

Emergency Action Manual

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

Complied July 1979
Revised – August 1983
Revised – May 2013

Table of Contents

EMERGENCY TELEPHONE LIST.....	3
BUILDING SECURITY.....	4
DURING HOURS OPEN TO THE PUBLIC.....	5
CLOSING PROCEDURES.....	6
NATURAL DISASTER.....	7
PHYSICAL EMERGENCIES.....	10
NON-PROBLEM BEHAVIOR.....	12
PROBLEM BEHAVIOR.....	13
APPENDICES.....	18
FIRE EMERGENCY ROUTES.....	19
Algansee.....	19
Bronson.....	20
Coldwater.....	21
Quincy.....	27
Sherwood.....	28
Union.....	29
TORNADO EMERGENCY ROUTES.....	30
Algansee.....	30
Bronson.....	31
Coldwater.....	32
Quincy.....	33
Sherwood.....	34
Union.....	35
HELPFUL HINTS ON HOW TO DEAL WITH PROBLEM BEHAVIOR.....	36
Bomb Threat Procedures.....	37
Policy for Snow Days.....	38
Elevator - Individual Stuck.....	39

EMERGENCY TELEPHONE LIST

Alcohol / Drug Abuse	Branch County Substance Treatment and Referral Service (STARS)	517-279-9759
Ambulance/Paramedics	911	
Battered Women	Shelter House	517-278-7432
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
False Alarm (Fire)	All-Tronics	877-301-4706
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
Mental Health		
Nd 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
Rape		911
Suicide Prevention	National Suicide Prevention Hotline	800-273-TALK (8255)

BUILDING SECURITY

Opening the Building

Break-Ins; Theft; Vandalism:	<ol style="list-style-type: none">1. Call the police.2. Enter the building if you are reasonably sure no one is still inside. Otherwise wait for the police.3. Do a walk-through in each section assessing damages, thefts and vandalism.4. File a police report.5. File an "Incident Report"
Opening the Building	<ol style="list-style-type: none">1. Do a walk-through inspection of building including stack and storage area.2. Open entrances.
Equipment Failure	<ol style="list-style-type: none">1. Notify Manager on duty.
Unauthorized Person in Building	<ol style="list-style-type: none">1. If you are not already in the building, do not enter. Call police from the nearest telephone.2. If you are in the building, exit immediately and call the police 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:<ol style="list-style-type: none">1. Direction of the individual while leaving2. Physical description3. Any other information that may be useful to police for identification so they may question the suspect if apprehended.

DURING HOURS OPEN TO THE PUBLIC

Preparation (on each level)	Manager/Librarian on duty will designate chain of command personnel for evacuation procedures.
Bomb Threat	See page xx for procedures if you take the call. <ol style="list-style-type: none"> 1. Call the police immediately 2. 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 the bomb threat has been addressed and deemed safe by the police department or other authorities addressing the issue. 3. File "Incident Report"
Elevator Emergencies	<ol style="list-style-type: none"> 1. Manager/Librarian on duty will follow designated procedures. 2. If unable to do this and someone is trapped in the elevator, call the emergency elevator service number (included in front of manual) to obtain assistance. 3. File "Incident Report"
Equipment Failure & Building Emergencies	<ol style="list-style-type: none"> 1. Manager/Librarian on duty will handle. 2. File "Incident Report"
Equipment Security	<ol style="list-style-type: none"> 1. The Director will designate a person to be responsible for securing all equipment when not in use
Lost and Found	<ol style="list-style-type: none"> 1. 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	<ol style="list-style-type: none"> 1. Smoking is not permitted in public buildings.
Securing Staff Entrances	<ol style="list-style-type: none"> 1. All staff entrances, with the exception of those also designated as emergency exits, should be locked.
Snow and Ice	<ol style="list-style-type: none"> 1. Assigned staff member should remove snow and spread salt or sand on sidewalks as the situation warrants.
Storage/Employee Valuables	<ol style="list-style-type: none"> 1. All employees are encouraged to store personal valuables (such as purses) in locked drawers or locked lockers.
Unauthorized Persons in a Non-Public Area	<ol style="list-style-type: none"> 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 non-public area, call the police.

CLOSING PROCEDURES

Check List	<ol style="list-style-type: none">1. All departments should follow a written check list for securing their area and checking power sources as indicated by the director.
Power Failure/Summer	<ol style="list-style-type: none">1. See all sections of Power Failure under Natural Disaster.2. Manager/Librarian on duty will report power failure3. Securing the building for night in a normal manner.4. File "Incident Report"
Power Failure/Winter	<ol style="list-style-type: none">1. Manager/Librarian on duty will report failure.2. Secure the building.3. Manager on duty should should be present while servicemen address the problem.4. File "Incident Report"
Lock Failure or anything that prevents securing the building	<ol style="list-style-type: none">1. Manager/Librarian on duty should not leave until someone has arrived to remedy the problem.2. File "Incident Report"

NATURAL DISASTER

<p>Preparation in the Library</p>	<ol style="list-style-type: none"> 1. Director should designate an evacuation route out of the building and a meeting place where staff can report and be counted for. 2. Manager/Librarian on duty should know the location of: <ol style="list-style-type: none"> A) the fire alarm. B) Fire extinguisher and how to use them. C) Energy shut-off valves, service panels, or circuit breakers, gas and water shut-off and electrical cut-off. D) Flashlights.
<p>Blizzards</p>	<p>The library is unique because it is open hours when other county offices are closed. (see page xx)</p>
<p>Fire</p>	<ol style="list-style-type: none"> 1. Alarm sounds, always assume there is an emergency, (except if switchboard forewarns that work being done in the library will set off alarm). 2. If a fire occurs on your level, call Manager/Librarian on duty who will call 911. Be sure to give the Library and Street address. 3. Manager/Librarian on duty should: <ol style="list-style-type: none"> 1. Inform the public and staff to evacuate the building (see pages xx-xx for your branches route) if time safely permits, staff should close windows and doors, and turn off ceiling fans. Public Services staff should check the basement, the ground floor and the 2nd floor. 2. Clear the elevator and do NOT use it. 3. Designate staff to: <ol style="list-style-type: none"> 1. Lead the public out. Stay away from the building. Go to a <u>designated area (southeast corner of the library/courthouse parking lot)</u> 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. 3. Lead emergency crew to the source of the fire. 4. Account for all staff at the <u>designated area (southeast corner of the library/courthouse parking lot)</u>. 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, Assistant

	<p>Director, Bookkeeper in that order.</p> <p>6. File "Incident Report"</p>
Flood	<ol style="list-style-type: none"> 1. Evacuate and secure the area. 2. Do not let the public in. 3. Follow the chain of command. 4. File "Incident Report"
Power Failure	<ol style="list-style-type: none"> 1. Daylight <ol style="list-style-type: none"> 1. Remain open during working hours. 2. Clear the elevators. 3. Manually charge library materials (all equipment ie cash register) 4. For the safety of the customers and staff, do not allow the public in dark areas. 2. Darkness <ol style="list-style-type: none"> 1. Staff should remain on duty incase 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. 3. File "Incident Report"
Threatening Weather Preparation	<ol style="list-style-type: none"> 1. Director should designate an area for shelter away from windows and route to the shelter. 2. The directions are posted (see attached pages xx-xx for your branches route) 3. Have ready: <ol style="list-style-type: none"> 1. Portable radio/mobile phone 2. Flashlights 3. Turn radio to 1590AM (local) or 98.5FM
Tornado	<ol style="list-style-type: none"> 1. Branch District Library is signed up for Branch County's Code Red Weather Warning. In the event of severe weather, and email will be sent to all BDL staff's email address. Alerts will also be sent to the Director, Assistant Director and Bookkeeper via phone and/or email. In the event of a tornado, Manager/Librarian will: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 1. Clear areas. 2. Lead public to shelter. 3. Clear elevator and turn it off. 4. Circulation person should take radio to designated

shelter.

5. 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. Report back to work stations.

PHYSICAL EMERGENCIES

Preparation for/ at each level	<p>Emergency list of telephone numbers are kept by each telephone.</p> <p>First Aid Kit is on hand for minor injuries and should remain fully stocked and all medicines in it within date.</p> <p>List of personnel with emergency training on hand.</p>
---	--

RESPONSES

Injury/ Sudden illness of customer	<ol style="list-style-type: none"> 1. Initial call <ol style="list-style-type: none"> 1. Any staff member who observes a serious injury or illness must ask the individual if: <ol style="list-style-type: none"> 1. They are ok 2. They would like an ambulance to be called. <ol style="list-style-type: none"> 1. If yes, the staff member must call 911 and <ol style="list-style-type: none"> 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/Librarian on duty. 2. Response to injured. <ol style="list-style-type: none"> 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 ie., 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
---	---

	<p>witness, if appropriate. Note the names of any employees involved in the incident. Copy of the report goes to the director.</p> <p>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 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.</p>
<p>Injury or sudden incapacitation of staff</p>	<ol style="list-style-type: none"> 1. Follow emergency procedures outline for "Injury and sudden illness of Customers." (see above). 2. Immediately report all accidents to your supervisor and Bookkeeper. Obtain Workman's Compensation report, fill out and turn in at Administrative Assistant's Office within 24 hours of incident. 3. File "Incident Report"

NON-PROBLEM BEHAVIOR

Questions about circulation, policies and library materials	All library users have a right to question library policies, materials and circulation records as long as this is done in a reasonable way. Staff members should carefully listen and explain policies and take all necessary steps to insure that the individuals' circulation records are accurate. If the individual questions the selection of library materials offer the form, "Citizens Request for Reconsideration of Materials" available at: http://www.branchdistrictlibrary.org/reconsideration_request . If the individual still has questions or objections, he/she should be referred to the Director.
Eccentric Behavior	Some library users may act strangely, but they do not disturb other library users and they use the library in the appropriate way. These people should not be considered problem individuals. If there is any question about whether an individual is behaving eccentrically or problematically, consult with your supervisor to determined what action, if any should be taken.

PROBLEM BEHAVIOR

Definition - "Problem Behavior" is anything which disrupts the normal functioning of the library, whether or not that disruption is intentional.

<p>Abandoned Child</p>	<p>An abandoned child is defined as incompetent to care for himself/herself or too young to be responsible for his/her safety.</p> <ol style="list-style-type: none"> 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 "Incident Report"
<p>Assault</p>	<ol style="list-style-type: none"> 1. Any staff member who observes an act of assault is responsible for reporting the incident to the police immediately. <ol style="list-style-type: none"> 1. 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. 2. Call the police immediately. Give your name, library and street address. Be specific and emphasize that help is needed immediately. 2. File "Incident Report"
<p>Aggressive, Armed or Physically Threatening</p>	<ol style="list-style-type: none"> 1. Act as calmly as possible. 2. Signal other staff by using the Emergency Code, <u>YOUR BOOKS ON RHODE ISLAND ARE HERE.</u> 3. Contact the 911 immediately if possible. 4. Notify your supervisor. Supervisor will take whatever measure is needed to protect other library users and staff. 5. File "Incident Report"
<p>Child Abuse</p>	<ol style="list-style-type: none"> 1. If you witness what you believe to be an 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..."

Crowds, Teen Gangs, Rowdy Behavior	<ol style="list-style-type: none"> 1. Humor them: Don't show any fear or be intimidated. Talk to them and imply they are adults and should act as such. 2. Never physically touch them; don't jeopardize yourself by physical contact. 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.
Loitering	<ol style="list-style-type: none"> 1. For loitering: There is an ordinance against loitering with intent to create disruption. If this is the case, call 911. 2. If teen gangs are loitering in the parking lot, contact Coldwater Police and ask them to patrol the lot.
Disruptive Behavior	<ol style="list-style-type: none"> 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/Librarian on duty. 3. Manager/Librarian 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/Librarian on duty may call the police.
Drunks, Chemically Dependent	<ol style="list-style-type: none"> 1. If the problem is slight, ask the individual to leave the library. 2. If the individual will not leave, the staff member should contact his/her supervisor. <ol style="list-style-type: none"> 1. The supervisor should ask the individual to leave the library, stating that if they do not leave, the police will called. 2. If the problem persists and the individual will not leave, contact the police. <ol style="list-style-type: none"> 1. Give your name, library and street address. If the individual is abusive or threatening be sure to say so. Emphasize that assistance is needed immediately. 3. File "Incident Report"
Emergency Assistance Code	<ol style="list-style-type: none"> 1. If a staff member needs help from another staff member and cannot leave the public service desk to phone: <ol style="list-style-type: none"> 1. Call other service desk. Give your name and

	<p>department. Use the emergency code: <u>YOUR BOOKS ON RHODE ISLAND ARE HERE.</u></p> <ol style="list-style-type: none"> Other staff will notify Manager/Librarian on duty or staff in another department to assist immediately.
Emotional, Mental Psychiatric	<ol style="list-style-type: none"> The emotionally and/or psychologically impaired library user has the same rights as any others and should be treated as such.
Also refer to the Helpful Hints sheet	<ol style="list-style-type: none"> If the library user is physically threatening to himself or others follow procedure for Armed, Aggressive or Physically Threatening Behavior. If a staff member needs help in dealing with a particular library user, the staff member should consult with the Manager/Librarian.
Panhandlers	<ol style="list-style-type: none"> Ask if you can help the individual find a library department or materials. If the individual does not want any help, tell him/her that he/she is not using the library for appropriate purposes and ask him/her to leave. If the problem persists, notify your Manager/Librarian on duty. <ol style="list-style-type: none"> The Manager/Librarian will ask the individual to leave and inform him/her that if she/he does not leave, the police will be called. If the individual still refuses to leave, call the police. <ol style="list-style-type: none"> Give your name, library and specific problem. File "Incident Report"
Solicitors	<ol style="list-style-type: none"> Inform the individual that solicitation disturbs our patrons therefore we ask them not to do so in the library. If the problem persists, notify the Manager/Librarian on duty.
Purse Snatchers	<ol style="list-style-type: none"> 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. 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. If the library user has their purse or billfold stolen: <ol style="list-style-type: none"> Notify the police. File a police report. File "Incident Report"
Purse Snatchers	
Criminal Sexual	<ol style="list-style-type: none"> For a peeping tom, exhibitionist, all other sexual incidents,

Conduct	<p>call 911.</p> <ol style="list-style-type: none"> 1. Give your name and library name. Be specific about the problem. 2. Notify the Manager/Librarian on duty. 3. File "Incident Report" 4. Principles for handling the victim of deviant behavior: <ol style="list-style-type: none"> 1. The Manager/Librarian on duty should provide some privacy for the victim to calm down and explain the incident. 2. Determine if a physical attack has taken place. 3. Obtain a description of the offender. Ask the victim if he/she can remember details such as height, coloring, age, dress, etc. 4. The victim should be encouraged to report the incident to the police. 5. Offer whatever help is necessary before the victim leaves the library.
Telephone Calls Annoying, Obscene, Threatening	<ol style="list-style-type: none"> 1. Obscene calls: Hang up the telephone immediately. 2. If the calls persist: <ol style="list-style-type: none"> 1. Notify the Manager/Librarian on duty. 2. File a police report. 3. Inform the telephone company business office. 4. File "Incident Report" 3. Threatening calls: Call the police immediately. Use the same procedure as outlined for all other police calls for emergency help.
Theft	<ol style="list-style-type: none"> 1. If you observe someone attempting to steal library property: <ol style="list-style-type: none"> 1. Approach the individual and ask if you can help them to check out library materials. 2. Report the incident to the Manager/Librarian on duty. He/she will determine whether or not to call the police. <ol style="list-style-type: none"> 1. 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 "Incident Report"
Suspect Suspect	<ol style="list-style-type: none"> 1. 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. 2. "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."

<p>Vandalism</p>	<ol style="list-style-type: none"> 1. If you observe someone maliciously destroying library property: <ol style="list-style-type: none"> 1. Approach the individual and ask them to stop their behavior at once. 2. Report the incident to your supervisor who will determine what action to take. <ol style="list-style-type: none"> 1. 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; plus any other destructive acts against library property. 2. 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. 2. File "Incident Report"
<p>Truancy</p>	<ol style="list-style-type: none"> 1. Truancy is a school problem, not a police problem. 2. If the student is creating a disturbance, treat the "problem behavior" as defined elsewhere.
<p>Verbal Abuse of Staff</p>	<ol style="list-style-type: none"> 1. If a library user speaks to a staff member in an abusive or obscene manner: <ol style="list-style-type: none"> 1. The staff member should remain calm. 2. Report the behavior to the Manager/Librarian on duty. 3. If the library user continues to be abusive, use the same procedure as outlined for "Disruptive Behavior" (see page xx) 4. If the abuse concerns library policies, circulation or materials, refer to paragraphs on "Non-Problem Behavior" (see page xx)

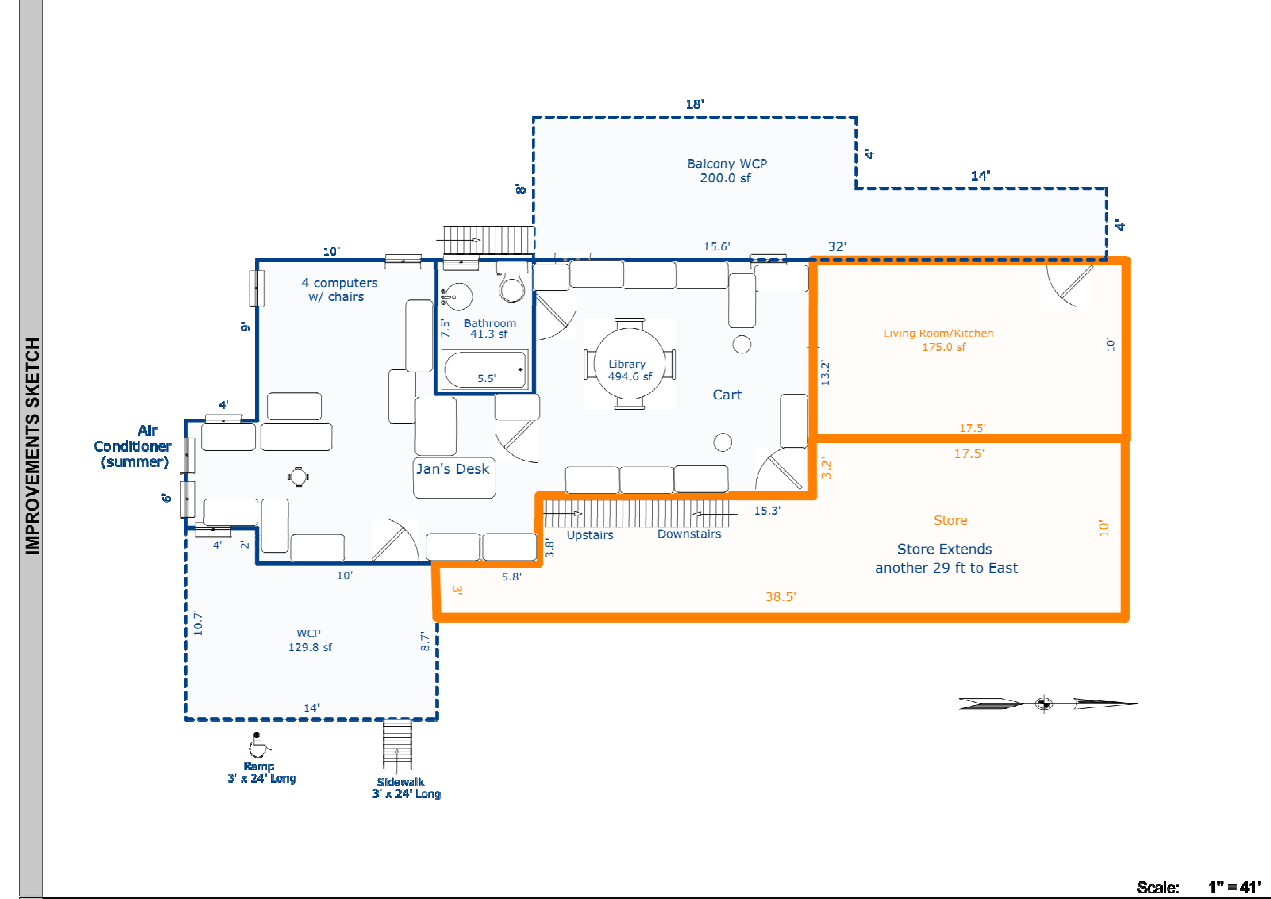
APPENDICES

FIRE EMERGENCY ROUTES

Algansee

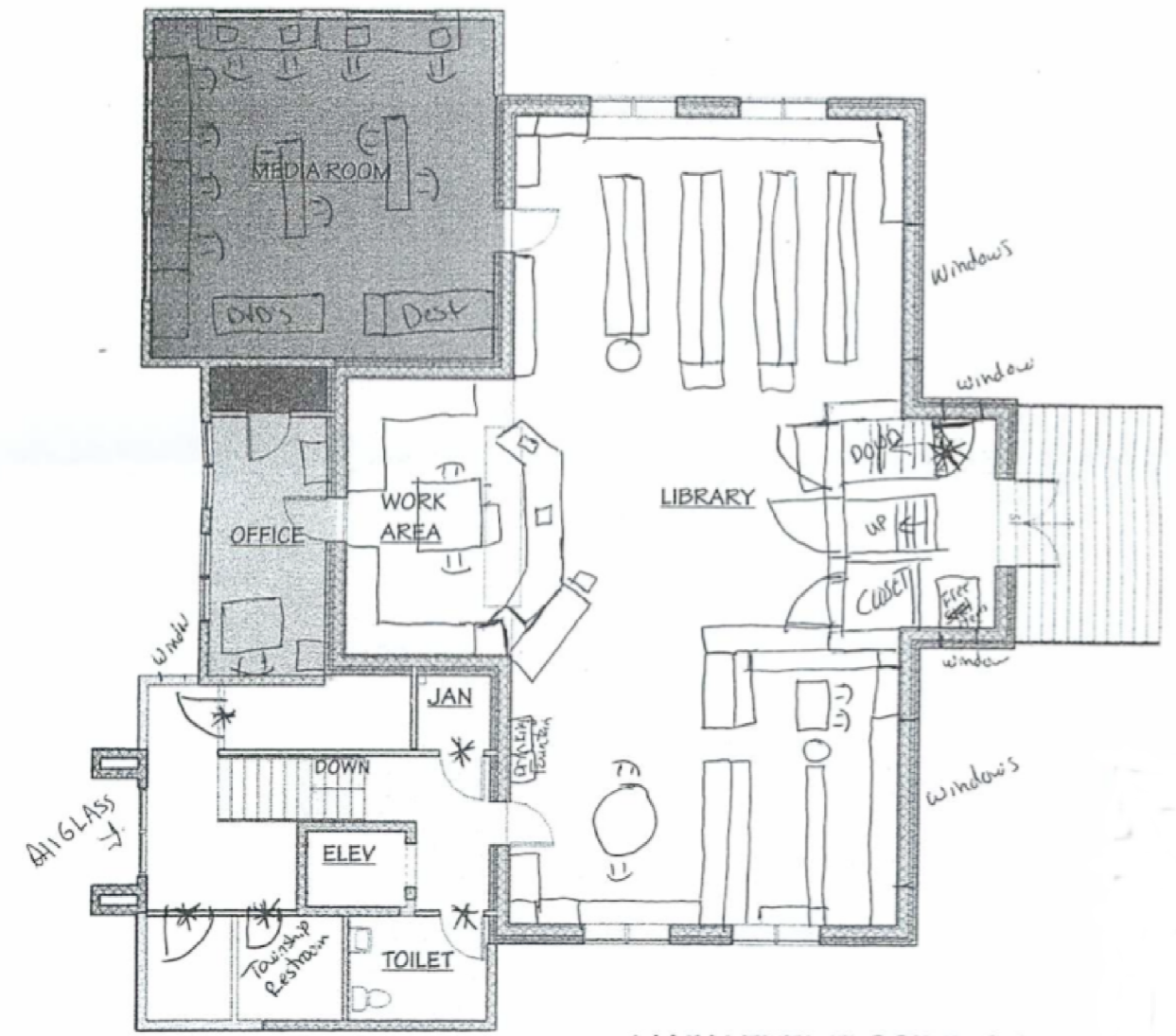
SKETCH/AREA TABLE ADDENDUM

SUBJECT	Parcel No	120-027-300-045-00						
	Property Address	580 S Ray Quincy Road						
	City	Quincy	County	Branch	State	MI	Zip	49082
	Owner	Algansee Library Branch						
	Client	Appraiser Name						



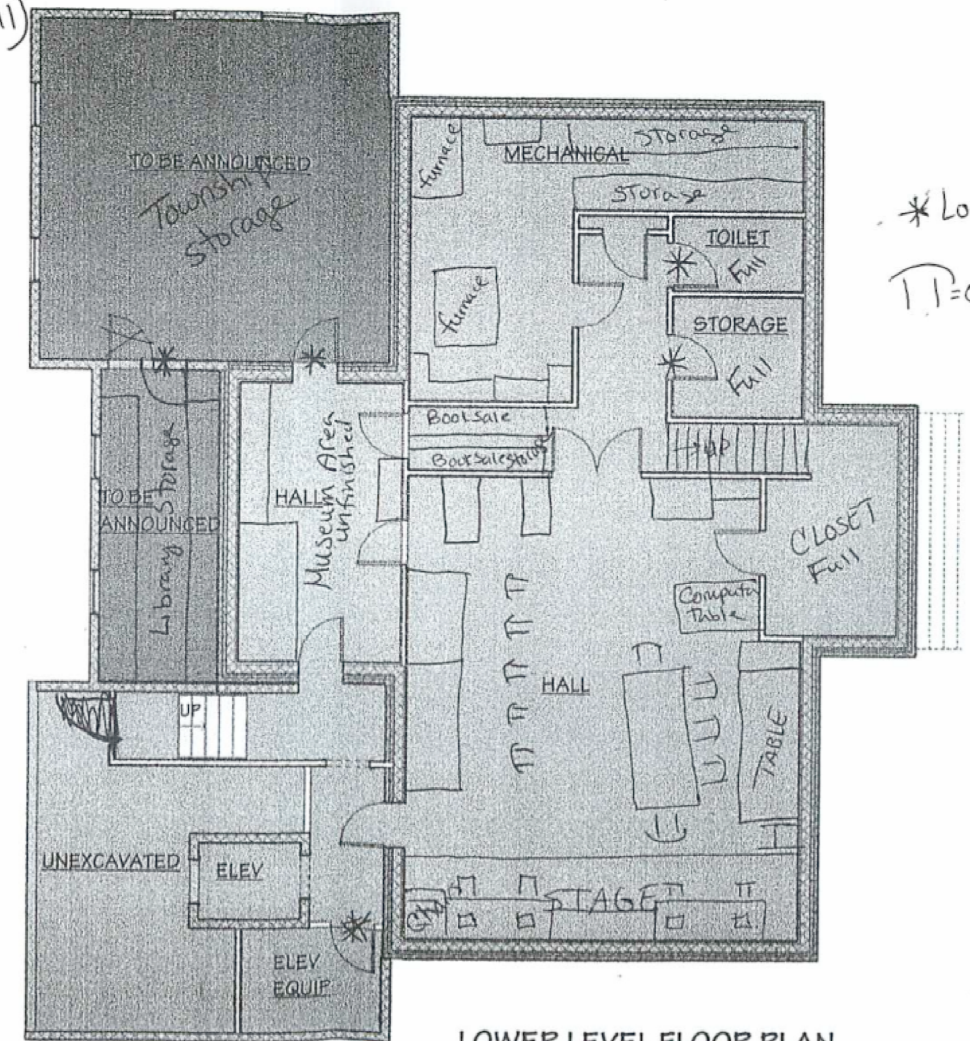
AREA CALCULATIONS SUMMARY						Comment Table 1	
Code	Description	Factor	Net Size	Perimeter	Net Totals		
P/P	WCP	1.00	129.80	49.4			
	Balcony WCP	1.00	200.00	80.0	329.80		
CUST	Library	1.00	494.56	104.2	535.81		
	Bathroom	1.00	41.25	26.0			
UND	Living Room/Kitchen	1.00	175.00	55.0	471.29		
	Store	1.00	296.29	97.1			

Comment Table 2	Comment Table 3



MAIN LEVEL FLOOR PLAN

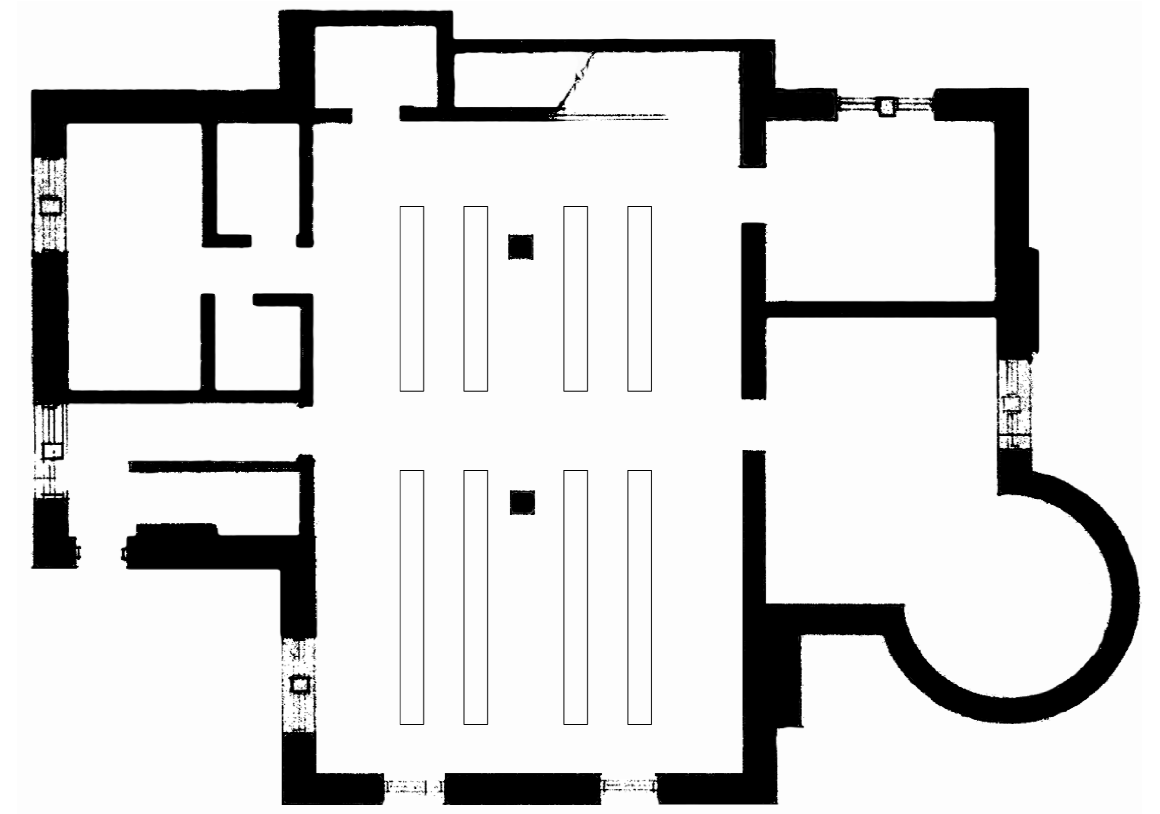
Bronson
(Township Hall)



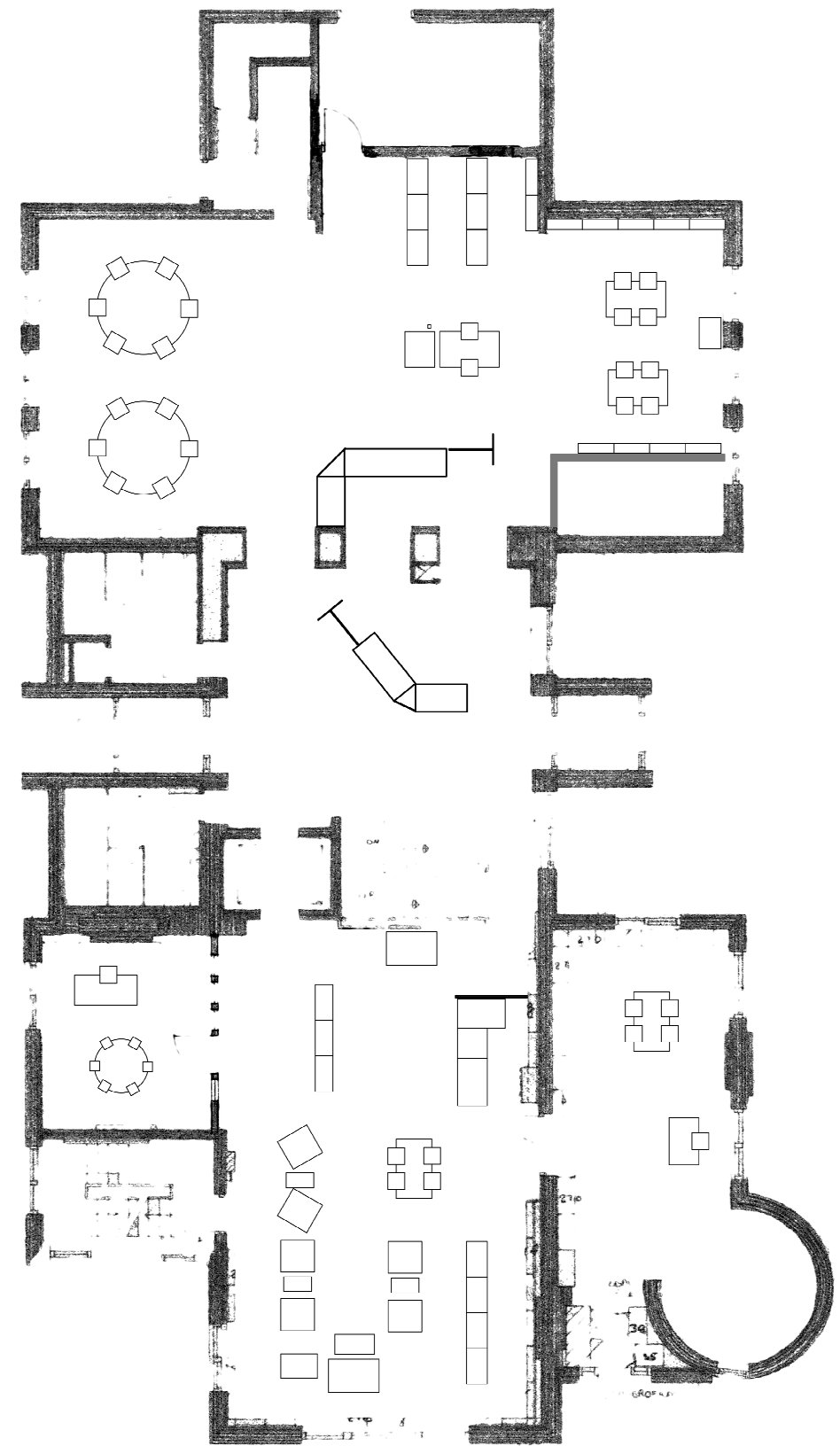
* Locked
Doors
|| = chair

LOWER LEVEL FLOOR PLAN

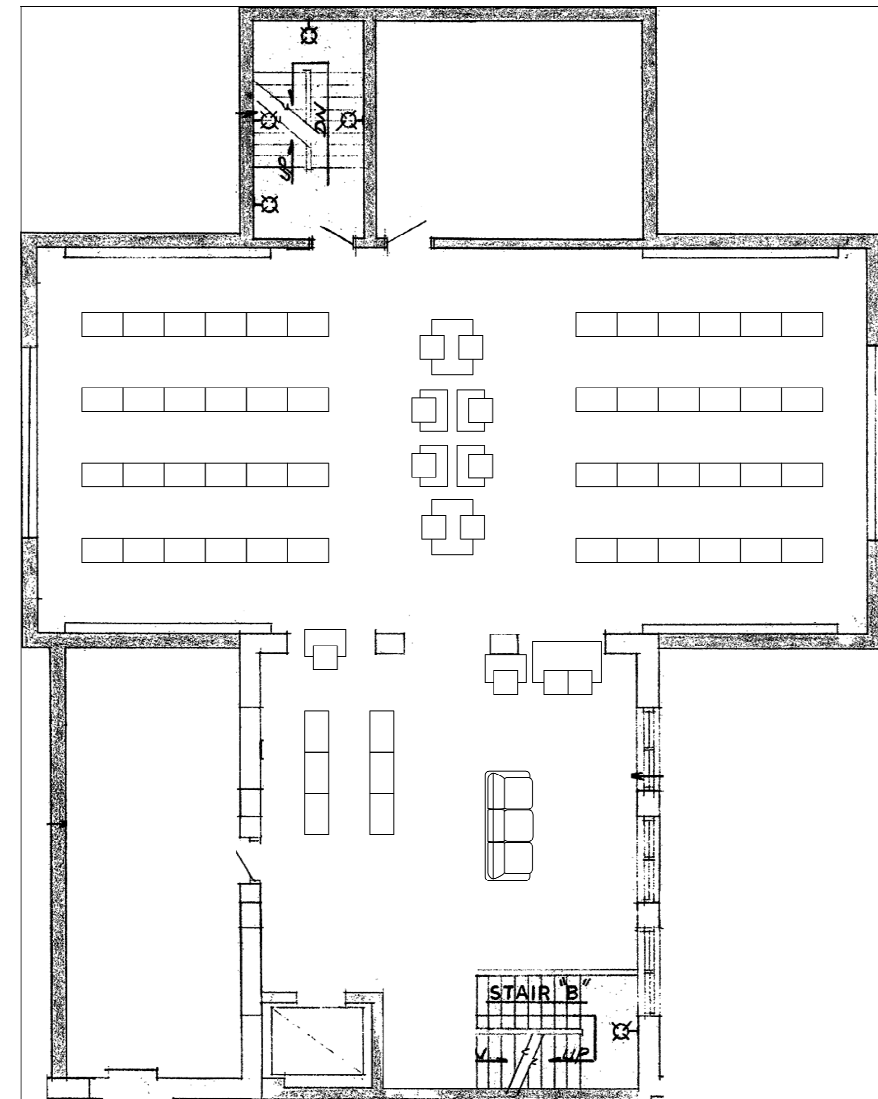
Coldwater
Basement



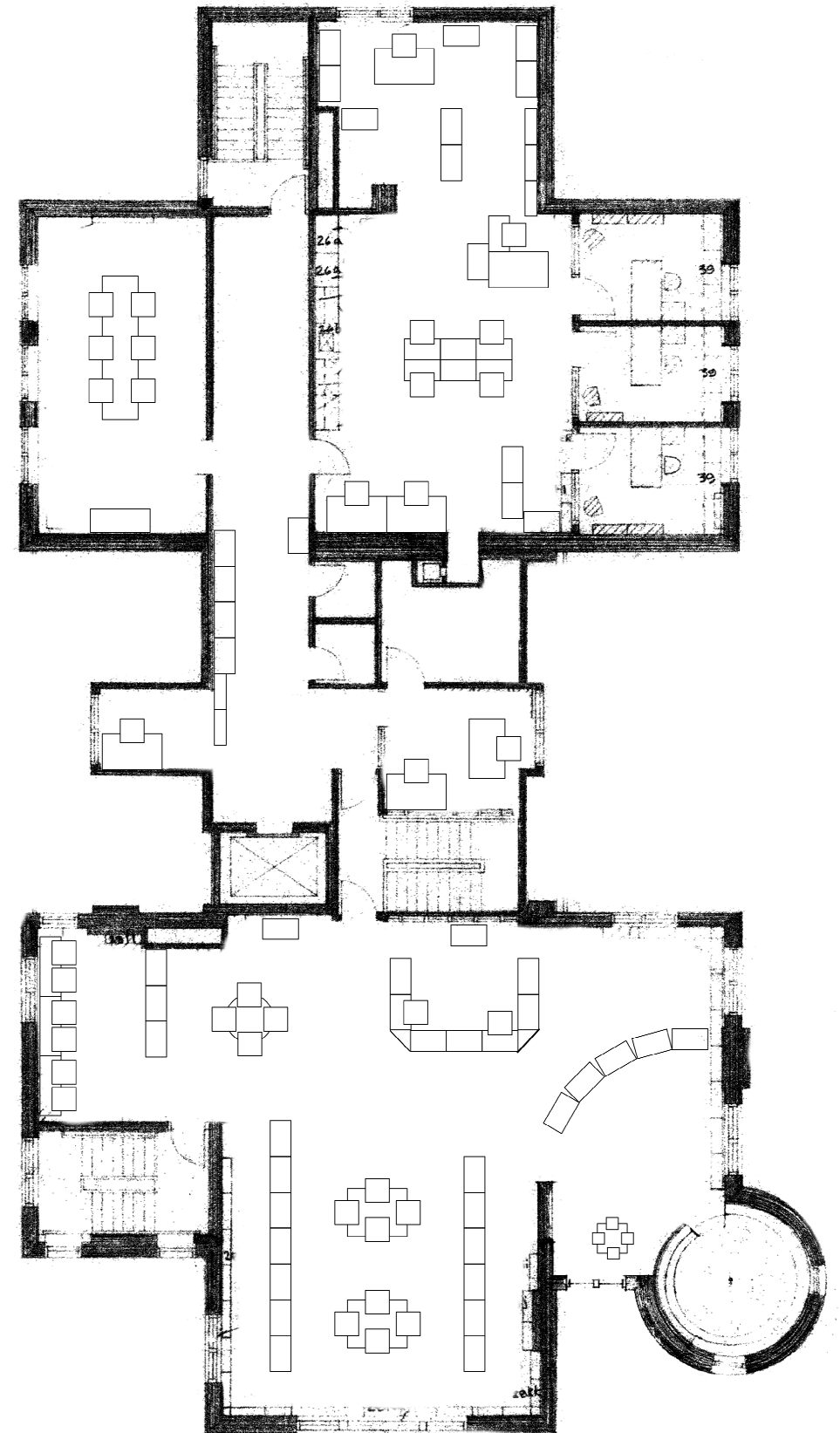
Ground/First Floor



Second Floor



Third Floor



THIRD FLOOR – KIDS	Go to FIRE EXIT and proceed down stairs and outside to West Entrance of Courthouse.
THIRD 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.
FIRST 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.

Ranking Staff Should Take Charge.

Quincy

Sherwood

Union

TORNADO EMERGENCY ROUTES

Alganssee

Bronson

Coldwater

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 me used.

Ranking staff should take charge.

Quincy

Sherwood

Union

HELPFUL HINTS ON HOW TO DEAL WITH PROBLEM BEHAVIOR

In dealing with patrons who are causing trouble, the main idea is to be realistic. Both the librarian 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 librarian 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:

- Avoid a tone of voice or the use of phrases that might be considered moralizing 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.

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 librarian 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	ECCENTRIC BEHAVIOR
<ul style="list-style-type: none">• STRANGE• POTENTIALLY DANGEROUS• DESTRUCTIVE• MALICIOUS INTENT	<ul style="list-style-type: none">• STRANGE• NOT DANGEROUS• NOT DESTRUCTIVE• NO MALICIOUS INTENT

It is advisable to 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 librarian 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.

Bomb Threat Procedures

EXERPTS from "RECOMMENDED BOMB THREAT AND BOMB SEARCH PROCEDURES"
by the St. Paul Police Department

Preparation

Lines of organization and plans must be made in advance to handle bomb threats. Clear cut levels of authority must be established. It is important that each person handle his assignment without delay and without any signs of fear. Make some provisions for alternatives in the event someone is absent when the threat is received.

Procedure Before Bomb Threat

1. Instruct all personnel, especially those at telephone switchboard, of what to do if a bomb threat is received.
 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.
 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 report this information immediately to the police department.
 7. Librarian in charge should consider priority of evacuation by floor level. Evacuate the floor levels above the danger area in order to remove those persons from danger as quickly as possible.

Policy for Snow Days

1. The library will follow courthouse lead at such times as the courthouse is open.
 2. The courthouse, library and other departments of the county shall be closed by direction of the Board of Commissioners as such times that the Branch County Sheriff's Department asks the public to staff off the roads.
 1. All employees scheduled for those times shall be paid for their hours scheduled.
 2. It is understood that work not completed will be caught up during regularly scheduled hours.
 3. At such times that the courthouse is not open, ie., 5:00 – 9:00 p.m. Monday, Tuesday, Wednesday, Thursday and 9:00 a.m. - 4:00 p.m. Saturdays, the library board has the authority to close the library due to waring by the Branch county Sheriff's Department.
 4. Branches are included in above.
 5. Headquarters and Branch Staff scheduled will be notified by phone by Manager Librarians as designated:
 1. Basically Director designated Manager Librarians.
 2. In absence of Director, the Manager on duty in afternoon decides for evening – Manager on duty on Saturdays decides for Saturdays.
 6. Manager on Duty will also notify the radio station by 7:30 a.m. Saturday that all Branch County Library System libraries will be closed and name them as follows: Headquarters in Coldwater, Bronson Library, Quincy Library, Sherwood Library, Alganssee Library and Union Twp. Library.
- (approved April 7, 1982)

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.

There is a video on the staff webpage, under Staff Wiki – Videos - What to do in case of elevator trouble. http://staff.branchdistrictlibrary.org/static/video/2006-07-10_elevator.mov

1. When you hear the alarm, don't panic.
2. If the door won't open when you press the call button, you can still open the door with a special key.
3. You will find the key in the drawer under the Circulation Desk. This is the only elevator key we have, so be sure to return it when you are finished.
4. The end with the bar is the handle – the end with the dangles is the end you will insert into the elevator door.
5. Insert the key into the elevator door, turn the key and pull the outer doors open.
6. Pull open the inner doors to free the trapped person. If the elevator is between floors you may have to lower a ladder so the person can climb out. The ceiling of the elevator has panels that can come off if needed.
7. After the patron has been freed from the elevator, go to the elevator machinery closet in the basement. You will find the circuit-breaker that powers the elevator.