



VESTAL PUBLIC LIBRARY EMERGENCY RESPONSE POLICY

This policy is part of the **Vestal Public Library Emergency Handbook** which provides information on actions needed to assist patrons and staff and to preserve or save collections in a disaster.

EMERGENCY KIT:

A safety kit is stored on-site. It includes:

- A battery-operated radio or cell phone
- Four flashlights
- Tape
- Scissors
- First aid kit
- Blanket
- Zip-loc bags
- Water

SPECIAL INSTRUCTIONS FOR ASSISTING PATRONS WITH DISABILITIES

- Ask how you can help them – DO NOT GRASP their arm or RUSH the person.
- If the person is sight-impaired, tell them what needs to be done; evacuate, shelter in place, etc.
- If the person is hearing impaired, make eye or touch contact and tell them what needs to be done; evacuate, shelter in place, etc. Use gestures if possible.

INSTRUCTIONS BY DISASTER TYPE

FIRE

- **CALL 911 immediately** if a smoke or fire alarm sounds.
- Immediately direct and assist patrons to the nearest exit.
- Quickly check bathrooms to determine everyone has left the building.
- Staff will remain outside in a predetermined location with patrons and follow Fire Department instructions.

BOMB OR OTHER PHONE THREATS

- **Stay calm**
- **Keep the caller on the line as long as possible.**
- Ask the caller to repeat the message and try to write down every word.
- If the caller does not indicate the location of the bomb or time of detonation, **ASK FOR THIS INFORMATION.**
- Listen for background sounds such as music, motors running, others speaking, etc.
- Write down whether the caller is male/female, has an accent, speech impediment, sounds young or old, whether they are calm or excited.
- If possible, have someone call 911 while you keep the caller on the line.

SEVERE THUNDERSTORM

- Stay away from windows and prepare for a power outage.



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TORNADO

- Take refuge in doorways, closets, and other enclosed windowless areas until all clear is given.
- Take flashlights, radio, cellphones

FLOOD

- The Library is not in a flood-prone area.

HURRICANE

- Shut down library computer systems
- Lock the library
- Notify staff that the library will be closed.
- Switch the phone system to a closed message.

SNOWSTORM

- If heavy snow begins after the library has opened, the Director will determine whether the library should close, then:
 - Alert patrons that the library will close due to inclement weather.
 - Contact the Board President regarding the closing. (Director)
 - Notify Staff scheduled to come in during the remainder of the day of the closing.
 - Post a closing announcement on the Library website and on Facebook.
 - Post a sign on the Library entrance regarding the closing.
 - Switch the phone system to a closed message.
- If the storm is forecast to happen the following day the Director should determine whether to close, then:
 - Notify staff and the Board President of the closing.
 - Post an announcement on the Library website and Facebook
 - Switch the phone system to a closed message.

POWER OUTAGE

- Determine whether the power outage is throughout the building
- Contact the Town of Vestal or Vestal Police Department and follow their directions.
- Reset the breaker if the power outage is confined to one area.

LOSS OF HEAT OR COOLING

- Call the Town of Vestal Engineering Office at 607-786-0980 for assistance.

Note: This policy and the accompanying Handbook will be reviewed on an annual basis.

Document History	Date	Updated By
Original & Board Approval	5/16/2017	M. Hadsell
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