STAFF/PIC
(person in charge)

how to respond in an **emergency**

To PAGE ALL: Go to Screen 3 of any WPL phone.
PAGE ALL does NOT page Meeting Rooms A, B, C

WHEATON
PUBLIC
LIBRARY
grow with us

purpose · patron conduct policy

A workplace emergency is an unforeseen situation that threatens staff, patrons or the public; disrupts or shuts down operations; or causes physical or environmental damage. An emergency may include, but is not limited to: floods, severe weather, tornadoes, fires, chemical spills, toxic gas, explosions, civil disturbances and workplace violence.

This tool covers actions staff should take to ensure safety, and applies to all areas of the Wheaton Public Library. The goal of this tool is to save lives, reduce the number and severity of injuries and protect library-owned assets.

As in any emergency, call 911 and alert the Person in Charge (PIC).

Remember, you are the help until the help arrives!

Patron Conduct Policy: Enforcement*

When a library patron engages in any prohibited activity, the following procedure shall be followed:

- If behavior is unlawful or immediately threatening to the safety of patrons or staff, staff will call 911.
- If the behavior is disruptive and in violation of the Patron Code of Conduct, Library and Cafe staff will inform the individual(s) that the behavior is not allowed in the library, and that it must cease immediately.
- If the individual(s) does not comply and does not cease behavior, staff will inform the individual(s) that they will have to leave the premises. (If individual is 12 years or younger, staff will call caregiver. If no caregiver is available staff will call 911.)
- If the individual(s) does not leave the premises, Library and Café staff will inform the individual(s) that 911 will be called.
- If individual(s) still does not leave the premises after 1 warning, Library and Café staff will call 911 with intention to remove individual(s) from the Library immediately.
- Staff will write up incident and forward to Library Director for further action.

*Excerpted from full Patron Conduct Policy

If you see fighting, assault, robbery:

- Do not enter a physical altercation
- If you are in any danger, leave the area immediately
- Call 911 if you witness physical violence, a weapon, or the threat of a weapon
- If it is safe to do so, note all that you observe, including descriptions and locations

Vandalism or graffiti

- Vandalism is deliberate destruction of library property
- If you witness vandalism, ask the person to stop
- See **Patron Conduct Rules: Enforcement** for additional steps
- Notify PIC

Theft

- If staff are notified that a **patron** has experienced theft, the **patron** should call 911.
- If library property is stolen, staff should call 911

power outage

PIC

- Check the elevators for anyone stranded. Call 911 if anyone is in the elevator
- If power is out for more than 5-10 minutes
    - ⇒ Station staff at each exit to notify patrons of the outage
    - ⇒ Post OUT OF ORDER signs on the restrooms
    - ⇒ Notify Library Director, Deputy Director and IT Manager (if they are out of the building)
    - ⇒ Call ComEd (**800-334-7661**) to report outage
- If library closes, at Library Director's discretion, use PAGE ALL from phones to announce that WPL is closing
    - ⇒ If the phones are *not* working, staff from each floor should walk around and announce closure to patrons still in the building.
    - ⇒ Post LIBRARY CLOSED signs at **Main**, **West Plaza**, and **Café** entrances
    - ⇒ Lock Doors

fire or evacuation

If you encounter a fire or reason to evacuate:

- Pull the closest fire alarm, if it is not already active
- ALL FIRE ALARMS SHOULD BE TREATED AS LEGITIMATE
- Quickly sweep the floor to ensure all patrons are exiting the building
  - ⇒ Relocate patrons that are unable to safely evacuate to **Area of Rescue Assistance** (see maps)
- Leave all belongings behind

Area of Rescue
Assistance

- Do not use the elevators and avoid the main stairs
- Exit the building using the nearest fire exit and meet at **Primary** or **Secondary Assembly Location** (see maps: assembly areas)
- Report the location of anyone still in the building to Fire Department and PIC
- Do not re-enter the building until cleared by the Fire Department

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PIC

- Bring **Emergency Plan Evacuation Folder** (located outside Circulation Supervisor's office) to Assembly Location
- At Assembly Location, take roll call
- Notify Fire Department if a patron is in the **Area of Rescue Assistance**

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fire or evacuation

PIC

- **If evacuation is necessary, use PAGE ALL to announce (repeat 2x):**

    "There is an emergency in the building. Please collect your personal belongings and evacuate the building immediately. The building will be closed until the emergency is over. All patrons and staff, please exit the building immediately."

tornado warning

- Direct patrons to lower level **Severe Weather Safe Area** (see Map: Lower Level) and stay in place until all clear
- Patrons can leave, or they must take cover
- Assist patrons to **Areas of Rescue Assistance,** if necessary
- Direct patrons away from windows and doors
- Remain in **Severe Weather Safe Area** until all clear is announced.

Severe Weather
Safe Area

Area of Rescue
Assistance

PIC

- **Use PAGE ALL to make warning announcement (repeat 2x)**
    "May I have your attention, there is a tornado warning for this area. Please move to the lower level of the library building immediately. If you require assistance, notify a staff member."
- Check the status of each floor
- Confirm patrons have moved to **Severe Weather Safe Area** or have left the building
- **Use PAGE ALL to announce end of tornado warning (repeat 2x)**
    "The tornado warning has ended. Thank you for your patience and cooperation. Services will resume shortly."

LOCKDOWN: Potentially dangerous situation in the library vicinity. Services remain available.

PIC

- Maintain contact with police to stay informed of the situation
- Lock **Main, West Plaza**, and **Café** entrances
- Do not allow anyone to enter or exit
- Post CLOSED DUE TO EMERGENCY signs
  ⇒ Located in Circulation Workroom
- **Use PAGE ALL to announce:**

  "As a result of a potentially dangerous situation nearby, the library is going into a Lockdown. Services remain available, but for your safety, no one will be permitted to enter or exit the building. Thank you for your cooperation." (repeat 2x)

- **When Lockdown is over, use PAGE ALL to announce:**

  "The lockdown is over" (repeat 2x)

- First-aid kits are located at each service desk
- Wear gloves when dealing with any bodily fluids
- Call or enlist help from nearby staff if needed
- For serious injuries, call 911
- Call Maintenance for assistance with cleaning
  - ⇒ If Maintenance is unavailable, cleanup kits can be found in Circulation or Youth Services Departments
- If the injured person is willing and able, fill out **Accident Report.**
  - ⇒ Template is located in S:\incident reports

When finding someone unconscious and without a pulse:

- Call 911
- Enlist the help of a second staff person
- If no staff are within hearing range, use **PAGE ALL** to announce: "**Attention, staff assistance needed at _____ (give location)**
  - ⇒ Nearby staff may be asked to deliver the AED device to the location (see icon on Map)
- Follow the AED device instructions and administer AED/CPR
- Wear gloves (located in AED) when using the AED device or administering CPR

Suspicious Package

- NEVER OPEN OR HANDLE A SUSPICIOUS PACKAGE

- Dial 911 from a **WPL landline phone**. Do not use a cell phone or radio.

Bomb Threat

- Remain calm; assume the threat is real
- Use the bomb threat checklist on next page
- If possible, ask a second staff person to call 911 from WPL phone
- Telephone threat
    ⇒ Do not hang up the phone when the caller hangs up.
- Written or email threat
    ⇒ Save all materials, including envelope or container
    ⇒ Handle any letter as little as possible and hold for evidence
    ⇒ If threat was sent via email, print message and leave message open until assistance arrives

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PIC

- **If evacuation is necessary, use PAGE ALL to announce (repeat 2x):**
    "There is an emergency in the building. Please collect your personal belongings and evacuate the building immediately. The building will be closed until the emergency is over. All patrons and staff, please exit the building immediately."

Bomb Threat Checklist

Write on this sheet. Circle or mark where appropriate

Questions to Ask Caller

1. When will the bomb explode?

2. Where is it right now?

3. What does it look like?

4. What kind of bomb is it?

5. What will make it explode?

6. Did you place the bomb?

7. Why?

8. Where are you calling from?

9. What is your address?

10. What is your name?

Caller's Voice

Angry	Lisp
Calm	Loud
Clearing Throat	Nasal
Crackling Voice	Normal
Crying	Ragged
Deep	Rapid
Deep Breathing	Raspy
Disguised Accent	Slow
Distinct	Slurred
Excited	Soft
Familiar	Stutter
Laughter	

Background Sounds

Animals	Local	PA System
Clear	Long Distance	Static
Dishes	Motors	Street Noise
Factory	Music	Voices
House Noise	Office Noise	

Threat Language

Educated	Prerecorded
Foul	Read Aloud
Irrational	Other
Incoherent	

Exact wording of caller's threat (continue on back if needed):

active shooter

Be prepared to implement _any_ of the following techniques if it is safe to do so.

Alert
- Use PAGE ALL to notify staff and patrons to the presence of any immediate danger or active shooter
- Use as many details as possible (gender, age, race, clothing)
- Call 911

Lockdown
- Lock **Main, West Plaza**, and **Café** entrances
- Assist patrons into barricaded room; lock doors, turn off lights and phones
- Stay away from windows and doors
- Spread out and gather objects that can be used to counter an active shooter (books, computers, staplers, etc.)

Inform
- Use cell phones, computers, walkie-talkies, or intercom to keep informed with updates

Counter
- Yell, make noise, or throw items to disrupt shooter

Evacuate
- Have an escape route in mind
- Leave all belongings behind
- Help others escape if possible

missing child

If caregiver notifies staff that child is missing

- Lock **Main, West Plaza** and **Café** entrances
- Staff fill out **Missing Child Description Form** (next page)
- Station staff at exits and use all means possible to discourage patrons from leaving.

> **PIC**
>
> - **Use PAGE ALL to announce:**
>   "We have a missing boy/girl/child wearing _____. He/she/they is _____ years-old and has ____ hair and ____ eyes. He/she/they was last seen on the ___floor in the _____ area."
> - DO NOT ANNOUNCE THE NAME OF THE CHILD OR PARENT/ CAREGIVER

- Staff sweep entire building to search for child, including:

Elevators	Stairwells	Public Washrooms
Meeting Rooms	Programs in Progress	Study Rooms
Closets	Stacks	Staff Offices/Work Rooms
Behind Furniture	Library Café	

When child is found:

> **PIC**
>
> - **Use PAGE ALL to announce:**
>   "The Missing Child Alert has been cancelled"
> - Unlock all doors

missing child: description form

Write on this sheet

Child's Name: Caregiver Name:

Gender: Age:

Hair Color: Eye Color:

Clothing Description:

Where were they last seen:

Staff Name: Date:

If person of suspicion leaves with child, provide First Responders with information:

Car make/model/license plate #:

Direction the vehicle traveled:
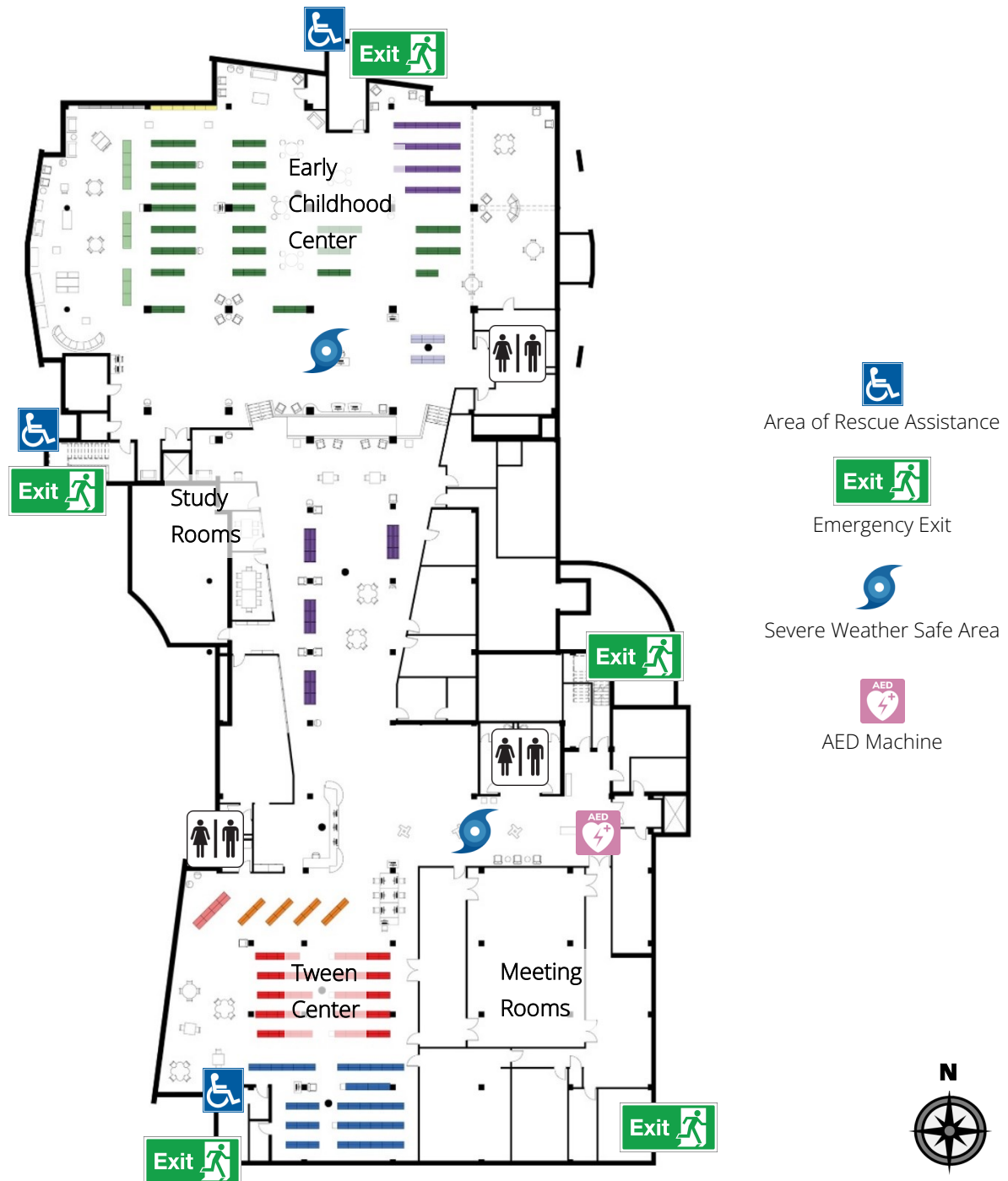

Description of person:

Time of departure:

maps: **lower level**

Early Childhood Center

Study Rooms

Tween Center

Meeting Rooms

Area of Rescue Assistance

Emergency Exit

Severe Weather Safe Area

AED Machine

Exit

N

teenspace

Tech Center

Main Stairwell

Welcome & Ask Me Desks

Selfcheck & holds

Exit

Area of Rescue Assistance

Exit
Emergency Exit

Severe Weather Safe Area

AED
AED Machine

N

Exit

Reference Desk

Meeting Rooms

Quiet Reading Room

AED

Exit

Study Rooms

Study Rooms

Exit

Exit

Area of Rescue Assistance

Exit
Emergency Exit

AED
AED Machine

N

Director's Office

Tech Services Dept.

TECH. HEAD OFF.

Friends of WPL

Business Office

ASST. TECH. OFF.

Area of Rescue Assistance

Board Room

LAN/COMPUTER RM.

SERVER RM.

Emergency Exit

AED Machine

Marketing Office

Staff Break Room

WOMEN'S

JAN.

MEN'S

Exit

ELEVATOR

N

Primary Assembly Area

Primary Assembly Area

Secondary Assembly Area (Adams Park)

Primary Offsite Evacuation Location:
College Church, 332 E. Seminary, 630-668-0878

Secondary Offsite Evacuation Location:
Gary Methodist Church, 224 N. Main, 630-668-3100

Staff hierarchy in case of emergency

1. Library Director
2. **Alternate:** Deputy Director
3. **Alternate**: IT/Facilities Manager
4. **Department Heads**
5. **Person-in-Charge** (PIC)
   - Check weekly schedule posted on Staff Intranet (staff.wheatonlibrary.org)

PIC

When closing WPL during library hours:

- Contact Library Director or Deputy Director to request closing the library due to safety concerns.

- If the decision to close is granted, make announcement and ask all patrons in the building to leave. No new patrons will be admitted into the library.

- Post the necessary signage to alert the public that the building is closed.

- Make sure that all doors are locked and lights shut off.

- Library Director or Deputy Director will use **Emergency Closing Guidelines** (separate document) for complete procedures