire/EMS Departments would be the lead agency in any major hazmat incident, the departments enumerated on the matrix would be part of any unified command of the incident.
Damage Assessment	The departments who have responsibility for library buildings and structures would provide assessments on the damage to their buildings and make decisions on the safety of the structures.
Facilities	The departments listed for this function would determine how the buildings coordination will be used, repaired and opened and take control of all aspects of building management of their particular facilities.
Recovery Operations	These departments would be involved in the recovery of critical functions and tasks that would be required to get the library up and running to continue regular business.
Volunteer Coordination	After the initial impact of a major incident at a library location, there may be a need to coordinate individuals from both within and outside of the system who wish to volunteer their time or services to the library. It is important that this function is centralized and coordinated with the EOC.

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### Emergency contacts

**O.G. & E. – 272-9595****ONG – 551-4000****City of OKC - 297-3334**

Position	Name	Work	Home	Cell	Pager
Executive Director	Tim Rogers	606-3725		693-1884	
Dep. Exec. Director/Materials & Outreach	Karen Marriott	606-3804	340-2671	659-1910	
Dep. Exec. Director/Library Operations	Kay Bauman	606-3819		255-0712	
Dep. Exec. Director/Finance & Support	Lloyd Lovely	606-3795		514-1015	
Dir. Library Operations	Denyveta Davis	606-3729		609-4987	
Dir. Construction Management	Todd Olberding	606-3730	562-3871	326-9037	
Dir. Development	Diane Sarantakos	606-3761		630-7835	
Manager of Facilities Maintenance	Curtiss Ray	606-3535		830-8095	
Headquarters Manager	Candace McDaniel	606-3728	603-6465	255-0768	
Dir. Human Resources	Kelley Hoffman	606-3741			
Dep. Exec.Director/ Technology	Anne Fischer	606-3789		826-7728	
Dir. Marketing & Communications	Kim Terry	606-3750		503-9220	
Director of Outreach	Lavetta Dent	606-3833		812-4331	
Security Manager	Ed Dillard	606-3757		416-3876	

# Metropolitan Library System

## Emergency Operating Plan

### Hazard/Threat Matrices

#### Emergency Functions

#### Major Fire

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command		x												
Evacuation	x	x								x	X			
Access control	x		x							x	X			
Traffic/crowd control	x													
EOC Operations	x	x	x	x	x	x	X							x
PIO	x	x							x					x
Documentation	x	x	x	x				x	x	x	X			x
Procurement					x	x							x	
Medical Operations	x	x												
Communication	x	x	x	x						x	X			
Fire Suppression		x												
Rescue Operations		x												
Shelter Operations			x				X			x	X			
Flood control			x											
Hazmat Operations	x	x	x											
Damage Assessment			x				X	x		x	X		x	x
Facilities Coordination			x	x			X			x	X			
Recovery Operations	x		x	x	x	x	X	x		x	X		x	x
Volunteer Coordination								x		x				

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### Hazard/Threat Matrices

#### Emergency Functions

#### Tornado

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command	x	x	x							x	X			
Evacuation			x							x	X			
Access control	x	x	x							x	X			
Traffic/crowd Control	x													
EOC Operations	x	x	x	x	x	x	X							x
PIO	x	x							x					x
Documentation	x	x	x	x				x	x	x	x			x
Procurement					x	x							x	
Medical Operations	x	x												
Communication	x	x	x	x						x	x			
Fire Suppression		x												
Rescue Operations		x												
Shelter Operations			x				X			x	x			
Flood control			x											
Hazmat Operations	x	x	x											
Damage Assessment			x				X	x		x	x		x	x
Facilities Coordination			x	x			x			x	x			
Recovery Operations	x		x	x	x	x	x	x		x	x		x	x
Volunteer Coordination								x		x				



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### Hazard/Threat Matrices

#### Emergency Functions

#### Structural Collapse

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command	x	x	x											
Evacuation	x	x								x	X			
Access Control	x	x	x							x	x			
Traffic/Crowd Control	x													
EOC Operations	x	x	x	x	x	x	x							x
PIO	x	x							x					x
Documentation	x	x	x	x				x	x	x	x			x
Procurement					x	x							x	
Medical Operations	x	x												
Communication	x	x	x	x						x	x			
Fire Suppression		x												
Rescue Operations		x												
Shelter Operations			x				X			x	x			
Flood Control			x											
Hazmat Operations	x	x	x											
Damage Assessment			x				x	x		x	x		x	x
Facilities Coordination			x	x			x			x	x			
Recovery Operations	x		x	x	x	x	x	x		x	x		x	x
Volunteer Coordination								x		x				

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## Emergency Operating Plan

### Hazard/Threat Matrices

#### Emergency Functions

#### Civil Disorder

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command	x													
Evacuation														
Access Control	x		x							x	x			
Traffic/Crowd Control	x													
EOC Operations	x	x	x	x	x	x	x							x
PIO	x	x							x					x
Documentation	x		x					x	x	x	x			x
Procurement														
Medical Operations	x	x												
Communication	x	x												
Fire Suppression		x												
Rescue Operations		x												
Shelter Operations														
Flood Control														
Hazmat Operations														
Damage Assessment			x				x	x		x	x		x	x
Facilities Coordination	x	x	x	x			x			x	x			
Recovery Operations	x		x	x	x	x	x	x		x	x		x	x
Volunteer Coordination														

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## Emergency Operating Plan

### Hazard/Threat Matrices

#### Emergency Functions

#### Utility Failure

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command		x	x											
Evacuation														
Access Control		x	x							x	X			
Traffic/Crowd Control	x													
EOC Operations														
PIO	x	x							x					x
Documentation			x	x										
Procurement					x	x							x	
Medical Operations														
Communication			x	x						x	x			
Fire Suppression														
Rescue Operations														
Shelter Operations														
Flood Control														
Hazmat Operations	x	x	x											
Damage Assessment			x				x	x		x	x		x	x
Facilities Coordination			x	x			x			x	x			
Recovery Operations			x	x						x	x			x
Volunteer Coordination														

# Metropolitan Library System

## Emergency Operating Plan

### Hazard/Threat Matrices

#### Emergency Functions

#### Bomb Threat

	DPS	FD	FM	IT	PUR	BO	ADM	HUM	MAC	LO	SEC	OUT	CON	EXEC
Incident Command	x	x												
Evacuation	x	x								x	x			
Access Control	x	x	x							x	x			
Traffic/Crowd Control	x													
EOC Operations	x	x	x	x	x	x	x							x
PIO	x	x							x					x
Documentation	x	x						x		x	x			x
Procurement													x	
Medical Operations	x	x												
Communication	x	x	x							x	x			
Fire Suppression														
Rescue Operations														
Shelter Operations														
Flood Control														
Hazmat Operations														
Damage Assessment														
Facilities Coordination														
Recovery Operations														
Volunteer Coordination														

# **Metropolitan Library System**

## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Medical Emergencies**

If someone is injured or needs medical assistance, please adhere to the following procedures:

- Identify yourself as an employee of the Metropolitan Library System and ask the individual if they need assistance. If they refuse assistance, attempt to obtain as much information as possible, such as name, address and what may have happened.
- Call 911 if necessary. Notify the Library Operations Manager and Security as soon as possible, and then fill out the accident notice report.
- If possible, remain at the scene or be sure someone can stay with the individual.
- Do not attempt to move an injured or ill person unless their present position is life-threatening.
- Do not attempt to render first aid or medical assistance unless you are qualified to do so. Try to make them comfortable.
- If possible, have someone meet the emergency unit to minimize response time.

# **Metropolitan Library System**

## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Hazardous Materials**

Although MLS does not allow large quantities of flammable materials, dangerous chemicals or undocumented toxins to be used within the facility, there still exists the possibility of an emergency situation due to some hazardous materials. If you suspect that a hazardous material has been spilled:

- Immediately notify Security and the Manager of Facilities Maintenance of the location and possible hazard.
- Stay clear of the area affected by the substance. Assume the substance to be a health hazard.
- Do not inhale the substances' fumes, gas, or smoke and ask customers to evacuate the area and any other areas which could become contaminated by a spreading of the spill or toxic vapors. Normal evacuation routes and procedures will be utilized when vacating the building. Assembly areas may require adjustment to insure that personnel are not moved into positions downwind, or in the path of a vapor hazard. Do not touch the substance or attempt to clean it up unless you know exactly what the substance is and how to contain it. Attempt to prevent anyone further from entering the area.
- Security will keep all visitors away from the area until the substance is contained or judged harmless.
- If a hazardous spill outside the facility creates a toxic cloud that envelopes the building, immediate action should be taken to close and seal all outside windows and doors opening to the outside and turn off air conditioning or other ventilation systems. After the outside threat has dispersed, the facility should be evacuated to allow for clearing of residual toxins.
- Security will notify the appropriate emergency response agencies immediately.

# **Metropolitan Library System**

## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Customer Disturbance**

Emergencies of this nature range from verbal confrontations, protests, and fights, to all-out riots. These disturbances are not limited to persons only; they could also come in the form of willful physical damage to the facility itself.

##### **Disturbances within the facility:**

- Call Security and contact the Library Operations Manager immediately, identify yourself and the exact location and nature of the disturbance, including number of persons involved. Do not attempt to intervene.
- If the confrontation escalates beyond the control of MLS Security, then request police response by calling 911.

##### **Disturbances outside the facility:**

- Notify Security and the Library Operations Manager of the exact location and nature of the disturbance, including the number of persons involved.
- Remain away from the problem. Do not attempt to intervene.

# Metropolitan Library System

## Emergency Operating Plan

### Emergency Procedures

#### Tornado

Tornadoes are a common occurrence in Oklahoma. They can happen during any month of the year. This makes tornadoes one of the most likely emergency incidents that we would have to face.

- If a tornado occurs, visitors to the library will be looking to employees, as well as emergency personnel, for guidance on the correct actions to take. It is extremely important for library employees to be familiar with tornado procedures for the building.
- In the event the area surrounding the library is identified as having the possibility of severe weather, an employee will be assigned to monitor local broadcasts and a weather radio until the possibility expires. Library personnel should make themselves aware of customers in the building and be prepared to move quickly to the designated shelter.
- The primary tornado shelter area will be the basement or designated safe room (if available) or the lowest possible level away from windows. Visitors should be directed to move to the hallways and open common areas of the basement and to stay away from the outside doors.

#### **Tornado procedures:**

- When the library receives word of possible severe weather, the designated employee will monitor television stations and a weather radio for proper warnings.
- If it is determined that a tornado is imminent, a building-wide voice message will be activated that will direct people to take shelter.
- Security will make sure everyone has vacated the public areas and will then lock the front doors before proceeding to the shelter.
- Everyone will remain in the shelter until it has been determined that the danger has passed.

**Note:** Oklahoma City does not have designated storm shelters. Oklahoma City Emergency Management advises people to shelter-in-place which means to take shelter where you are, remaining inside your home, workplace or a nearby building.



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## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Fire**

- Fire prevention is the responsibility of all employees of the Metropolitan Library System. Acquaint yourself with the locations of emergency exits, fire extinguishers and fire hoses within the building. If flames or smoke are actually visible, any employee is authorized to activate the nearest fire alarm pull station.
- The fire alarm system should detect most fires through smoke or heat sensors and will automatically activate the fire alarm system.
- The fire department is automatically notified upon activation of the fire alarm system, but will not respond as quickly as they will when the fire has been confirmed. Therefore, even though the fire alarm sounds, call 911 if you see fire or smoke.
- Voice messages will be given to begin moving people to the nearest exit.
- MLS employees must remain calm and offer assistance to anyone needing help in evacuating the facility. Non-ambulatory persons should be moved to the nearest stairwell or designated safe place to await rescue by the fire department.
- Elevators should not be used.
- One person from each floor/area has been designated to ensure that everyone is out, and then will report to the Library Operations Manager as soon as the floor has emptied and report the location of anyone left in a stairwell or designated safe place awaiting rescue by the fire department. Do not attempt to enter smoke-filled areas to search for customers or employees.
- At the conclusion of the evacuation, all MLS employees will gather at the designated area for further instructions and information. The Library Operations Manager will inform the arriving fire department of what MLS personnel are available to aid the department in its search of the building.
- Security personnel will remain at the outside of the entrances to the building to ensure that no one re-enters the building until allowed by the Fire Marshal. An all-clear announcement will be made when it is safe to return to the building.

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## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Bomb Threat**

Bomb threats should always be treated seriously. Never dismiss a bomb threat as a hoax. All bomb threats should be reported to the Library Operations Manager immediately. Use the checklist below to record the threat.

##### **When the caller has hung up:**

Notify the Library Operations Manager immediately. Do not discuss the threat with other employees or customers. Remain calm; wait for a follow-up call from the caller. The library operations manager will notify police and a building search will be made by qualified personnel. An evacuation may take place.

##### **Emergency Evacuation Plan:**

Due to public safety concerns that could result from a building evacuation, the decision to evacuate must be carefully considered before implementing. Only the police, fire department, or the highest ranking MLS manager present may authorize evacuation. Each employee should assist in the evacuation of customers first. Notify the appropriate emergency response agency. The Library Operations Manager will activate the evacuation recording, then meet and direct the emergency response agencies to the scene of the emergency. After the evacuation, security personnel will guard the entrances to the building to prevent unauthorized persons from entering.

# Metropolitan Library System

## Emergency Operating Plan

### Bomb threat checklist

Time of call \_\_\_\_\_  
Call received by: \_\_\_\_\_ at extension \_\_\_\_\_  
Exact words of caller \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Were there any background sounds? \_\_\_\_\_

Callers voice was: \_\_\_\_\_ calm \_\_\_\_\_ distinct  
\_\_\_\_\_ angry \_\_\_\_\_ soft  
\_\_\_\_\_ excited \_\_\_\_\_ accent

Other notable features of the call \_\_\_\_\_

#### Questions to ask:

When is the bomb going to explode? \_\_\_\_\_

Where is the bomb? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

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## **Emergency Operating Plan**

### **Emergency Procedures**

#### **Code Adam**

- 1) If a customer reports a child is missing, a detailed description of the child and what he or she is wearing is obtained.
- 2) The employee goes to the nearest in-house telephone and pages code Adam, describing the child's physical features and clothing.
- 3) The guardian is taken to the circulation desk to wait with the circulation staff.
- 4) Security/Library Personnel monitors all entrances.
- 5) Available staff begins looking for the child in designated areas leaving 1 staff person at Circulation, Information and Reference Desks.
- 6) Staff searching will call into the circulation desk when each designated area is searched.
- 7) Circulation staff checks off each area searched.
- 8) If all areas have been searched and the child is not found within 10 minutes, law enforcement is called by security.
- 9) The guardian will remain with Security/Library Personnel and Security/Library Personnel will work with the law enforcement and guardian upon their arrival.
- 10) If the child is found and appears to have been lost and unharmed, the child is reunited with the searching guardian.
- 11) If the child is found accompanied by someone other than a parent or legal guardian, reasonable efforts to delay their departure will be used without putting the child, staff, or visitors at risk. Law enforcement will be notified and given details about the person accompanying the child.
- 12) The code Adam page will be canceled after the child is found or law enforcement arrives.
- 13) The employee who initiated the code Adam along with the librarian in charge will write an incident report for the library's records

# Metropolitan Library System

## Emergency Operating Plan

### Child not found

In the event that the child is not found Law enforcement has to be called. The guardian will stay with security at the main entrance and security will cooperate with the authorities to pursue the matter.

The entry doors will remain covered by security and/or library staff until notified otherwise.

Library premises that are secured to the public should be searched at this time. Security and library staff will search areas that are inaccessible to the public.

If the child is not found, notify the Manager of Library Operations at the location

Title	Person	Page	Cell phone	Home Phone
Manager of Library Operations			cell	home

# Metropolitan Library System

## Emergency Operating Plan

Code Adam checklist (example) Insert Site Specific Information

Floor	Area	Status
1 <sup>st</sup> floor	North entrance security	
	East entrance security	
	Philomatheia Hall, atrium, includes public restrooms & stairwell	
	Children's area	
	Circulation workroom	
	Yellow browsing area	
	Gray fiction area includes teen area	
2 <sup>nd</sup> floor	Public restrooms & stairwell	
	Pink genealogy area includes back offices	
	Green NF area includes study rooms & ok collection	
	Brown NF includes quiet reading room	
3 <sup>rd</sup> floor closed after 5pm and on weekends	Public restrooms & stairwell	
	Administrative offices	
4 <sup>th</sup> floor	Public restroom & stairwell	
	Friend Event Room	
	46 <sup>th</sup> star forum	
	DN College Consortium	