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EMPLOYEE EMERGENCY PROCEDURES
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GENERAL INFORMATION

Purpose

The purpose of this Policy and Procedures Guideline is for the protection and safety of every employee in case of an emergency situation. It is an effort to protect you as a valued employee, our Library patrons, and Library property. The intent of these procedures is to ensure that emergency, security- or medical-related incident events 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. Note that each situation is different, so always use common sense when following these procedures.

Scope

These procedures apply to all employees of the Library System. All personnel are expected to carry out these procedures as instructed.

Terminology

Throughout this policy, the word “Library Director” refers to the Executive Director of the William F. Laman Public Library System OR his/her designee.

Review

This policy is to be reviewed on an annual basis.

Employee Training

All employees are to be trained on emergency procedures annually. New employees are to be trained within one week of commencing employment.

Employees may be offered training on AED equipment, how to perform CPR, triage, administering life-saving drugs/actions, or any other training deemed necessary for the safety and wellbeing of employees and/or patrons.

Chain of Command

The person in charge at the time an emergency situation occurs will remain in charge until someone higher up in the chain of command arrives and relieves him/her or until local authorities arrive and take command of the situation.

The Library’s Chain of Command: Executive Director, Associate/Assistant Director, Director’s designee, senior employee on duty.

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My Building or Area's Emergency Information

The information below is to be completed by the individual employee.

My building is:	
My area/floor is:	
Nearest First Aid Kit is located:	
Nearest Defibrillator (AED) is located:	
Nearest Fire Alarm pull station is located:	
Nearest emergency exits are located:	
Person(s) in my area trained in CPR are:	
People in my area needing help during evacuations are:	

Write in the date the above information was last reviewed/revised/confirmed:

Date	By

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EMERGENCY CONTACTS

Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Police – non-emergency	
Executive Director – Crystal Gates	Office: 501-404-2919 Cell: 318-475-8077
Associate Director – Richard Theilig	Office: 501-404-2929 Cell: 501-416-4729
Associate Director – Jenny Heard	Office: 501-404-2936 Cell: 501-517-9726
Assistant Director – Robin Campbell	Office: 501-404-2927 Cell: 501-772-9600
Assistant Director – Stacy Purdy	Office: 501-404-2925 Cell: 870-830-3939

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EVACUATION ASSEMBLY AREAS

During an evacuation or weather emergency, go to the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:
Main Branch – First Floor – Adult Services	Across Street to parking area of former County Processing Facility	Lecture Hall
Main Branch – First Floor – Children’s Services	Across Street to parking area of former County Processing Facility	Lecture Hall
Main Branch – Second Floor – Public Services/LINC/Cafe	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Main Branch – Second Floor – Teen Center	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Main Branch – Second Floor – Admin Services	Across Street to parking area of former County Processing Facility	First Floor - Lecture Hall
Argenta Branch – First Floor	Next block to City Parking Area between Argenta Pharmacy and Innovation HUB	Basement – Auditorium
Argenta Branch - Basement	Next block to City Parking Area between Argenta Pharmacy and Innovation HUB	Auditorium
Argenta Branch – Second Floor	Next block to City Parking Area between Argenta Pharmacy and Innovation HUB	Basement - Auditorium

Detailed evacuation and assembly information is shown on Page ____.

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NEWS MEDIA AND PUBLIC INQUIRIES

The Executive Director, Director's designee, or person in charge at the time an emergency occurs is the only person authorized to release information on behalf of the Library. This spokesperson will coordinate information and information release with the City of North Little Rock's Public Information Officer, law enforcement personnel, emergency medical personnel, health department staff, and other officials as required.

During and after an emergency situation, Library employees:

- Will NOT respond to media or public information requests
- Will refer all public and media inquiries and information requests to the Executive Director or Director's designee
- If no Library System personnel are available, will refer all public and media inquiries and information requests to
 - The Police Department or Fire Department as appropriate
 - Other on-scene agency spokesperson
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes refraining from communicating via social media.

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BOMB THREAT

If you receive a bomb threat by telephone:

- Keep the caller on the line as long as possible so that the call may be traced.
- DO NOT transfer the call or interrupt the caller
- Notify the Executive Director or designee
- Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
- Follow the instructions on the Bomb Threat Call Procedures on the next page

If you are informed about a bomb threat:

- Evacuate immediately.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

CONTAMINATION: CHEMICAL, BIOLOGICAL, OR RADIOLOGICAL

Biological threats may include the following substances:

- Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
- Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin
- Radiological: Any substance designed to release radiation.

For chemical, biological, or radiological contamination:

- Isolate it—don't handle it.
- Evacuate the area or building
- Wash your hands with soap and warm water.
- Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
- Otherwise call or have someone call the fire department and hazmat unit.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

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EVACUATION AND ASSEMBLY

Evacuation Procedures

IMPORTANT: Any time you hear the fire or evacuation alarm or are notified via the PA system, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. Listen for and follow instructions over the PA system
2. **ONLY IF TIME AND SAFETY PERMIT:** Quickly gather your personal belongings - especially car keys, pocketbook, prescription medicines, coat, etc.
3. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to the predetermined meeting place outside.
4. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
5. Always check doors for heat before opening.
6. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency
7. **DO NOT USE THE ELEVATORS!**
8. **WALK, DO NOT RUN!**
9. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
10. **Stay in your Assembly Area** until permission is given to return to your building.

EVACUATION OF SPECIAL NEEDS PERSONS

The following are areas of refuge (temporary haven from the effects of a fire or other emergency) where mobility impaired persons can assemble as a last resort, pending assistance from staff or first responders:

Main Branch –

Argenta Branch –

While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Assisting impaired/disabled person/persons in an emergency:

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how he or she can best be assisted or moved, and whether they have any special considerations

The following procedures are suggested for individuals who can safely assist a person with a disability:

Assisting Hearing Impaired Persons

- Alert the hearing impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

Assisting Persons with Blindness or Visual Impairment

- Alert the visually impaired to an emergency and assist with their evacuation
- Generally speaking, a person with a visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp a visually impaired person's arm; ask if he or she would like to hold onto your arm as you exit.
- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right)

Evacuating a disabled or injured person yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.

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Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building. While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

FIRE

Fire evacuation procedures

IMPORTANT: Any time you hear the fire alarm or hear an announcement on the PA system, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
2. If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out.
3. Evacuate the building through the nearest exit
 - a. If there is smoke: Crawl or stay as low to the floor as possible
 - b. If there is smoke: Use a wet cloth, if possible, to cover your nose and mouth.
 - c. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
 - d. If the door is not hot, brace yourself against it and open slowly.
 - e. If the door is hot, do not open it. Look for another way out.
 - f. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire
4. **DO NOT USE THE ELEVATORS!**
5. **WALK, DO NOT RUN!**
6. Go to your predetermined Assembly Area.
7. Never go back into a burning building
8. Once at the Assembly Area, **Supervisors should take a head count** to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
9. **Stay in your Assembly Area** until you receive further instructions.

{ Verify } 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

LOCKDOWN

Lockdown is a RESPONSE when there is an immediate threat to anyone in the building.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and visitors safe.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

Procedure:

Executive Director or designee will:

1. Announce over PA:
“Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room.”
2. Call 911 and inform them that a lockdown procedure is underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with a request to lock down the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from doors and windows) and where doors can be secured behind them. Examples of these locations are:
Main Branch – Admin Offices, Server Room, Admin Stairwell, Teen Center Stairwell, Lecture Hall, Meeting Rooms
Argenta Branch – Meeting Rooms
3. Listen for danger.
 - a. No immediate violence:
 - i. Take a “quick peek” into the hallway; collect anyone from common areas.
 - b. Violence
 - i. Lock the room door immediately. Do not open the door for any reason.
 - ii. Turn all lights out (including monitors, projectors).
 - iii. Help everyone remain calm and caution them to remain COMPLETELY QUIET.
 - iv. If possible, do not let anyone leave the room.
4. Staff and patrons will remain in safe locations until emergency personnel or the Executive Director tells them the situation has been resolved.

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LOCKOUT

Lockout refers to securing the building so that no one may enter. The purpose of a lockout is to keep staff and visitors safe.

Generally this means that there a situation OUTSIDE the library building requiring the library to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the library.

Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved.

Depending on the situation, it may be necessary to modify this procedure; common sense should prevail.

Procedure:

Executive Director or designee will:

1. Announce over PA:
“Attention: We are in a lockout situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to Exit doors: please lock them.”
2. Call 911 and inform them that a lockout procedure in underway and the reason. Do not hang up until directed to do so by emergency personnel.
3. Move to a safe area.

Staff will:

1. Comply immediately with the request to lockout the building.
2. Move patrons to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them.
Examples of these locations are:
Main Branch – Admin Offices, Server Room, Admin Stairwell, Teen Center Stairwell, Lecture Hall, Meeting Rooms
Argenta Branch – Meeting Rooms
3. Staff will pull down the window shades.
4. Staff and patrons will remain in safe locations until emergency personnel or the Executive Director tells them the situation has been resolved.

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MEDICAL EMERGENCY

The library is equipped with a very small, basic first aid kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located:

- Main Branch – Chicken Coop and Tech Services Offices
- Argenta Branch – Employee Planning Area

Each building is equipped with automated external defibrillators (AED) and related supplies. The AED is located in:

- Main Branch –
- Argenta Branch –

Extra supplies (face masks, pads, gloves) are in _____.

In the event of a medical emergency:

- Provide any first aid assistance that you are capable of/qualified to provide
- Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
- Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
- Call 911
 - Provide the 911 dispatcher with any information that he/she requests.
 - Follow the dispatcher's directions.
 - Do not hang up until directed to do so by the dispatcher.

When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.

Staff should clear the area around the injured person(s), keeping onlookers away, and maintaining a clear entrance to the building for emergency personnel.

If needed, or if advised by emergency personnel, staff will evacuate and/or close the library to the public until the medical emergency is resolved. In this event, all staff will be paid for hours typically scheduled with the designation "library closed."

NATURAL / WEATHER-RELATED EVENTS

Hurricane or tornado

The following are steps to be taken only when instructed to Shelter-in-Place:

- If instructed by Public Safety officials, you should immediately go indoors.
- Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.
- Close drapes, blinds and window shades.
- Protect windows with pre-drilled plywood sheets, if available.
- Go to a room in the center of your building with the fewest windows and doors.
- Stay away from windows, doors outside walls and corners, as they tend to attract debris
- Use your arms to protect your head and neck
- Avoid elevators
- It is ideal to have a hard-wired telephone in the room you select. Cellular telephone equipment may be overwhelmed during an emergency.
- Do not call your local fire or police departments (9-1-1) for information. Public Safety workers will need their lines open for emergency use.
- Continue to monitor your Emergency Alert Station (EAS) and other news media for official warnings, messages, and instructions.
- Stay inside until officials say otherwise.
- Be aware of the potential for flooding.
- If you are in your vehicle and are advised to Shelter-in-Place, and are very close to home, your office or a public building, go there immediately. If you are caught outside or in a vehicle and shelter is not available, lie flat in a nearby ditch or low-lying area away from the vehicle or crouch near a strong building.

Earthquake

- **DROP! COVER! HOLD ON!**
 - Immediately drop to the ground or floor where you are.
 - Take cover under the nearest desk or table.
 - Hold on to something sturdy until shaking stops.
- After the earthquake, evacuate the building as described in the Evacuation procedures.
- Go to your Assembly Area
- Once at the Assembly Area, Supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify firemen, police officers, etc.
- Stay in your Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by your Supervisor.

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If needed, or if advised by emergency personnel, staff will evacuate and/or close the library to the public until the emergency is resolved. In this event, all staff will be paid for hours typically scheduled with the designation “library closed.”

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SABOTAGE / VANDALISM

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations.

Vandalism is the willful or malicious destruction or defacement of public or private property.

If you observe willful, malicious actions or notice damage that you determine to be sabotage or vandalism:

- Report it immediately to your Supervisor or Executive Director
- Report it immediately to another Supervisor or to the Executive Director
- Include as much information as possible
- If no Supervisor or Library authority is available, consider reporting it to the police.

SUSPICIOUS MAIL OR PACKAGE

Signs of a suspicious package:

- No return address
- Misspelled words
- Strange odor
- Restrictive notes
- Poor handwriting
- Stains
- Foreign postage
- Unexpected delivery
- Excessive postage
- Incorrect titles
- Strange sounds

For suspicious packages and letters:

If you are unable to verify mail contents with the addressee or sender:

- Do not open it.
- Treat it as suspect.
- Isolate it—don't handle it.
- Ensure that all persons who have touched it wash their hands with soap and water
- Notify your supervisor immediately
- Call the police department by dialing 911.
- Call Postal Inspectors at 877-876-2455 if the item was received in the mail.

What should you do if you receive a suspicious substance by mail?

- Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- Notify your supervisor immediately
- Call the police department by dialing 911 if not already done.

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- List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- Shower with soap and water as soon as practical.
- Call a Postal Inspector at 877-876-2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

UNRULY PATRONS

Unruly patrons can be not only bad for the library, but they can also pose a danger to staff and other patrons. The following provides guidance for unruly patrons.

Important:

Under no circumstances should library staff engage patrons in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.

Throughout the event, don't lose your cool; remain calm and keep your composure. Don't argue. Speak slowly and quietly no matter how loud or confrontational the patron becomes.

Don't take anything an angry patron says personally! It's never about you. Stay calm.

What to do

1. Inform another employee of the situation.
2. Get the most senior person available to deal with the situation.
3. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
4. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want.
5. Give a polite warning; remind them they are in a Library where peace and quiet are necessary.
6. If this does not work, ask them to leave. Be polite, but be firm. If the person(s) do not leave, walk away and contact the police.
7. If an unruly patron does not calm down, becomes abusive, or is getting/acting violent:
 - Turn the other cheek and back away. The best way to deal with a violent person is to get out of the situation as fast as possible without causing a big scene. Some people get violent when things aren't going the way they had planned.
 - Say as little as possible to avoid making the person angrier.
 - Do not try to apprehend this person yourself.
 - Call the police (911), and then ensure the safety of other patrons and employees.

WORKPLACE VIOLENCE / ACTIVE SHOOTER

Workplace Violence

- Avoid or discretely remove yourself from the area where the confrontation is occurring.
- Call 911 when it is safe to do so.
- Intrusion alarm/panic button – There is an alarm button at each service desk. When pushed, 911 (police) is automatically dialed.
- Report the incident to a Supervisor or the Executive Director.
- After the threat has passed, let your supervisor know that you are OK.

Active Shooter

Profile: An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an active shooter situation:

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

Coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

In the event of an active shooter situation, one of the following actions is recommended:

1. EVACUATE (RUN)
 - a. Have an escape route and plan in mind
 - b. Leave your belongings behind
 - c. Keep your hands visible
2. HIDE OUT (HIDE)
 - a. Hide in an area out of the shooter's view
 - b. Block entry to your hiding place and lock the doors
 - c. Silence your cell phone
3. TAKE ACTION (FIGHT)
 - a. As a last resort and only when your life is in imminent danger
 - b. Attempt to incapacitate the shooter
 - c. Act with physical aggression and throw items at the shooter

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Call 911 when it is safe to do so. After the threat has passed, let your supervisor know that you are OK.

How to respond when law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should provide to law enforcement or the 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

PANDEMIC RESPONSE PLAN

In response to recommendations and directives from the CDC, WHO, and federal, state, and local government agencies, the Executive Director may close the library facilities to stop or curb the spread of infectious diseases. While the physical library closes its doors, the virtual branch will continue full services. The management team and select staff will immediately move to work from home status to continue providing virtual library services such as reference, story times, digital content, economic stability information, webinars, virtual programs and meetings, childcare tools, literacy tools, and more. The Executive Director, the administrative team, and select IT staff and maintenance staff all maintain the buildings and business operations and are allowed to enter the physical buildings for short periods of time.

As the pandemic spreads and slows, the administrative team will monitor and adapt to the stages of the disease as it determines the readiness of each reopening phase. The factors that will determine the reopening are:

1. Status of the health crisis
2. Issuance of science and facts
3. Guidance from the City of North Little Rock
4. Guidance from the library industry
5. Library operational readiness

The Executive Director reopens the library buildings and services while in communication with the Board of Trustees and local authorities and also in response to recommendations and directives from the CDC, WHO, and federal, state, and local government agencies.

Decisions such as establishing timelines, procedures, policies, and phases to safely reopen the Library will be done carefully and slowly. Because a pandemic affects safe operations, changes to protocols, procedures, and policies may occur. The management team and board will do its best to adhere to the transparency of moving amended policies and procedures forward. The health and safety of the library staff and library users will be the most important factor at all times. While the pandemic is monitored, it is **critical** that it is understood that Laman will be prepared to revert to **any** of the early phases of the reopening plan or even close physical access in the event of an increase in the disease spread, government mandates, or other unforeseen circumstances.

Reopening Phases

The reopening plan responds to the current reality by outlining proposed phases to reopen Library facilities and reintroduce staff and library users to the physical spaces, materials, and building-bound services with new health and safety protocols in place. This document is a fluid document and will **ONLY** include proposed timelines; restrictions and extensions on services and hours; needs for supplies; plans for continuation of remote working; and descriptions of how Laman will determine readiness to move from one phase to the next as needed. Below are some general lists of known and unknown information and what is needed:

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Known:

- Safety shields or sneeze guards needed for human interaction during transactions
- Appropriate personal protective equipment (PPE) needed
- Clean and concise signage for all points of service
- Consistent and timely communications
- Virtual Service continues
- Curbside – contactless- service adapted
- Book return closure until material quarantining guidelines are in place

Unknown:

- Timelines for reopening for both staff and public access
- Timeframe for each phase
- If the Library will receive clear public health guidance
- If adequate PPE will be available
- Length of needed quarantine for materials
- When to resume vendor delivery safely
- How to safely exchange currency

Temporary policy changes needed include days and hours of physical service and may include staff benefits, schedules, and duties.

The plan will involve some staff coming back to the physical buildings while others work remotely from home to continue virtual library services. It will be the goal to bring the entire staff back to the physical library; however, a rotation may have to occur of staff working in the building and from home. It will be the determination of the department head/supervisor as to which staff will work remotely and who will need to report to the physical buildings.

Staff schedules will adhere to the recommended guidelines from health and government authorities. Shifts may be scheduled so the mandated numbers of people in the buildings will be adhered to. Additional staff will be educated on health safety using signage and guidelines on social distancing and use of PPE.

Note: Specific details about protocols and procedures for phases are often finalized during the planning while in the previous phase. For example, final decisions about services in Phase 3 will be made while planning in Phase 2 based on the environmental conditions at that time. The items below are listed for inclusion in the planning process.

Essential Service Priorities

- Digital access to materials
- Parking Lot WiFi
- Virtual Assistance (phone, email, social media, chat)
- Circulation of Hold Materials
- In-Person Assistance
- Access to computers/internet

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Full Collection Browsing
Study Rooms
Programs, Meeting Room Use, Outreach: Small (Less than 25)
Programs, Meeting Room Use, Outreach: Medium (25-50)
Programs, Meeting Room Use, Outreach: Large (Greater than 50)

Summary Phase 1: Staff Occupancy Only
Pandemic Response Transition: Level One – Level Two

Conditions

The stay-at-home order is lifted by state and local authorities. Physical distancing and gathering limits continue to be recommended.

Operational Goals

Goals for this phase include preparing the building for occupancy, checking in and shelving of returned materials, receiving and processing deliveries, and preparing facility and computers for staff and eventual patron use. Service to patrons would continue to be access to digital materials, virtual programs, and assistance via email, chat, and telephone communications.

Considerations

The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would be transitioned from remote to onsite work schedules as priority of duties and health guidelines allow. Staff would follow current guidelines for quarantine/sanitization of returned materials.

Summary Phase 2: Contact-less Circulation Services Only

Conditions

Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals

Goals for this phase include circulating materials via contact-less delivery. Other services to patrons would continue to be access to digital materials, virtual programs, and assistance via email, chat, and telephone communications.

Considerations

The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would be transitioned from remote to onsite work schedules as priority of duties and health guidelines allow. Staff would follow current guidelines for quarantine/sanitization of returned materials.

Summary Phase 3: Public Services Areas Open/Modified
Pandemic Response Transition: Level Two – Level Three

Conditions

Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals

Goals for this phase include opening the library buildings to the public, beginning with a pilot phase of at least one week at the Argenta Branch, with seating and computer layouts modified to comply with social distancing and gathering guidelines. Services include: circulating materials, access to digital materials, virtual programs and assistance via email, chat, and telephone communications. Service points may be modified to include reduced staffing, signage, and/or alternative protocols to encourage appropriate social distancing.

Considerations

The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would be transitioned from remote to onsite work schedules as priority of duties and health guidelines allow. Staff would follow current guidelines for quarantine/sanitization of returned materials. Study Rooms and 1-1 appointments available as protocols allow. There would be no meeting room rentals or onsite programs in this phase.

Summary Phase 4: Public Services Areas / All Activities

Conditions

Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals

Goals for this phase include previous services in addition to reintroduction of toys or hands-on crafts/activities and use of volunteers. Homebound services would be reintroduced as appropriate given current guidelines.

Considerations

Furniture layouts and service point protocols may be adjusted based on current social distance/gathering guidelines. There would be no meeting room rentals or onsite programming in this phase.

Summary Phase 5: All Public Services Areas / Small and Medium Groups

Conditions

Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

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Operational Goals

Goals for this phase include previous services in addition to reintroduction of small and medium sized programs, outreach activities, and meeting room rentals (less than 50 people in attendance).

Considerations

This phase may not be needed if superseded by social distancing/gathering guidelines at the time.

Summary Phase 6: Full Services Open

Pandemic Response Transition: Level Three – Level Four/Five

Conditions

Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals

Goals for this phase include previous services in addition to reintroduction of large programs, outreach activities, and meeting room rentals (more than 50 people in attendance).

Detailed Reopening Plan

Transitioning from total closure may take place in phases as local and state guidelines dictate.

Detailed Phase 1: Staff Occupancy Only

Staff Occupancy Only Operational Goals

- Check in and Shelve Materials
- Receive and Process Delivers
- Plan for next phase of services to be provided
- Continue virtual services and assistance
- Implement any IT projects needed before reopening
- Prepare / reset facility for occupancy by staff and patrons

Transition staff back to the facility as operational goals dictate and within social distancing guidelines and available PPE

Consider how best to protect staff and patrons from exposure

Considerations

- Public health authority's guidelines, advice, or requests
- Schools/Summer camps open/closed status
- Public visitation is too low to warrant keeping buildings open
- Staffing levels too low to operate facilities

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PPE availability

Any other conditions that prevent the library from operating the facilities safely and effectively

Checklist Prior to Staff Occupancy

Analyze / acquire availability of protective/cleaning supplies needed for this phase

Explore options for creating PPE or staff making at home

Inventory of PPR currently owned

Create schedules of who should report/when (management team)

Priority of duties

-Checking in materials

Quarantine Period

-Shelving materials

Schedule staff / determine social distancing layout

Shelving Timeline

-Processing deliveries

Where to set up for efficiency / social distancing

Create a schedule for staffing the door to allow deliveries

-IT prep

-Facility prep

Consider priority of duties / staggering of schedules and locations including capacities

-Staff may be scheduled from 7 a.m. – 6 p.m. Other times to be determined

Local / state gathering social distancing guidelines may impact

Staff onsite must have operational need to be in the building

Consider staff lounge directives

Develop health related protocols for staff (symptoms to monitor, when to stay home, mask use, response if staff member is diagnosed, etc.)

Training should include when to use PPE, what PPE is necessary, how to properly don, use, and doff PPE, and how to properly dispose of PPE

Encourage self monitoring (thermometers)

Adjust HVAC settings

Adjust lighting schedules

Inform vendors to restart deliveries and any delivery changes needed.

Notify additional vendors and adjust services as needed

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Complete cleaning
Floor mats
Waste Management

Notify vending company

Notify post office

Finalize and implement quarantine of materials plan

Staff Communication Prior to Staff Occupancy Only

Operational Goals
Staff schedules of who should report when/where
Share material quarantine procedure
Share social distancing at work recommendations as needed
Share prepared health directives
Projected next phase plans as they are developed

Communication to Public during Staff Occupancy Only

Press Release – news media, social media, signage on doors
Record new phone message

Cleaning During Staff Occupancy Only

Twice daily wipe down of common surfaces with medical grade wipes

Once daily wipe down with medical grade wipes of contact areas (door knobs, water fountain, paper towel dispensers, etc.)

If a staff member becomes ill, facilities staff should complete a thorough cleaning of their workspaces (keyboards, phone, cart handles, etc.)

Materials sanitation

Staff wipe down their workspaces daily

Detailed Phase 2: Contact-less Circulation

Operational Goals for Contact-less Circulation

Circulate hold materials via curbside service
Quarantine materials as appropriate
Continue patron assistance via email, chat, and telephone communications
Develop homebound mail delivery option
Continue all virtual services
Transition additional remote staff to facility as appropriate

Plan for next phase of service

Checklist prior to contact-less circulation

Analyze availability of cleaning/protective supplies needed for this phase
Notify TLC/Adjust catalog holds and location settings
Develop plan for materials due back
Develop hold notification message
Notify City and State Library with service updates
Prepare and communicate staff schedules/duties
Coordinate phone and menu options

Staff Communication prior to contact-less circulation

Timeline for implementation
Schedules and duty expectations
Health related directives from previous phase
Projected next phase plans as they are developed

Public Communication during contact-less circulation

Place holds and pick up materials
Due date adjustments
Hours may be reduced / adjusted
Website, social media, local media, doors
Where to return materials

Cleaning during contact-less circulation

Twice daily wipe down of common surfaces with medical grade wipes
Once daily wipe down with medical grade wipes of contact areas (door knobs, water fountain, paper towel dispensers, etc.)

If a staff member becomes ill, facilities staff should complete a thorough cleaning of their workspaces (keyboards, phone, cart handles, etc.)

Materials sanitation
Staff wipe down their workspaces daily

Detailed Phase 3: Open Public Services Areas with modified activities
Pandemic Response Level Two – Level Three Transition

Operational Goals for Open Public Services Areas – Modified

Library facilities open to the public
Space / furniture may be modified for current protocols/distancing guidelines

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Occupancy/gathering procedures may be instituted for current protocols/distancing guidelines

- Circulate all materials
- Staff all service points
- Providing limited computer / printer access
- Study Rooms / 1-1 appointments available as protocols allow
- Continue virtual services
- All staff working in buildings
- Plan for next phase of service
- No volunteers
- No toys or hands on crafts activities
- No programs or meetings
- Explore homebound or mail delivery

Checklist Prior to Open Public Services Areas – Modified

Analyze availability of cleaning/protective supplies needed for this phase

Prepare and communicate staff schedules/duties

Establish current protocols for interactions with staff (social distancing, PPE, gathering/occupancy protocols, touchless transactions, customer service suggestions to encourage new protocols)

Modify public spaces for any social distancing, gathering, or occupancy protocols

- Service Points – consider physical barriers between service points and patrons
- Methods to limit physical access to specific areas of facilities
- Consider scheduling needs for more breaks or rotating staff at service points
- PPE readily available

Limit number of individuals in the building at one time

- Hours for vulnerable populations
- Reservations
- Staff needs

Remove or spread out furniture as needed

Remove or spread out computers as needed

- Cleaning protocols, barriers, use limit

Appointment based services as needed to limit capacities

Additional cleaning measures on common touch surfaces

Status of area schools and summer camps

Train current protocols for interactions with staff and users (social distancing, protective equipment, gathering or occupancy protocols)

Consider which items are available for circulation

Evaluate what has been learned, what should continue, how to improve for future needs

Develop procedures and schedule for staff posted at the door to ensure protocols are followed

Staff Communication Prior to Open Public Services Areas – Modified

Timeline for implementation
Schedules and duty expectations

Current protocols for health directives, social distancing/gathering guidelines, customer service and related procedures

Staff clean their workspaces daily and wipe down service points at the beginning of each shift

Projected next phase plans as they are developed

Cleaning During Open Public Service Areas – Modified

Twice daily wipe down of common surfaces with medical grade wipes
Once daily wipe down with medical grade wipes of contact areas (door knobs, water fountain, paper towel dispensers, etc.)

If a staff member becomes ill, facilities staff should complete a thorough cleaning of their workspaces (keyboards, phone, cart handles, etc.)

Materials sanitation
Staff wipe down their workspaces daily

Detailed Phase 4: Open Public Services Areas / All Activities

Operational Goals for open public service areas / all activities

Previous goals PLUS
Resume volunteers
Resume toys or hands on crafts/activities
Resume homebound options as appropriate
No in person programs, outreach, or meeting room use

Checklist prior to open public service areas – all activities

- Prepare timeline
- Establish and train for current protocols (health, social distancing, and customer service)
- Prepare hands on activities as appropriate, updating cleaning protocols as needed
- Analyze availability of cleaning and PPE needed for this phase

Staff Communication prior to open public services areas – all activities

- Timeline for implementation
- Schedules and duty expectations
- Current protocols (health, social distancing/gathering guidelines, and related procedures)
- Projected next phase plans as they are developed

Cleaning during open public service areas – all activities

- Same as previous phase

Detailed Phase 5: Open Public Service Areas – Small and Medium Groups

Operational goals for open public service areas – small and medium groups

- Previous goals PLUS small programs, meeting room use, outreach

Checklist prior to open public services areas – small and medium groups

- Prepare timeline
- Establish and update staff with current protocols (health, social distancing, and customer service), and adjust space/procedures as needed

Staff Communication Prior to Open Pubic Services Areas – Small and Medium Groups

- Timeline for implementation
- Schedules and duty expectations
- Current protocols for health, social distancing, and customer service guidelines and related procedures
- Projected next phase plans as they are developed

Cleaning During Open Public Service Areas – Small and Medium Groups

- Same as previous phase

Public Communication During Open Public Service Areas – Small and Medium Groups

- Share upcoming programs and meeting room use

Detailed Phase 6: Full Services

Pandemic Response Transition: Level Three – Level Four/Five

Operational Goals for Full Services

- Previous goals PLUS

Large programs, meeting room use, outreach (more than 50 people in attendance)

Checklist Prior to Full Services

Prepare timeline
Establish and update current protocols for interactions with staff/patrons (health, social distancing, and customer service) and adjust space/procedures as needed

Staff Communication Prior to Full Services

Timeline for implementation
Schedules and duty expectations
Current protocols for health, social distancing, and customer service guidelines and related procedures

Cleaning During Full Services

Same as previous phase

Public Communication During Full Services

Share upcoming programs and meeting room use availability

Common Cleaning:

Service Desks and Staff Work Stations

Counter surfaces
Keyboards, Mice
Phone receivers, buttons
Chair arms
Stair Rails

Public Areas

Tables, carrels, countertops
Chair arms, top of chair backs
Top corners of carrels
Keyboards, Mice
Print release station screens
Study room tables and chairs
Touch screens
Restroom door handles and keys

Heightened Cleaning:

Elevator buttons – inside and out
Paper towel dispensers
Door handles

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Bookdrop handles

Cart handles

Water fountain press bars and spouts

Cabinet doors and handles in staff areas

Deep Cleaning – if one or more staff members becomes ill with pandemic illness – consider hiring ISSA Certified cleaning company

ADDITIONAL RESOURCES

ORGANIZATIONS

The Federal Emergency Management Agency (FEMA) is the federal agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.fema.gov/hazard/hazmat/index.shtm>

FEMA also supplies much information about what families and communities can do to be ready for an emergency.

www.ready.gov.

The Department of Homeland Security (DHS) mission is to secure the nation from the many threats we face, ranging from aviation and border security to emergency response, from cyber security analysis to chemical facility inspections.

<http://www.dhs.gov/>

The Department of Homeland Security aims to enhance preparedness through a “whole community” approach by providing training and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence.

<http://www.dhs.gov/active-shooter-preparedness>

The Federal Bureau of Investigation (FBI) investigates cases related to weapons of mass destruction and terrorist attacks. The site also contains emergency planning information.

<http://www.fbi.gov>

The Occupational Safety and Health Administration (OSHA) is the federal agency charged with the enforcement of safety and health legislation. The site also contains emergency planning and response information.

<http://www.osha.gov>

The U.S. Postal Inspection Service can provide information about establishing secure mail practices and protecting your business.

<http://postalinspectors.uspis.gov/>

The National Fire Protection Association (NFPA) is a clearinghouse for information on fire protection and prevention as well as NFPA standards. NFPA also provides much emergency preparedness and response information.

<http://www.nfpa.org/>

The Center for Disease Control and Prevention (CDC) is a U.S. Public Health Service agency that monitors and works to prevent disease outbreaks. The site also contains emergency planning and response information, including Risk and Crisis Communications information.

<http://www.cdc.gov> and <http://emergency.cdc.gov/erc>

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DOCUMENTS

There are a plethora of emergency planning and emergency response documents available, particularly on the Internet. A few relevant documents include:

D-Plan TM The Online Disaster-Planning Tool for Cultural and Civic Institutions
<http://www.dplan.org/>

“How to Plan for Workplace Emergencies and Evacuations” U.S. Department of Labor,
Occupational Safety and Health Administration
<http://www.osha.gov/Publications/osh3088.pdf>

Options for Consideration is an Active Shooter Training Video. *Options for Consideration* demonstrates possible actions to take if confronted with an active shooter scenario. The instructive video reviews the choices of evacuating, hiding, or, as an option of last resort, challenging the shooter. The video also shows how to assist authorities once law enforcement enters the scene. This video is available at <http://www.dhs.gov/video/options-consideration-active-shooter-training-video>. You may also access the video on YouTube at <http://www.youtube.com/watch?v=oI5EoWBRYmo&feature=youtu.be>

“ACTIVE SHOOTER: How to Respond” U.S. Dept. of Homeland Security

- Booklet: http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf
- Pocket Card: http://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf
- Wall poster: http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf

“Crisis and Emergency Risk Communication by Leaders for Leaders” by the Center for Disease Control and Prevention. Download the Manual: <http://emergency.cdc.gov/erc/leaders.pdf>. Visit the CDC website and get many helpful documents: <http://emergency.cdc.gov/erc>

Emergency Evacuation Guide for People with Disabilities. The National Fire Protection Association (NFPA). <http://www.nfpa.org/assets/files/pdf/forms/evacuationguide.pdf>