

## East Troy Lions Public Library Safety & Security Policy

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The purpose of this policy is to ensure the safety of Staff and Patrons, and the necessary steps to be taken when the specific situations noted below arise. In any and all of these situations, the Library Director and Staff will immediately follow the instructions of the Police and or Fire Department and assist them as directed.

### 1) Medical Emergency Procedures:

- The Staff is to call 911 for immediate medical assistance if necessary.
- Keep the person quiet and as comfortable as possible without moving him or her. Don't offer any food or drink.
- Library Director and Staff have been certified in CPR and First Aid (by the Red Cross). Either will be administered if it is judged necessary.
- AED is available and Staff has been trained to administer if judged necessary.
- If first aid is administered, nitrile gloves are to be used when bodily fluids are present.
- If possible, a member of the person's family will be called.
- If the person involved in the incident is a minor, and is on library property without adult supervision, Staff will try to contact an adult relative. Do not allow the minor to leave the premises without first notifying an adult or the police.

### 2) Fire Safety Procedures:

- If fire or smoke becomes apparent in the building, call 911 immediately.
- Direct all Patrons to exit the building using the nearest available exit.
- If being used, one Staff Member will proceed to the Lower Level (this includes checking the Makerspace) and direct all attendees to exit the Building using the nearest available exit.
- The second Staff Member will proceed to check the areas around the stacks as well as the bathrooms to make sure the Library is clear of all patrons.
- Once both levels have been checked Staff will immediately leave the building.
- Do not allow anyone to enter the Library Building.
- If choosing to use a fire extinguisher, personal safety should not be compromised. If the fire is larger than a chair and spreading quickly, Staff should not attempt to use the extinguisher at all.

### 3) Bomb Threat Procedures:

- If a bomb threat is received by phone, remain calm and try to keep the caller on the phone as long as possible. Note the time of day, and if possible note the phone number on caller ID. Ask the following questions while writing down the answers: 1) Where is the bomb located and when is it set to explode? 2) What does the bomb look like and what kind is it? 3) What is the gender, tone of voice and emotional state of the caller? 4) Is there any accent or speech impediment?
- Immediately call 911 and notify the Police.
- Immediately direct all patrons to exit the building using the nearest available exit.
- If being used, one Staff Member will quickly proceed to the Lower Level (this includes checking the Makerspace) and direct all attendees to exit the Building using the nearest available exit.
- The second Staff Member will quickly proceed to check the areas around the stacks as well as the bathrooms to make sure the Library is clear of all patrons.
- Once both levels have been checked Staff will immediately leave the building.
- Do not allow anyone to enter the Library Building.
- Do not touch or approach any unfamiliar devices in the area around the Library Building.
- When the Police arrive, the Staff Member who handled the threatening call will be made available to speak with them.

### 4) Suspicious Package Procedures:

- If a suspicious package or potential bomb is noted around the building or is present in the book drop, do not handle the object.
- Immediately call 911 and notify the police.
- Immediately direct all patrons to exit the building using the nearest available exit.
- If being used, one Staff Member will quickly proceed to the Lower Level (this includes checking the Makerspace) and direct all attendees to exit the Building using the nearest available exit.
- The second Staff Member will quickly proceed to check the areas around the stacks as well as the bathrooms to make sure the Library is clear of all patrons.
- Once both levels have been checked Staff will immediately leave the building.
- Do not allow anyone to enter the Library Building.
- When Police Officers arrive, give them the information pertaining to the location and description of the object.

## 5) Suspicious Persons or Behavior, Criminal Behavior, Theft, and Vandalism Procedures:

- If you observe or it is reported to you by a citizen of a person with a weapon (any dangerous object), immediately call 911. Do not approach the person and keep your distance. Safely get yourself and any others out of the area if possible. Be prepared to provide the Police Dispatcher with: 1) a description of the person; 2) the location of the person; 3) and what their actions are at the time of the call; 4) if a vehicle is involved, attempt to ascertain the license plate number, along with a description of the vehicle, and direction of travel if the vehicle leaves the premises.
- If you observe or it is reported to you by a citizen of a suspicious person or a person acting suspiciously on or around library premises, immediately call 911. Be prepared to provide the Police Dispatcher with: 1) a description of the person; 2) the location of the person; 3) and what their actions are at the time of the call; 4) if a vehicle is involved, attempt to ascertain the license plate number, along with a description of the vehicle, and direction of travel if the vehicle leaves the premises.
- If you believe a person is intoxicated, consuming alcohol, under the influence of drugs or selling drugs on or around library premises, immediately call 911. Be prepared to provide the Police Dispatcher with: 1) a description of the person; 2) the location of the person; 3) and what their actions are at the time of the call; 4) if a vehicle is involved, attempt to ascertain the license plate number, along with a description of the vehicle, and direction of travel if the vehicle leaves the premises.
- If a patron is acting disorderly, threatening others verbally, or physically assaulting others, immediately call 911. Do not approach the person and keep your distance. Safely get yourself and others out of the area if possible. Be prepared to provide the Police Dispatcher with: 1) a description of the person; 2) the location of the person; 3) and what their actions are at the time of the call; 4) if a vehicle is involved, attempt to ascertain the license plate number, along with a description of the vehicle, and direction of travel if the vehicle leaves the premises.
- If library property is stolen, or staff or patron personal property is stolen, immediately call 911. If you observe a suspect committing theft and if safe to do so, you may verbally ask the suspect to drop the items...never physically chase or attempt to stop a suspect as your safety is more important than the item or property taken. Be prepared to provide the Police Dispatcher with: 1) a description of the person; 2) the location of the person; 3) and what their actions are at the time of the call; 4) if a vehicle is involved, attempt to ascertain the license plate number, along with a description of the vehicle, and direction of travel if the vehicle leaves the premises.

- If the Library Staff observes any vandalism to library property, immediately call 911. Do not touch or move anything until police arrive.
- If arriving at the library building to open for the day and the staff finds or believes that the library building has been broken into or entered, immediately call 911. Do not enter the building or touch anything on the scene until the police arrive and clear the building.

#### 6) Active Shooter Procedures:

- **EVACUATE:** Get out of the building if you can and then call 911. If the police are present, keep hands visible as you evacuate.
- **HIDE:** If unable to get out of the building, secure a hiding place, lock doors, turn off lights and silence cell phones. Call 911 if you are able to do so. If you are unable to speak with a dispatcher just leave the line open as police will still respond to a location for all 911 calls. Be quiet, stay away from all doors and windows, and Do not open the door. Follow police directions when you are evacuated from the building.
- **TAKE ACTION (or FIGHT):** As a last resort, or if there is no other choice and your life is in imminent danger, attempt to incapacitate shooter or act with physical aggression.

#### 7) Lockdown Procedures:

(Lockdown situations may occur when a dangerous situation is happening near the library building. This is not the same as an active shooter inside the building). If police notify the library staff of a dangerous situation in the immediate area and request a lockdown, the following steps are to be taken:

- Alert co-workers and lock the doors.
- Announce to staff and patrons that the library is locked down and no-one may leave.
- After the building is secure, remain calm and quiet, stay away from all windows and doors.
- Only leave the building if you see smoke or fire.
- Do not unlock doors unless directed to do so by a uniformed police officer.
- In addition: if staff or a citizen report seeing a dangerous situation in the immediate area of the library, call 911 and then follow the steps above for a lockdown.

## How to Report an Emergency

**All Staff Members are empowered to call 911 without the Library Director's permission.**

Any employee witnessing a safety, security, or medical-related incident in the Library (or Library Parking lot) should do the following:

- 1) Ensure your safety and the safety of those around you.
- 2) If necessary and possible, leave the area and go to the designated evacuation assembly area
- 3) Call 911
  - Remain calm and provide as much information as possible
  - Incident description
  - Location
  - Injuries if any
  - Current Situation
  - Address and telephone number of the Library (3094 Graydon Avenue, East Troy, WI 53120 ~ 262-642-6262)
- 4) When calling 911, follow the Dispatchers instructions: **DO NOT HANG UP UNTIL DIRECTED TO DO SO** by emergency personnel.
- 5) If the Library Director is not present, he/she should be notified immediately and provided with the information and details of the current incident.
- 6) All library staff members should be aware of all building exits.

## Emergency Contacts:

<b>Contact</b>	<b>Telephone Number</b>
Police/Fire/Ambulance ~ Emergency	<b>911</b>
Police ~ Non-Emergency	(262) 642-6250
Library Director (Jeff Gartman)	<u>Home:</u> (262) 684-5106 <u>Cell:</u> (262) 346-8946
East Troy Director of Public Works (Jason Equitz)	(262) 378-2045

### **Evacuation and Assembly Information:**

- 1) Never assume a request for evacuation is a test...evacuate and meet immediately at the designated assembly area.
- 2) Only if time and safety permit: quickly gather your personal belongings.
- 3) Instruct everyone to leave by way of the nearest emergency exit.
- 4) If being used, one Staff Member will quickly proceed to the Lower Level (this includes checking the Makerspace) and direct all attendees to exit the Building using the nearest available exit. The second Staff Member will quickly proceed to check the areas around the stacks as well as the bathrooms to make sure the Library is clear of all patrons. Staff should count the number of patrons who leave with them.
- 5) Always check doors for heat before opening.
- 6) Walk, do not run! It is suggested that women wearing high-heels should remove them to reduce the risk of falling.

7) Once at the Assembly Area, Staff should take a head count to make sure that everyone is out of the building and accounted for. Notify emergency personnel of the number (especially if there is a discrepancy).

8) Everyone should stay at the assembly area until given permission by emergency personnel to disperse or return to the building.

9) During an evacuation, all people who have removed from the building are asked to gather at Playmore Park (to the South, across Graydon Avenue).