

Wells Branch Community Library District Safety and Disaster Policy

In order to ensure the safety of patrons and staff, the Wells Branch Community Library has established the following rules for use. If any of these procedures are exercised, an incident report should be filed within 24 hours by the manager on site and any other involved personnel.

This plan is to be reviewed annually by all personnel. Adequate and appropriate training is provided by the library to all staff. This includes annual inspections of safety equipment and alarm services as well as fire/evacuation drills.

If there is a probability of damage to the facility or a claim against the library, the Director (or designee) will contact the Texas Municipal League at (800) 537-6655. If there is a potential for legal intervention, the Director (or designee) will contact the library's attorney at (512) 435-2300.

Incident reports can be located in the workroom in one of the mailboxes so labeled.

It is important to remember that it is a direct violation of policy for any library personnel (paid or otherwise) to be alone on the premises with a member of the public. There must always be at least two library representatives (paid or unpaid) at any time that the building is open or the library is offering a program. It is also a direct violation of policy for any library representative to offer a ride to, or take responsibility for, any patron.

The following pages are predominantly procedural and may be amended and corrected as needed by the Library Director without a vote by the Trustees.

Something is Broken Situations

POWER OUTAGE:

- First, check to see that the red handle is in the “UP” position on the large unit outside next to the staff entrance.
- Close the library to the public if the outage continues for 20 minutes.
- Assist patrons in evacuating the building following the evacuation procedures, but encourage patrons to take with them all personal belongings.
- There are emergency battery back-up lights indicating the exits and emergency flashlights are in the workroom.
- **TURN OFF COMPUTERS AT THE START OF A POWER OUTAGE.**
- Call City of Austin Utilities to report the power outage at the Library: 512-322- 9100 Powerlink # 00094854
- If the Library Director is not in the building, call the Director to advise the situation. Only the Library Director (or designee), Board President, or Vice-President can authorize emergency closings or repairs.
- For electrical repair, the Director (or designee) will contact Steve Lyons of Lyons Electric at 512-587-4977 or another licensed electrician.
- If the alarm is not functional, do not leave the building without contacting the fire department and setting up a fire watch.

LOSS OF CLIMATE CONTROL:

- First- Visually inspect the A/C units along the side of the building running perpendicular to Wells Port Drive between the library and the white fencing. If any of the red power arms are down, raise them. Perform the same visual inspection on the machines in front of the meeting building along Wells Port Drive and immediately to the left as you exit the library in the back.
- Many of the thermostats are controlled by a computer in the tech room. The manager on duty is trained to check this program and re-send data if necessary. If the controls are not functional, advise the Director or Board President to determine how long the building can remain comfortably open.
- If the Library Director is not in the building, call the Director to advise the situation. Only the Library Director (or designee), Board President, or Vice-President can authorize emergency closings or repairs.
- Climate Control Repair: David Havelka, Service Experts: 512-658-0574
- Thermostat program repair: XCI Controls, 866-924-4822

NO INTERNET:

- If the internet does not work at one group of computers or one machine, it is likely that the Ethernet cable has come loose. Double check all connections in the area and restart the machines if something was loose.
- If the internet does not work for an entire system (all patron machines or all staff machines), re-boot the appropriate server and then restart the machines.
- If the internet does not work for the entire building, wait 5 minutes. Most service interruptions correct themselves quickly.
- If there is still no internet after 5 minutes, bounce the router. This is done in the tech room by visually following the cable that comes from the wall to the bank of machines. Locate the entry point of the cable to the system. Unplug that router power, count to ten, and reinsert the cord. If this does not restore service, restart the servers, then the patron machines. If there is still no connectivity, contact Spectrum.

- Spectrum Business Class: 866-519-11263 Account 8260160160181442 security code 2731
- For other computer related emergencies, the Director or designee will contact the technician.

LOSS OF TELEPHONE SERVICE:

- The telephone system may be affected by storms or power issues.
- If the system is not working internally (between extensions) contact Laura Pearce at Emergence Telecom 512-628-5181
- If the system is not working externally (outside calls) contact the provider. AT&T 1-800-286-8313
- If additional problems occur with the phone network, advise the Director. There is no need to evacuate the building or close for a loss of telephone service. It could mean that the security system will not function properly, in which case the alarm company and emergency services will need to be advised.

RESETTING THE SECURITY PANEL:

- The alarm panel will go off for a number of reasons, including faulty wiring, power surge/loss, false alarms, and alerts for various systems not communicating amongst themselves properly.
- To reset the alarm, enter your security code. Select <See Alarms. Write down whatever the panel displays, then select <Quit. You'll be back at the original screen. Select <Reset. Then select <Alarms. The panel will display 'Please wait to see if all points reset.' This takes a few moments. Then it will say 'All points have been reset'. Click >Continue and <Quit.
- If the panel does not reset all points, call Tyco at 1-800-562-4742. The security code is in the staff kitchen on the back of the top far left cabinet door.

People Situations

AGGRESSIVE/THREATENING PERSONS:

Wells Branch Community Library has a strict no harassment policy that applies to all persons in or around the library. If someone is behaving in a threatening manner, call the Travis County Sheriff Office at 911. Any time the Sheriff is called, all personnel on duty must file an incident report before the close of the day and the Director (or designee) must be contacted immediately.

HEALTH AND INJURY EMERGENCIES:

- Permanent staff receive First Aid/ CPR/ AED training and certification on odd numbered years.
- Staff members should exercise caution when administering first aid of even a minor nature, because of the safety of the injured individual and the potential liability of the staff member. Do not move the injured person.
- Without specialized training, it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Basic first aid may be administered (with patron consent) using all appropriate precautions (gloves, etc). Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.
- The 911 emergency number should be called immediately in the event of any serious problem. No medication, including aspirin, should ever be dispensed to the public.
- First Aid supplies are located in the cabinet under the sink in the workroom, as well as a personal protection kit for anyone who comes in contact with potentially dangerous substances such as another person's blood. The AED machine is in a cabinet behind the information desk. An alarm will sound if the door to the cabinet is opened.
- If the Library Director is not in the building, call the Director (or designee) to advise the situation. Make sure to get as much information as possible and file an incident report within 24 hours.

Animal and Insect Situations

SERVICE ANIMALS

Actual service animals (not comfort animals) are the only animals patrons may bring into the library. Staff cannot inquire as to the nature of a person's disability. If a person brings in an animal they claim to be a service animal and the animal's legitimacy is not immediately obvious, we can ask whether the animal is required because of a disability AND what work or task the animal has been trained to perform.

Any service animal that is not under the complete control of the patron or causes property damage, regardless of status as a service animal, must leave the library grounds immediately. Service animals must be reasonably clean, quiet, and free of fleas.

PETS AND COMFORT ANIMALS

Personal pets or comfort animals are not allowed in the library and cannot be left unattended on library grounds (loose or restrained).

INSECTS AND PESTS

The library is treated quarterly by ABC Pest Control. Any evidence of bugs/ rodents/ other pests should be reported to the director to be passed along to them. Any creatures on the grounds that could be harmful to patrons or staff (bees, fire ants, etc.) should also be reported.

Items returned to the library with evidence of damage that could lead to infestation or further damage to other materials (bedbugs, mold, etc.) should be immediately quarantined from other materials. All items that were returned from that household should be located and checked for similar quarantine. Items that are too wet or damaged to be reasonably repaired will be immediately resigned to the garbage.

At the director's discretion, a borrower's privileges may be suspended if the household is suspected of having an infestation that could damage library materials. Similarly, a patron with a personal infestation such as head lice or fleas, or whose person is sufficiently wet or dirty enough to damage library furnishings, may be asked by management to leave the library until the situation is remedied.

Water, Flooding and Weather Situations

WATER EMERGENCY:

- If there is an immediate water leak from the plumbing system which will cause damage, turn off the valve specific to that area or, if necessary, the main water valve to the building. The main water valve is in front of the Storytime Room, along Wells Port Drive.
- Advise the Director (or designee) immediately as it may be decided to evacuate the building until a repair can be made. Only the Library Director (or designee), Board President, or Vice-President can authorize emergency closings or repairs.
- If the main water valve to the building needs to be closed, contact the water company to advise. Water Company: Wells Branch MUD, 246-1400
- If there is a flood, remove computers from the floor and Library materials and records from lowest shelves first. Move items to dry area.
- Water leaks generating from the ceiling could be related to the air conditioning units or the roof. For any water leaks, protect area of damage with plastic sheeting. Close off any areas that may be slippery. Access to the attic/mezzanine is in the storage room up the ladder. Do not go into the mezzanine without informing someone of your plan. Once in the attic, the light switch is immediately to the left of the ladder. Check for obvious water coming from any A/C units and from the roof. If the water is coming from an A/C unit, contact Service Experts.
- If the water emergency is concerning the irrigation system, first turn off the system. In the workroom along with the other keys is one labeled 'New Sprinkler Box'. The control box is located to the immediate left of the staff exit. Turn the dial to 'OFF'. The Director or designee will contact Brant Dickerson of River Rock Landscaping at 512-633-4085.
- If the water emergency is concerning the well behind the library that pumps water into the cistern under the parking lot, the Director or designee will contact the Wells Branch Municipal Utility District at 512-251-9814.
- For other plumbing related repairs, the Director or designee will contact G&M Plumbing at 512-990-0505 or another licensed plumber.

WEATHER RELATED OR OTHER BUILDING EMERGENCIES:

If the Library Director is not in the building, call the Director to advise the situation. Only the Library Director (or designee), Board President, or Vice-President can authorize emergency closings or repairs.

The safest place in the building is the back hallway with the door to the main library closed. This is a blast door, and the glass in the doorway is reinforced and shatter-proof. In the case of an imminent tornado or other cataclysmic event, remove all persons to this area until the emergency has passed. Do not send people out of the library into the emergency weather. However, you cannot force adults to remain in the back hallway against their will.

BIG EMERGENCY SITUATIONS

FIRE:

- Do not panic, but do not under-estimate the potential danger to patrons or staff represented by a fire.
- At the first indication of smoke or flame, investigate the situation to determine the location and extent of the fire.
- Immediately call 911 and evacuate the building completely.
- Evacuate to the grassy area adjacent to the parking lot moving towards the field behind the building and away from Wells Port Drive. Do not return to the building for any reason until emergency personnel declare it to be safe.
- The smoke detectors may set off the fire alarm. Otherwise pull the fire alarm to notify the library and meeting room users to evacuate the building. Pull stations are located by each exit door- front, back, side, and story time. In the meeting rooms, there are pull stations by the main door and the side exits in the large room.
- (If the pull station has been activated by a prank, and you are certain that there is no fire or smoke, reset the pull station using the Allen wrench found in the cash box at the information desk)
- If the fire can obviously be contained and extinguished quickly and safely by staff, evacuate the public and proceed to do so. Fire extinguishers are mounted on the wall at the following locations in the main library: in the tech room, in the workroom by the door to circulation, in the children's room next to kids computer 1, in the staff lounge, in the back hallway across from the tech room. Fire extinguishers are located in the meeting rooms in the hall across from the janitorial closet and in the kitchen.
- If the fire has been extinguished by staff, the manager on duty will contact the Pflugerville Fire Department at 251-4100 so that qualified personnel can verify that the building is safe.

BOMB THREATS:

- Close the library to the public following evacuation procedures and call 911 from a cell phone.
- Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.
- Pay particular attention to peculiar background noises such as motors running, background music and any other sounds which may indicate the location from which the call is originating. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Write down this information as soon as possible after the threat is made.
- The police will handle the actual bomb search.
- If the Library Director is not in the building, call the Director (or designee) and/or Board President to advise the situation.

Evacuation Procedure

- If the library must be evacuated, each staff member has an assignment based on their desk duty at the time of the evacuation.
- All evacuated persons should walk around the parking lot (on the side away from the library) to the field behind the library and furthest from Wells Port Drive. Remain in that area until emergency personnel instruct otherwise.
- Do **NOT** stop to collect projects, purses, cash box, etc.
- Children's Desk: Empty the children's area through the story time door (if safe). Be sure to check the study room and bathroom for stragglers.
- Information Desk: Empty adult computers through the fire exit in the back of the library (if safe). This person also empties the adult stack areas, study carrels, and surrounding areas if there is not an administrative person in the building.
- Circulation Desk: Empty the front lobby and teen area through either the side lobby door or the front door (if safe). This person is also charged with verifying that the meeting rooms are evacuated.
- Administrative or Program Staff and Volunteers: Empty the adult stacks, study carrels, public bathrooms, and quiet reading room through the back door (if safe).
- Adults vs youth. We are not permitted to forcibly remove an adult from the premises. If you are certain that you have communicated to an adult that the building is being evacuated for safety and that person refuses to follow instruction, leave the person in place and inform emergency personnel when they arrive. If, however, the person who does not wish to evacuate is a child, we are within the law to take him/her outside to safety.
- Do not allow anyone to re-enter the building until emergency personnel have declared it safe to do so.