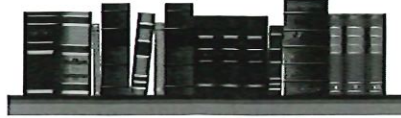


**PHOEBE APPERSON HEARST LIBRARY
LEAD, SOUTH DAKOTA**



**BOARD OF TRUSTEES
EMPLOYEE EMERGENCY PROCEDURES POLICY**

PURPOSE

The purpose of this policy is the protection and safety of employees, patrons, and library property. The intent of these procedures is to ensure that incidents or events of emergency, security or medical nature within the library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities

In all cases, human safety is more important than that of objects or property

SOURCE

Hearst Library Board of Trustees and Hearst Library Director

POLICY

All library personnel are expected to carry out these procedures as instructed.

HOW TO REPORT AN EMERGENCY

In the event of an emergency, it is the primary responsibility of library staff present to do whatever is necessary to ensure the safety of all library patrons and other staff members

Guidelines for action in any emergency situation are as follows:

- keep calm, announce the emergency verbally
- to ensure the safety of all those present, immediately evacuate to a safe location
- summon the appropriate emergency agency by calling 911 or activating the closest panic alarm
- stand available to direct emergency personnel to the source of the problem
- **every employee of the Hearst Library may call 911 without a supervisor's approval**
- inform City Hall, Library Supervisors and Hearst Library Board Members of the emergency

EMERGENCY PROCEDURE

Medical

- In case of a medical emergency, call 911 and follow the dispatcher's instructions
- A first aid kit is located above the sink in the workroom on the main floor
- An AED kit is located to the right of the front door
- Have another staff member (if present) clear the area of other patrons
- Direct emergency personnel when they arrive

Winter Storm

See Severe Weather Policy

Fire

1. Call 911 or activate the Panic Alarm
2. If the fire is in the early stages (such as a trash can), use the nearest of the two fire extinguishers located on each floor. Do so only after the alarm is activated
3. Staff priority should focus primarily on evacuation and ensuring the safety of everyone present in the building, including themselves
4. Make a verbal announcement: "This is an emergency, please walk, do not run, to the nearest exit, evacuate the building and make your way to the parking garage across Main Street."
5. Provide patron supervision and assistance to
 - a. ensure that everyone WALK, NOT RUN
 - b. assist handicapped and elderly patrons as needed
 - c. exit the building as quickly as possible
 - d. evacuate the building through the nearest exit
 - i. there are two exits from each floor of the library -- front and back
 - ii. if an exit is blocked, use the next closest exit situated away from the emergency
 - iii. all exits are clearly marked
 - e. stay as low to the floor as possible, if smoke is present
 - f. **STOP-DROP-AND-ROLL** if clothes catch fire
6. Go to your predetermined Assembly Area – the parking garage across Main Street
7. Never go back into a burning building
8. **Stay in the Assembly Area** until you receive further instructions.

Fire Extinguisher Use: Remember "PASS"

Pull the pin on the extinguisher handle

Aim low at the base of the fire

Squeeze the handle

Spray from side to side

Tornado

A tornado WATCH is declared when conditions are favorable for tornados, but none has been sighted

A tornado WARNING is declared when a tornado has been sighted in the area

When the weather radio broadcasts a tornado WARNING alarm and/or the City of Lead tornado siren is activated (similar to the fire siren only longer)

- Make a verbal announcement: "A tornado warning is in effect for this area. This means that a tornado had been sighted. Please move downstairs to the Children's area until notified that danger has passed."
- Close and lock the front entrance door, this ensures that the door is shut tight
- Evacuate the main floor, direct all patrons and staff downstairs to the center of the Children's area
- Stay away from windows and doors
- Safety lights on both floors should automatically come on if the power is lost
 - Flashlights are available in the kitchen of the meeting room if needed
- Stay in the safety area until notified that the area is clear of danger
- **Do not call your local fire or police departments (911) for information**
 - Public Safety workers will need their lines open for emergency use

Bomb Threat

- Call 911 or activate the Panic Alarm
- Make a verbal announcement: "This is an emergency, please use the nearest exit to evacuate the building and make your way to the parking garage across Main Street."
- Make an effort to ensure that all patrons and staff exit the building as quickly as possible and assemble at the predetermined Assembly Area – in the parking garage across Main Street
- See attached Homeland Security Official Call Procedures

Theft

- Report all theft to the library director and the Police Department as soon as it is discovered
- If involved in an active robbery, cooperate with all demands from the thief
- Activate the Panic Alarm only when it is safe to do so

Irate or Intoxicated Patrons

Disruptive patrons have the potential to pose a danger to staff and other patrons

The following provides guidance for dealing with problem patrons

Important:

- At any indication of physical violence call 911 or activate the Panic Alarm immediately
- Never confront an angry patron without making sure that another staff member is available to assist
- Minor disruption may be handled by simply asking the person to discontinue the problem activity
- Try to diffuse the situation; empathize and apologize; ask them to detail the issue
- Say as little as possible to avoid increasing the patron's anger
- Remain calm, speak slowly and quietly no matter how loud or confrontational the patron becomes
- Never argue, raise your voice or allow yourself to become involved in a physical altercation
- Do not take personally anything an angry patron says -- it's never about you
- If the behavior persists, ask the disruptive patron to leave the building
- Be polite, but firm —if they refuse to leave, walk away and notify local Police

What to do if a patron poses a threat of any kind

- The best way to deal with a violent person -- back away and activate the Panic Alarm
- Inform the director and other employees of the situation immediately
- If unable to back away or speak directly to other employees, use the predetermined library help signal
 - Any staff member hearing the help signal should immediately activate the Panic Alarm
- After activating the Panic Alarm, ensure the safety of other patrons and employees

Active Shooter

In the event of an active shooter in the building, library staff should prioritize the safety of themselves, patrons, and others in the building. The following steps should be taken:

1. Run:

- If there is a safe path, evacuate the building immediately. Leave belongings behind.
- Help others escape if possible but do not attempt to move wounded individuals.
- Prevent others from entering the area where the shooter may be.
- Once safe, call 911 as soon as possible, providing details such as the shooter's location, description, and number of shooters if known.

2. Hide:

- If evacuation is not possible, find a place to hide that is out of the shooter's view.
- Lock and/or blockade the door.
- Silence all cell phones and remain as quiet as possible.
- Turn off any sources of noise (e.g., radios, televisions).
- Hide behind large items (e.g., cabinets, desks) and stay low to the ground.
- Do not open the door for anyone until law enforcement arrives and identifies themselves.

3. Fight:

- As a last resort, and only if your life is in immediate danger, attempt to incapacitate the shooter.
- Act aggressively, using improvised weapons (e.g., books, chairs) to disarm or subdue the shooter.

4. When Law Enforcement Arrives:

- Remain calm and follow officers' instructions.
- Put down any items in your hands (e.g., bags, jackets).
- Raise hands and spread fingers, keeping hands visible at all times.
- Avoid making quick movements towards officers or holding onto them for safety.

5. After the Incident:

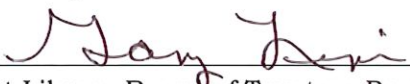
- Once you are in a safe location, provide law enforcement with any information you have about the shooter(s).
- Seek medical attention for yourself and others as needed.
- Wait for further instructions from law enforcement before returning to the building or leaving the safe area.
- Contact City Hall, the library director, and Hearst Library Board Members to report the incident.

Evacuation and Assembly

During an evacuation, please assemble at the following area:

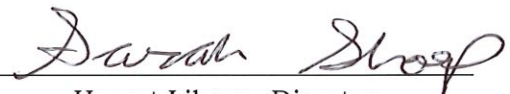
At the parking garage across from the Post Office on Lead's Main Street

Approved by:



Hearst Library Board of Trustees President

Revision Date: August 19, 2024



Hearst Library Director