Peru Public Library Emergency and Disaster Plan

November 25, 2013
Changed - 15 April 2014 (p24)
Changed - 09 February 2016 (p15-19)
Change - 17 September 2018 (p17)
Changed - 29 July 2019 (misc. pages)
Changed – February 2021 (misc pages)
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Changed – 1 September 2022 (updated to co-director info, misc. pages, p10 photos)
Changed – 24 August 2023 (Gas Leak p27)
Changed- 7 February 2024 (updated alarm monitoring contact info)

"*You know all those security scenarios we ran? Well, I'm smack in the middle of one we didn't think of.*" From the movie **Snakes on a Plane**.

This plan is a working document. As needed, the emergency and disaster plan is updated to reflect changes.

In Case of Emergency:
1. Find Safety
2. Call 911 (You will get Help!)
3. Think before you act
4. Trust your instincts

Peru Police 911 or 815-223-2151
Peru Fire Department 911 or 815-224-2141

Melissa's cell phone number 815-579-6919
Emily's cell phone number is 815-883-1132

Introduction to Emergencies and Disasters

The main function of a disaster/emergency plan is to help us safely and intelligently handle an emergency/disaster, and to return the library to its usual/normal services. Regardless of the type of emergency or disaster, our concern of the library is the safety of patrons and staff.

This plan is a tool to guide staff, it is not all-inclusive.

Staff mentioned throughout the plan

> Melissa – Melissa Keegan, Co-Library Director
> Emily – Emily Schaub, Co-Library Director
> Mike – Michael Pack, Custodian

Please note: depending on the type of emergency and/or disaster, we may not be permitted back into the library. Access to the building will not be allowed until after the building has been declared safe. The type of emergency determines who declares the building safe to reenter, ask Melissa (Co-Director) what to do. If Melissa is not present or available ask Emily (Co-Director) what to do.

Before an Emergency or Disaster

There are ways to prepare for library disasters or emergencies and appropriate follow up. Knowing what to do before and during a crisis is critical for patron and staff safety.

Basic information

All staff have easy, on-site and **off-site access** to:

1. The library's emergency and disaster plan and procedures (this plan)
2. Emergency phone numbers for police, fire, and other organizations (last page of this plan)
3. Evacuation meeting location (the grassy area at the corner of 11th and West streets, by our parking lot)
4. Emergency supplies
5. Floor plans with fire alarms, extinguishers and exits
6. Building keys and alarm code information

Melissa and Emily (Co-Directors) have:

7. Name and contact information of the library's insurance agent
8. Means to notify patrons and others concerning the library's closing and/or restricted services via website, Facebook, radio and newspaper

Additionally, Melissa or Emily will:

- Make sure the fire and police have copies of our floor plans with doors, shut-off valves, exits, etc. all clearly marked.
- Request an annual safety walk-through from the fire department. Implement their suggestions and changes as the budget allows.
- Practice emergency evacuations with library staff, including the library's hidden places – such as bathrooms, storerooms, etc.
- Regularly review the library disaster/emergency policy and procedures with staff and with the library's board.
- Keep phone lists of library employees, board members and recovery vendors with me.

Building Floor Plan – Upper Level
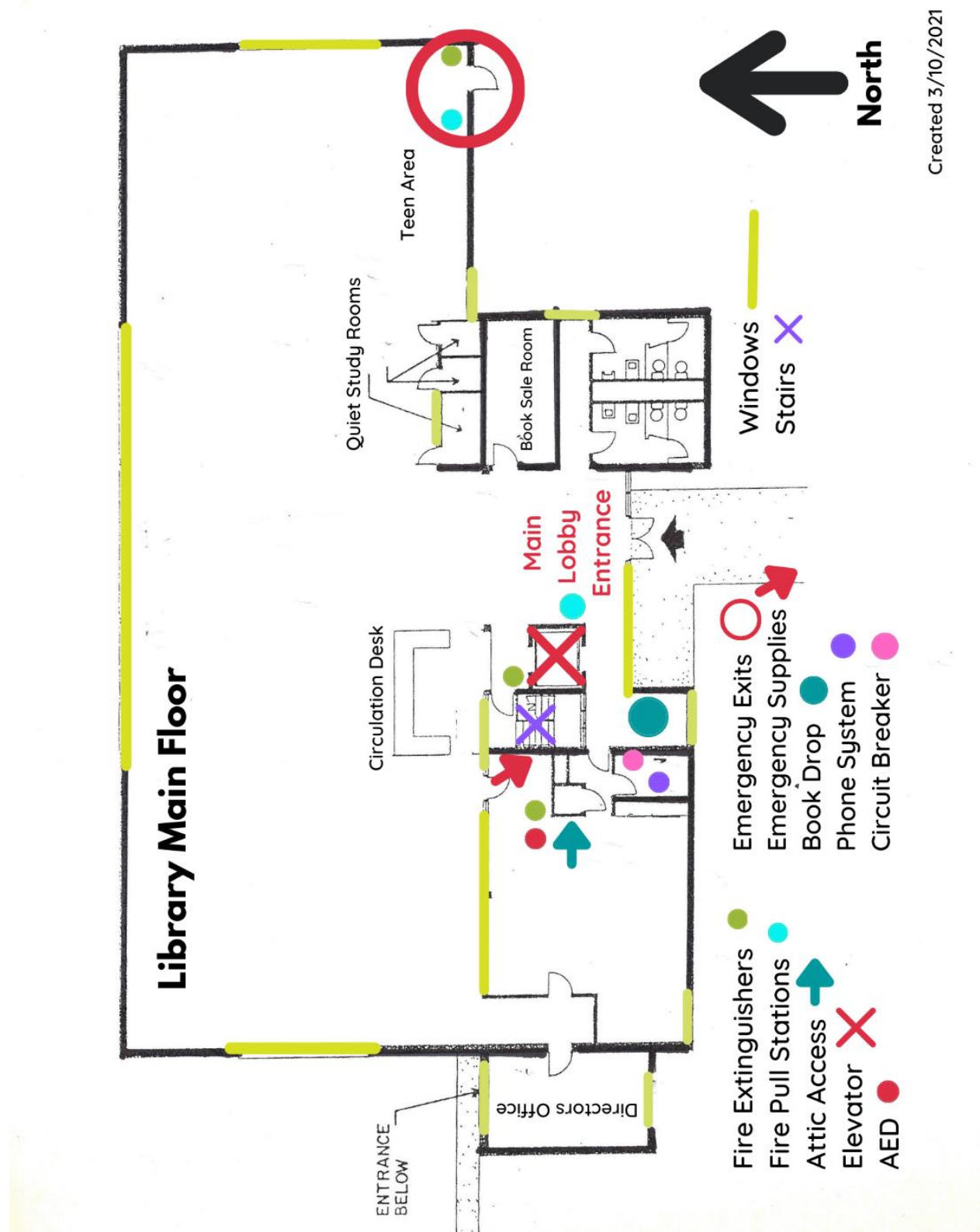
Building Floor Plan – Lower Level
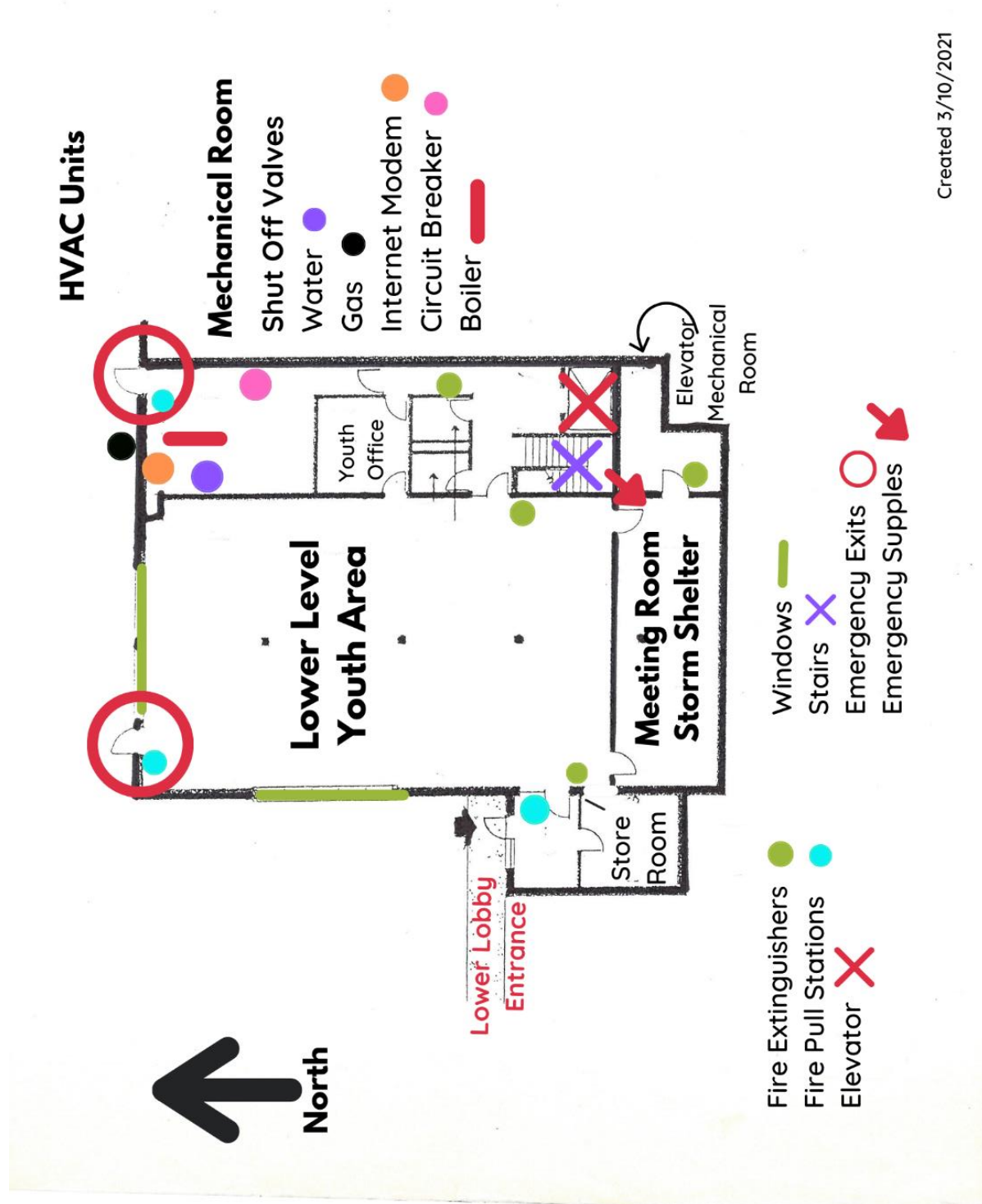
First Aid and Supply Kits

The library has on hand or can quickly obtain the following supplies for use during and after a disaster or emergency.

First Aid supplies are housed in the upstairs staff workroom, in the drawer under the microwave. The drawer has:

- Rubbing alcohol
- Gloves
- Bandages
- Cold compresses
- Ace bandage

Our emergency/disaster supply kits are located 1) main floor's staff workroom supply cabinet and 2) lower level's meeting room. Each kit has two large 5 gallon buckets and backpack. The buckets double as toilets with an attached toilet seat.

In the emergency/disaster kits are:
- Water
- Food bars
- Markers
- Bags
- Hand sanitizer
- Scissors

We have:
- Power strips (attic closet next to refrigerator)
- Batteries
- Storage boxes, plastic and cardboard
- Pencils
- Boxes of plastic gloves, various sizes
- Flashlights
- Battery-powered lanterns
- Shipping tape (book tape)
- Weather radio (radios are located on both floors)
- Brooms
- Extension cords (attic closet next to refrigerator)
- Squeegees
- Towels
- Plastic trash bags, various sizes
- Duct tape (Mike/custodian's room)
- Adhesive labels for boxes
- Electric fans

For extensive cleanup we will have access to the following:
- Wet vacuum
- High volume fans
- Boxes of breathing masks
- Dehumidifiers
- Rolls of Freezer paper
- Waterproof markers
- Plastic trash bags, various sizes
- Rubber boots
- Disposable cameras

First aid

The library has First Aid supplies in main floor's staff workroom and behind the youth circulation desk.

If someone is ill or injured:

1.   Determine if basic first aid or additional treatment is necessary, such as paramedics, ambulance, etc.

2.   For a minor injury (non-life threatening) apply basic first aid, i.e. bandage, compress, ice, etc.

3.   Ask the patron if they wish the library to call 911 or an ambulance.

4.   Do not attempt to move a person who has fallen and appears to be in pain.

5.   Limit your communication to quiet reassurances. Try to keep other patrons away, reducing their risk of injury.

6.   Afterwards, complete a library incident report, the form is in **Allstaff | Incident Reports.** Give the form to Melissa or Emily. As needed, Melissa or Emily will contact our insurance office.

Abusive Patron or Staff Situation

Calling Police (911 call)

We do not tolerate patrons or staff misbehaving in the library. This includes, among other things: making threats or acting in a threating manner; yelling abusive language at staff or other patrons; throwing things regardless of the intent to hit or injure; and hitting, pushing or shoving. Should a patron or staff member behave this way:

1. GET MELISSA OR EMILY - if Melissa or Emily is not in the library
   a. Back away from the individual
   b. Tell them to calm down or leave the library
   c. Make sure patrons and other staff are a safe distance away
   d. If the individual has not calmed down or left the library, inform the individual the police are being called
   e. Either you call the police for help or ask another staff member to call for you
   f. Call Melissa and Emily to let them know what has happened
   g. If any of the involved individuals are teens or juveniles, also call their parents

Remember: Call the police (911) if you feel threatened, if a patron is threatened or if an emergency arises.

If time allows, first contact Melissa or Emily then the police. After the police arrive, provide first-hand knowledge of the incident to the officer(s).

Any time the police are contacted give Melissa or Emily a completed incident report for the library files. Forms are in **Allstaff | Incident Reports folder**.

Remember: if you dial 911, but have to drop the phone for any reason, the dispatcher continues to monitor the call and sends help. Do not hang up until police have arrived.

Confidentiality

However, DO NOT give the officers any personal information which must be retrieved from the library's patron database. For example, if you know the patron's name was John Doe, you can supply this to the officer. If you would need to use Sierra to learn the patron's name, you cannot supply this information without an appropriate court order, warrant or subpoena from the police.

Locations to know

Defibrillator

We have a defibrillator; it is wall-mounted by the delivery tubs. To use the defibrillator, open its cabinet to remove the case. Follow the directions on the case.

The defibrillator only operates if the person is having a heart attack. So don't be afraid to use it during a health emergency.

Fire Extinguishers

We have 7 fire extinguishers. All 7 extinguishers are Type ABC, for paper, liquid and electrical fires.

- If you feel YOU can safely put out the fire by a fire extinguisher, use one. Then call 911 and Melissa to report the fire.
- If you are NOT confident, don't try, immediately call 911 and evacuate.

Fire extinguishers on the Lower level locations:
1. Inside the children's library, next to the lobby door
2. Inside the children's library, by the stairwell door
3. In the boiler room hallway, across from the elevator
4. Inside the elevator room, off the meeting room.

Fire extinguishers on the Upper level locations:
1. In the staff workroom, under the fire panel
2. Next to the emergency exit door in the teen area

3. Next to the elevator and staircase, by the circulation desk

Flashlights

There are flashlights at both circulation desks, the meeting room, the staff workroom and the office. They plug-in, so are always charged.

- At the upstairs circulation desk, they are in plugged in on the east side, by the book return.
- At the downstairs circulation desk, they are plugged in on the wall behind the desk.

Electrical Circuit Breakers

We have two circuit breaker box, one per floor.

- Main floor in Mike's (Custodian) room, on the hallway wall.
- Lower level's is in the boiler/mechanical room.

There is an electrical main switch in the boiler/mechanical room

Gas Mains

Please, do not attempt to shut off the gas main, water heater or overhead emergency heater.

Only a trained technician or a firefighter should turn the gas off or on. But you may be asked where the gas main or shut off valves are:

The library has three gas appliances, all in the mechanical/boiler room
1. Boiler – does NOT have a shut off valve
2. Water heater – has a shut off valve

3. Overhead emergency heater – has a shut off valve

The library's gas main valve is located outside the library, next to the mechanical/boiler room's exterior door. This valve shuts off all gas to the building, but requires an adjustable or crescent wrench.

Again, only a trained technician or a firefighter turns the gas main off or on.

Water Main

The library's water main is in the boiler/mechanical room, in the far northeast corner of the room. The main has been labeled with directions for shutting off the water.
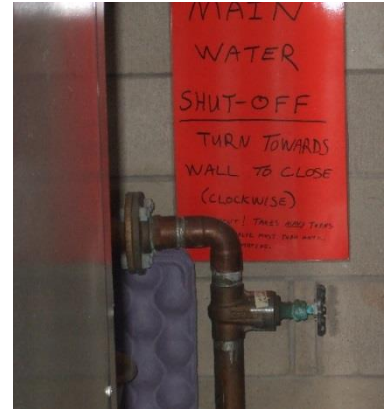
Internet Modem (Cable Box)

Our Internet access comes into the boiler room, along the north wall. It is bracketed by the water main shut-off and boiler.

The actual Internet (Comcast) modem sits on top of this green box or cabinet and plugs into the outlet on the right. To easily reboot the internet modem, all cords have been labeled.

Evacuation

1. Understand our evacuation plan.
2. Know at least two ways out of the building from your regular workspace, and **practice** using those exits.
3. Our evacuation assembly point is the grassy area on west side of property past the parking lot, at the corner of 11th and West streets.
4. A co-director will talk with police/fire. (If a co-director is not working, a manager or senior staff)

Photo 1 Evacuation point – from Adult library

Photo 2 Evacuation point – from Youth library

When you hear the fire alarm or are told to evacuate the building:

1.   Remain calm.

2.   Staff are responsible for insuring that all patrons and staff evacuate the library.

3.   Leave quickly, but calmly. Take with you: building and your personal keys, purse and/or bag. Do not attempt to take large or heavy objects.

4.   As you exit, quickly check shelving areas, restrooms, study rooms, computers, copier, closets, etc. to see if they are empty.

5.   Accompany and assist disabled individuals.

6.   If you are the last person to leave an area, shut doors behind you as you go. Closed doors can slow the spread of fire, smoke and water. Do not use elevators.

7.   Meet with other staff and patrons at the evacuation location. Wait for further instructions. Make sure children are supervised. Try to document the names of everyone at the evacuation point. Do a staff head count.

Alarms

Building Alarm

The building alarm is based on two actions - movement and opened exterior doors. The motion detectors are where the walls and ceiling met. Not sure what they look like? There is one above the staff copier. It covers the staff room and into my office. The entire building is not covered by motion detectors, just the most trafficked areas. There are also detectors on the exterior doors – the two lobby entrances, the mechanical/boiler room. Once set, if the building alarm system senses movement or the doors ajar an alarm will sound. It is not a pleasant sound.

Setting (arming) the building alarm

When leaving the library at closing time, make sure all exterior doors are shut and locked. While arming the alarm make sure no one is moving. **At the building alarm panel, firmly enter the number 64352 you will hear beeps as each number is pressed.** Once set the alarm panel will begin beeping at you. You have 60 seconds to exit the building and close the door.

Disarming the building alarm

If you are the first to enter the building for the day, you need to disarm the building alarm. Once you enter the building you have 60 seconds to disarm the alarm. As you enter the building, you will hear the alarm beeping. **At the building alarm panel, firmly enter the number 64351**, if the beeping does not stop, reenter the numbers 64351

Building alarm sounds

If you set off the alarm – it is loud and a strobe light goes off. How to turn off the alarm and lights? Regardless of the option, call me. Please note all four options happen while the alarm and strobe lights are sounding. They are designed to drive people away from the noise. The sound and light hurt – really, they hurt!

Option 1: Immediately, and calmly, enter the number 64351 into the building alarm keypad. Reenter it again if the alarm is not silenced. You have three tries before you are locked out of the key pad. Call Melissa or Emily (Co-Directors).

Option 2: Answer the library phone when it rings. It is the Alarm Monitoring company calling to determine if the alarm is a false alarm. Tell the person who you are, that this is a false alarm for the Peru Public Library acct# RJ2481, the passcode/password is *boards*, the library address is 1409 11th Street, Peru, Illinois 61354. **Tell them we do not need police and fire dispatched**. **Call Melissa or Emily.**

Option 3: Call the building alarm company to report a false alarm. The phone number is 773-777-0707, tell the person who you are, that this is a false alarm for the Peru Public Library acct# RJ2481, the passcode/password is *boards*, the library address is 1409 11th Street, Peru, Illinois 61354. **Tell them we do not need police and fire dispatched. Call Melissa or Emily**

Use Common Sense – Do Not Endanger Yourself or Others

Option 4: Wait outside until the Monitoring company calls me to report an alarm. Call Melissa or Emily. Please note, when you call me I'll probably already be on the phone with the monitoring company. Wave to the police as they arrive.

 Panic mode
Elevator Alarm

The elevator has an emergency call box under the floor buttons, the call box is behind the small door. To use the emergency call box firmly press the silver button. There is a slight delay before the call reaches the monitoring company. Once they respond, explain the emergency. They will contact me with the information.

If you are testing the call box, explain this when the monitoring company responds. We do not have an alarm passcode for the elevator alarm.

The call box does NOT ring any bells or alarms within the building. It has an outside line only.

Fire Alarm

We have a fire alarm system that monitors the heat and smoke detectors attached to the ceilings and in the attic duct work. The fire alarm panels are housed by the staff copier AND inside the attic store room. When a detector senses fire, heat, or smoke it sets off the fire alarms inside the building – for evacuation purposes - and triggers our monitoring company calling the Peru Fire Department.

When the fire alarm is triggered, the monitoring company DOES NOT call to check on a false alarm. They call the fire department to dispatch a truck, THEN they call me to report an alarm. The fire department responds even if we call that it is a false fire alarm.

If you are sure it is a false alarm, call 911 and our alarm monitoring company 773-777-0707, fire alarm code is BOARDS. Tell 911 and alarm company it was a false alarm. Fire crew will still come.

 Fire alarm during open hours
Get everyone out of the building following the evacuation plan on page 10. Be ready to report to Melissa (CoDirector) or Emily (CoDirector) that the building is cleared. If we are not available report directly to the responding fire captain.

Fire alarm after open hours

Using the Knox Box mounted by the front door, the Peru Fire Department has our building key and door codes. But I call Gail Clark to meet the truck and crew, until I arrive.

Emergency Exit Door Alarms

The building has three emergency exit doors but only two have door alarms. They are NOT connected to the fire alarm panels, but have their own alarms.

- One is located in the children's room on the north wall in the NW corner.
- Another is in the teen area on the south wall in the SE corner
- The boiler/mechanical room has an exit door. It does not have an alarm.

These emergency exit doors have 'panic' bars on them along with alarms (gray rectangular device attached to the side of the door). When the panic bar is pushed, the doors open out (egress) and an alarm sounds continuously to alert everyone that the door is open.
When the door alarm sounds, it can only be turned off with a key in the door's alarm box.

When the emergency exit door alarm sounds, it can only be switched off with a key inserted in the lower lock on the alarm device. The key required is the 'master' key for the inside door locks, which is kept at both the adult and youth circulation desks on the same keychain the outside door key is kept on. The keys are labeled. The key is also #27 in the key box.
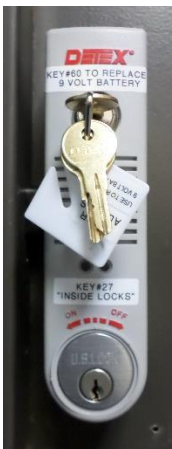
To silence the emergency exit door alarm:
1. Close the door.
2. Insert the key (#27) into the alarm box's lower lock, with the teeth facing up, towards the ceiling.
3. Turn the key to the right (clockwise) until it stops and a beep sounds.
4. Turn the key in the reverse direction, back to its beginning point.
5. The alarm is now silenced but NOT reset.

The emergency exit door alarm MUST always be reset.

To reset the emergency exit door alarm:
1. Insert the master key (#27) into the lower lock with the key teeth facing upward.

2. Turn the key to the left (counterclockwise) until it stops.
3. The LED lights will flash red, then green, and then more red flashes for about 15 seconds. Followed by three (3) chirps.
4. The alarm is now reset, remove the key by returning to the center position with teeth facing up.

To replace battery in the emergency exit door alarm:
When the door alarm battery is running low, the alarm will chirp once every 45 seconds. Hopefully no more than once a year.

1. Obtain both key #27 and key #60 from the key box, have a 9-volt battery ready
2. Turn off the door alarm by inserting key #27 in the lower lock, turning the key right (clockwise) until it stops and beeps.
3. Insert key #60 in the upper lock, to remove the entire alarm device from the door.
4. Rotate key #60 in the upper lock left (counterclockwise) about three (3) times. Hold the alarm box to prevent it falling to the floor.
5. Replace the battery
6. Reinstall the alarm box on the door, secure in place by turning the key to the right (clockwise) about three (3) times or until snug.
7. Relock the alarm by turning the key (#60) clockwise about three turns or until snug.
8. Reset as previously outlined, above.

The emergency exit door alarm MUST always be reset.

Fire Pull Stations
The library has 5 fire alarm pull stations (boxes) located around the building. These pull stations are wired to our fire alarm monitoring service not to the fire department. If one is operated (pulled) an alarm will sound in the library **and** the monitoring service.

Lower level locations:
1. Just inside the library, in the lobby next to the exterior door
2. Next to the emergency exit door, on the north wall in the NW corner
3. Next to the boiler room exterior exit

Upper level locations:
1. In the upper lobby, on the elevator wall, next to the bulletin board
2. Next to the emergency exit door in the teen area, next to the fire extinguisher

Should an alarm pull station be activated first determine if this is a false alarm. If it is not a false alarm, evacuate the building.

False Alarm (when a fire pull station is pulled without cause)
If certain the alarm is a false alarm, proceed with the following:

1. Call 911 to report a false alarm – the monitoring company calls the fire department
2. Call the alarm company, notifying them of the false alarm
   773-777-0707 Passcode: BOARDS Account # L32813 See page 12 for more details.
3. To turn off the alarm,
   a. Go to the fire alarm panel in the upstairs staff workroom, above the photocopier
   b. Press the **Silence** button.

4. Then reset the Pull Station
   a. Use the fire alarm key, hanging to the right of the fire alarm panel,
   b. Insert key in Pull Station, at the bottom right
   c. Turn key to the left for ½ turn,
   d. Swing box door to left, the handle springs back up
   e. Firmly close the box door and return key to upright position with a right ½ turn
   f. At the fire alarm panel firmly press the **Reset** button

5. Notify the Fire Department the Pull Station alarm has been reset

Report any false alarms to Melissa, Emily (Co-Directors) and Mike (Custodian).

Power outages

1.   Remain calm.
2.   Turn on flashlights and weather radio.
3.   As needed, assist patrons and staff in your immediate area.
4.   In public areas: Move through all public spaces with flashlights, escorting patrons and staff to safety. Library personnel will also secure all storage areas from vandalism, intrusion and fire.
5.   If you are in an unlighted area, proceed cautiously to an area that has emergency lights. Walk slowly to avoid falls and trips.
6.   If you are in an elevator, stay calm. Press the emergency button, located behind the swing door below the elevator floor buttons, to notify the monitoring company. Stand by for instructions. The monitoring company will contact library and/or police.
7.   If instructed to evacuate, proceed to the evacuation location → grassy area on west side of property past the parking lot.

Power Outage - Telephones

Periodically the library's telephones lose electrical power when the microwave and coffee maker are simultaneously running. The phones and coffee maker share the same electrical circuit, #13.

Should the phone system lose power, reset circuit breaker #13 in the breaker box in Mike's (Custodian) room.

There is a battery back-up power device located in the custodians room that will power the telephone system during a power outage. The device will beep and display a yellow light for "on battery". If the power outage is for an extended period, the battery will become exhausted.

Then our building alarm sends a signal to the company monitoring our building alarm. The building alarm company calls the Co-Directors on their cellphone to determine if there is a building emergency or false alarm. Staff will be contacted to reset circuit breaker #13.

Power Outage – Computers

When the library experiences electrical power outages, the public and staff computers, WiFi, Self-Checkout Station and the Online Catalog computers will go down automatically with the loss of power. Anything not already saved is lost.

DO NOT PRESS ANY RESET BUTTON ON ANY DEVICE/ UNIT

Pressing the reset buttons returns the devise to the factory defaults or presets, so the device/equipment must be reprogrammed.

Power Restored - Computers

Once electrical power is restored, begin the process to reboot the computers following these steps:

Power Up the Server - the server operates many of the library computers, software, etc. and is located in the adult staff workroom, behind Melissa's desk and enclosed behind the 4' green painted partition. The partition "pivots" open, and allows accessibility to the server tower, wireless router and firewall.

The server is the computer tower on the bottom right.

1. Press the power button on the server. It should begin booting up.
2. Turn on the monitor.
3. When instructed, simultaneously press the following keys CTRL + ALT + DELETE
   a. Enter Login: administrator
   b. Enter password: lucas
4. The MyPC Management Console program will automatically restart on the server.

Now start powering up public computers, staff computers, Self-Checkout computer and online catalogs. Also check to make sure all printers, receipt printers, etc. are powered on.

Internet Access/Connectivity Problems

The library may experience slow or no internet access or no WiFi. The following directions help troubleshoot to restore internet access.

Slow or no internet on <u>all</u> library computers

If you want, try a speed test to see how our download and upload speeds are doing. Go to http://fast.com, our internet access for downloading is 150+ mbps

> Between 3-5 p.m. (central time) our and most organizations' download speed is the slowest in a 24-hour period – schools and businesses are letting out or goofing off. Let Melissa or Emily (Co-Directors) know if the speed test is less than 60 Mbps.

Internet not working on any library computer

Frequently just rebooting our Internet (Comcast) modem resolves the problem, letting the modem talk with the mothership. The Internet modem is in the boiler room, along the north wall. It is bracketed by the water main shut-off and boiler.

Unplug the electrical cord for the Internet (Comcast) modem after a minute, plug back into the outlet. The cord has been labeled.

Restart a computer to see if it has internet access. All library computers might need rebooting for the individual computer to find the restored Internet access.

Internet still not working on any library computer

As needed, post signs on the entrance doors and by the computers (catalog and public computers) informing patrons we don't have Internet access.

If rebooting Comcast modem failed to restore internet access, and all public and staff computers are having these issues, call Comcast to see if there are any outages or known problems in our area. Comcast business customer phone number: 877-289-8849. Our Comcast account number is: 8771 10 319 0039711

Stay on the phone with Comcast as they test the line, immediately letting you know if there are any issues with internet access.

> Note - Library lost internet 7/10/2019 - Comcast tech was here and was able to get internet direct to his laptop from the modem. However, this wasn't using our **static ip of 75.145.170.97**
>
> SonicWall (the firewall) requires that we use the **IPv4 static IP**, or the internet will not function through the firewall. In the event this happens again in the future - ask Comcast to make sure the **static IP** did not drop off of the modem. If it did, it will need to be reloaded.

Internet using the library's In-house Hotspot

Using the In-house Hotspot, we can continue to access the internet to operate Sierra on the four circulation computers and several staff computers. The Hotspot will not provide internet to the public computers or the WiFi – only staff computers. Only use necessary staff computers or speeds will be very slow.

1. Locate the In-House WiFi storage case labeled **In House Hotspot** (bright pink case) on the book case behind Melissa's desk.

2. Using one of the above listed pcs, end/close the Sierra session(s).

    a. The existing Sierra session will be frozen, so you must end it first before opening a new Sierra session. Utilize the **CONTROL ALT DEL** sequence on the keyboard, bringing up the **Task Manager** and then end **Java Platform SE binary running** application.

3. Power on the Hotspot, placing the Hotspot near the center of the adult circulation desk, this location allows a stronger signal for the Youth pcs. Plug the Hotspot into an electrical outlet to keep it at full power and help with speed.

4. WiFi should automatically connect - you can verify this by looking for this symbol in the lower right (near date and time) of the monitor screen

5. You are now ready to open a new Sierra session and login is as normal

6. If for some reason WiFi is not connecting, you may need to enter password to the hotspot.

    a. Click on the WiFi symbol in the bottom right of screen and this pulls up a listing of available WiFi Networks. We want to connect to the network named **FRANKLIN T10 0856**
    b. Click the area where it lists the **FRANKLIN T10 0856** network, choose Connect.
    c. You will then need to enter the password for the hotspot which is **bdf87965** and then choose Next.
    d. You should now be connected. It may not be necessary to enter the password for the hotspot since they have been connected before already.

7. Printing may only work to locally installed printers (receipt printers). Access to our allstaff folder or anything network related may not function while we are operating from the hotspot, i.e. Collected Money file will be unavailable.

8. Once we have our regular Comcast internet working again, close out existing Sierra session. You can then open a new Sierra session, logging in as normal. If you wish to just continue using the Hotspot until another staff member can assist that is okay too. There is no need to contact anyone at the system once our regular Comcast internet is back up in this circumstance.

9. Please recharge the Hotspot before placing back in storage case.

Sierra Offline Circulation – Circulation without internet access

Remember, if using the Hotspot for Sierra access, you DO NOT need to use Millennium Offline Circulation. But in case the Hotspot is inoperable, we can still circulate using Sierra Offline Circulation. **We can ONLY check out**, we CANNOT check-in/discharge, renew, place holds/requests, create or update patron accounts. You can try loading the Self-Checkout station, in case it is able to load properly.

To access the Sierra Offline Circulation software, click on the **Millennium Offline Circulation** icon on the circulation computers desktop screen. You don't need to login, the screen opens into the offline software. The software opens/defaults to the Check Out function/screen.

1. Put the cursor in the box with the letter 'b'
2. Scan patron's barcode (leave the 'b' on the barcode line)
3. Press Enter
4. Enter the correct due date (two weeks from today) → use format mm-**dd-yyyy** for the due date – including DVD's – use Hyphens not Slashes
5. Press Enter
6. Enter 'N' for the Hourly? question
7. Press Enter
8. Scan the item(s) barcode(s)
9. Click on New Patron to finish/complete the transaction and print the date due receipt (the receipt will need to be torn, it will not auto-cut like usual.)

Repeat steps 1 - 9 for each patron.

The computer might add the correct due date and N to those two screens once initially entered. If so, just Press Enter and keep going.

Once Internet access to Sierra is restored, DO NOT check-in/discharge items until Melissa or Emily have uploaded to PrairieCat the Offline files from each circulation computer. It is okay to checkout in Sierra. Once the Offline files are uploaded, material can be checked in as normal without losing or messing holds/requests.

Sierra is down, but internet is working at normal speeds
Call PrairieCat to report the problem: 877-542-7257, press 7

Internet not working – Adult Public Computers
First try restarting the computer(s). If this doesn't work, reboot the switch in the ceiling by turning off circuit breaker #33 in the upstairs Circuit Breaker Box in Mike's (Custodian) room. After a minute turn circuit breaker #33 back on. Reboot the public computer(s).

Internet not working – Adult Circulation Computers
First, try restarting the computer. If this doesn't work, reboot the Netgear Switch Device, which is located under the east circulation computer, by unplugging the box from the electrical outlet. Wait a minute, plug back in and reboot the computer.

Internet not working – Youth Circulation Computers

First, try restarting the computer(s). If this doesn't work, reboot the children's circulation computers by unplugging the Netgear Switch device from the electrical outlet. The Switch/Device is under the north (window) side of the circ desk.

Public Wireless Internet not working

Reboot the wireless router, unplug the SonicPoint router, wait a minute and plug back in. The wireless SonicPoint router is located in the adult main library ceiling above the tables located by the north windows. The ceiling tile is labeled to help locate it. *A simpler fix is to turn off circuit breaker #39 for 60 seconds before turning it back on - #39 in the upstairs circuit box.*

MyPC Reservation not working

If patrons are not able to make computer reservations on a specific public computer, reboot the computer by turning off the hard drive (if computer is frozen, it will be necessary to hold in power button for a few seconds to make it shut down), waiting a few seconds and turning the drive back on. Once rebooted, wait for MyPC to load properly and say AVAILABLE at the top of the screen.

If public computers are indicating "No Communication" on the screen, check to make sure the server is turned on and logged in. The server is located in the adult staff workroom, behind Melissa's desk and enclosed behind the 4' green painted partition. The partition "pivots" open, and allows accessibility to the server tower, wireless router and SonicWall.

If issues continue with MyPC, you can contact our vendor: Today's Business Solutions by sending an email to helpdesk@singlecard.com or call 630-537-1370.

Need More Computer Help?

If there aren't any staff on duty that are able to troubleshoot the problem:
Contact Melissa: call/ text if she is out of the library (815-579-6919)
Contact Emily: call/ text if she is out of the library (815-883-1132)

If an ABSOLUTE emergency, library staff can't fix the problem, and you can't reach Melissa or Emily - call our computer technician Kacy Kelly at 309-235-0043, and he usually can help remotely or instruct over the phone on the proper actions to take.

PLEASE DO NOT PRESS ANY RESET BUTTON ON ANY DEVICE/ UNIT

During an Emergency or Disaster

1. **<u>Most importantly, safeguard human life</u>**.

2. Do not panic. Stay calm. Keep patrons and other staff calm.

3. When talking with 911 or law enforcement:
   - Identify yourself, give name, library title/position
   - Describe the problem (i.e., patron issue, fire, flood)
   - Give the location of the problem (upstairs, downstairs, lobby). If necessary, be prepared to give directions
   - Indicate extent of the problem, any peculiar odors, etc.
   - Above all, stay calm and be specific

4. As appropriate, evacuate the library, making sure all patrons and staff move to evacuation location. Close doors but do not lock them.

Know where we keep the First Aid kit, flashlights and other emergency supplies.

Running Toilets

If a toilet continues to flush and/or overflows, you can contact Mike (Custodian) or turn off the water supply to that toilet. To turn off the water:
1. Get a screwdriver from Mike's room
2. As you face the toilet, on the right side of the flush handle is the water valve
3. Insert screwdriver thru hole in chrome cap
4. Using the screwdriver, turn the valve screw to the right (clockwise) to shut off water flow
5. Place **Out of Order** sign on the stall and/or bathroom door

If water is not draining through floor drain, contact Mike and put Out of Order sign on bathroom door.

Make sure Mike knows you shut off water to that toilet.

Only Mike or a plumber will turn water back on:
1. Turn the valve screw left (counter-clockwise) ¼ turn
2. Flush toilet
3. As needed repeat steps 1 and 2 until water flow is normal

Water damage

Serious water damage occurs from a number of sources: burst pipes, clogged drains, broken windows, or construction oversights.

1.   Remain Calm.

2.   Notify Melissa or Emily (Co-Directors) and Mike (Custodian) immediately. Advise them of the exact location and severity of the leak. Indicate whether any part of the collection is involved, or is in imminent danger.

3.   If electrical equipment or electrical outlets are near the leak, use extreme caution. If there is any possible danger, evacuate the area. <u>Do not</u> step into standing water or soppy carpets.

4.   If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off water, etc.), do so cautiously.

Once the water is stopped, wet vacuums, towels and fans to dry the area. To reduce mold threat, we will keep the building cool to cold and circulate air around the wet areas. As needed a restoration and/or mold removal company will be contacted.

Gas Leak

Gas leaks can happen at any time and for any reason. Women tend to have a better sense of smell and notice the additive's smell sooner (at a lower ppm – parts per million) than men.

1. Remain Calm.

2. Evacuate the building – everyone needs to exit. Yourself, staff, patrons. Everyone.

3. The building *could* explode. Please take yourself and everyone else at least as far away as the shelter at Washington Park.

4. Call 9-1-1

5. Call Ameren at 800-755-5000

6. DO NOT reenter the building until given the all clear by Emily and Melissa, who will get it from Ameren and the fire department.

Explosion

Chemical accidents, leaking gas, bombs, faulty boilers or even motor vehicles could all be the cause of life-endangering explosions.

1. Remain calm.

2. Be prepared for possible further explosions. Be prepared for fire or power failure to follow explosions.

3. As possible, instruct patrons and staff to crawl under a table or desk for protection from falling/flying debris.

4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.

5. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).

6. Open doors carefully. Watch for falling objects.

7. Do not use elevators. Do not use matches or lighters. Leave equipment in its current state – if on, leave on; if off, leave off.

8. Avoid using telephones.

9. Evacuate the library when instructed, guide patrons and staff to the evacuation point → grassy area on west side of property past the parking lot.

10. Access back into the building is permitted after the fire department and others have completed their investigations. If arson is suspected, the Federal Bureau of Alcohol, Tobacco, Firearms and Explosives will be the investigating agency.

Tornado

When a tornado occurs move all patrons to the lower level meeting room. If time does not allow evacuation to the meeting room, move main floor patrons to the Local History Artifacts Room.

1. Remain calm.

2. Remove flashlights from outlets. (see page 9 Flashlights for their location.) The weather radios remain on, they activate as watches and warnings are announced.

   a. Tornado watch – weather conditions are favorable for a tornado to form/occur. However, a tornado has not formed. The weather radios activate to announce a watch, giving location of potential tornado.
   b. Tornado warning – issued when a tornado has been spotted. The weather radios activate to announce a warning, giving location and movement of the tornado.

3. Inform patrons a watch or warning has been announced. Encourage patrons to stay in the library if they cannot reach home before the storm arrives.

4. The library is a weather shelter for Washington Park, **do not lock the doors**.

5. When shelter is ordered, guide all patrons and staff into the meeting room or the Local History Artifacts room. If time allows, move everyone into the meeting room on the lower level. If time does not allow, use the Local History Artifacts room on the first floor for the main floor patrons. In both cases, shut the door once everyone is in the room(s).

   a. Just as with a fire or other evacuation, tell patrons to MOVE, NOW. If the patron refuses, tell them second time. If still refusing, leave them. However, as time allows, turn off the main floor public computers at circuit #33 in the circuit breaker box in Mike's room.

6. Open doors carefully. Watch for falling objects.

7. Remain in shelter until radio announcement, police, Melissa or Emily (Co-Directors) declares it is safe to emerge.

In the event of a tornado strike:

1. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
2. Open doors carefully. Watch for falling objects.
3. Be prepared for fire or power failure.
4. Do not use elevators.
5. Do not use matches or lighters, as the gas mains may be damaged.

Fire

If fire occurs in the building, evacuate patrons and staff to the grassy area on west side of property past the parking lot, the corner of 11th and West streets.

1.   Remain calm.

2.   Fire notification

- If you discover the fire, notify the Director and/or Managers <u>IMMEDIATELY</u>.
- If you call the Fire Department (911) yourself or pull the fire alarm boxes, notify Melissa and Emily (Co-Directors) ASAP.
- Evacuate the area

3.   **If the fire is small, you may attempt to put it out with a fire extinguisher if you have been properly trained. Do not jeopardize your personal or anyone else's safety.**

- Never allow the fire to come between you and the exit.
- Call 911 to explain you extinguished a small fire, ask them to come to the library to confirm the fire is out.

4.   Evacuate the building if you are unable to put out the fire. Close doors behind you to confine the fire. Proceed to the appropriate assembly area → grassy area on west side of property past the parking lot.

5.   Do not break windows. Oxygen feeds a fire.

6.   Do not open doors without checking. Before opening any door touch it, if the door is hot or if smoke is visible, do not open the door.

7.   Do not use elevators.

8.   Do not attempt to save possessions at the risk of personal injury.

9.   Report all fires, no matter how small to Melissa and Emily.

Earthquake

1. Remain calm.

2. Drop, cover and hold on.
    a. Drop to the floor to prevent falling,
    b. Cover head and neck from falling object, taking cover under heavy desk or tables.
    c. Hold on

3. Once the shaking stops, prepare to evacuate the library. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases and electrical equipment.

4. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).

5. Open doors carefully. Watch for falling objects.

6. Do not use elevators.

7. Do not use matches or lighters, as the gas mains may be damaged.

8. Avoid using telephones.

9. Be prepared for fire or power failure.

10. As necessary, evaluate the building.

11. Do not reenter building until Police, Fire, Melissa or Emily (Co-Directors) give okay.

Chemical spill or fire

Should a chemical **spill** occur:

1. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water.

2. Notify Melissa or Emily (Co-Directors) or Mike (Custodian) IMMEDIATELY of the extent and location of the spill.

3. If there is any possible danger or contamination, evacuate your area.

Should a chemical **fire** occur:

1. Remain calm.

2. Notify Melissa, Emily or Managers IMMEDIATELY.

3. Call the Fire Department (911) yourself, tell Melissa and Emily ASAP.

4. Evacuate the area.

5. **If the fire is small, you may attempt to put it out with a fire extinguisher if you have been properly trained. Do not jeopardize your personal safety.**

    -   Never allow the fire to come between you and the exit.
    -   Call 911 to explain you extinguished a small fire, ask them to come to the library to confirm the fire is out.

6. Evacuate if you are unable to put out the fire. Close doors and windows behind you as you evacuate. Proceed to the appropriate assembly area → grassy area on west side of property past the parking lot.

7. Do not break windows. Oxygen feeds a fire.

8. Do not attempt to save possessions at the risk of personal injury.

9. Report all chemical spills and fires, no matter how small, to Melissa and Emily (Co-Directors).

Bomb Threat

If you receive a phone call bomb threat:

1. Remain calm

2. Have another staff member begin evacuating the library and call 911

3. Ask the caller and write down the answers:
    a. When will the bomb explode?
    b. Where is the bomb located?
    c. What kind of bomb is it?
    d. What does the bomb look like?
    e. Where did you place the bomb?
    f. When did you place the bomb?
    g. Ask caller where they are calling from

4. Make note of the
    a. Time of the call
    b. Caller's age and gender
    c. Caller's emotional state
    d. Any background noise

5. Do not try to find, open or move the bomb

6. Do not open any unmarked, unfamiliar containers (i.e. book bags, boxes, purses, etc.)

7. Evacuate the building

8. Do not reenter building until allowed by bomb squad personnel or Peru Police

Telephone threat

If you receive a <u>telephone threat</u>, one that you feel is not just a patron unhappy with their overdue fine.

1.   Remain calm.

2.   Listen carefully. Be polite and show interest. Try to keep the caller talking, so you can gather more information.

3.   If possible, write a note to a co-worker to call Melissa, Emily (Co-Directors) or a Manager, or as soon as the caller hangs up, notify Melissa, Emily or a Manager. (Melissa's cell 815-576-6919) (Emily's cell 815-883-1132)

4.   Call the police (911 or 815-223-2151)

5.   After the threat has been made, write down as many details as you can remember for the police.

6.   Do not discuss the threat with other staff or patrons. Do not start a panic.

7.   If evacuation is ordered, proceed to the evacuation location → grassy area on west side of property past the parking lot.

If you receive a <u>written threat</u> or <u>suspicious parcel</u> or if you find a <u>suspicious object</u> anywhere on library property:

1.   <u>Keep anyone from handling it or going near it.</u>

2.   Call the police (911 or 815-223-2151).

3.   Notify Melissa or Emily (Co-Directors) IMMEDIATELY (Melissa 815-579-6919) (Emily 815-883-1132)

4.   Promptly write down everything you can remember about the letter or parcel, or finding the object. This information will be needed by the police interviewers.

5.   Remain calm. <u>Do Not</u> discuss the threat with other staff members.

6.   If evacuation is ordered, proceed to the evacuation location → grassy area on west side of property past the parking lot.

Patron stuck in elevator

There are several reasons why the elevator might stop running, trapping someone inside. We might lose electrical power, the patron might have pressed buttons wrongly, elevator broke, Should the elevator stop running for whatever reason, trapping people inside, **call 911 or 815-223-2141 for the Fire Department.**

The Fire Department should be the only ones to open the elevator when people are trapped.

The elevator has an emergency phone/call box. If someone is trapped they can use the emergency phone/call box to reach our elevator alarm monitoring company. They will call me with the alarm. However, in the meantime the person's shouting will attract attention. Call the Fire Department for rescue/help – call either 911 or 815-224-2141

The following directions only work if the library has electrical power and/or is not stuck between floors. If power is out and/or it is stuck between floors, again contact the Fire Department for assistance 815-224-2141.

The responding firefighters will want to know:
1. Where the elevator on/off switch is. It is in the elevator room off the meeting room
2. Where the emergency elevator opening key is. It is in Mike's (custodian) room, hanging at on the side of the shelving. Labeled, of course. And I haven't the faintest idea what the firefighters will call the key.
3. Who does our elevator maintenance. That is KONE, 309-697-9011

Because we won't know where the elevator stopped – lower level, upper level, halfway between floors, the Fire Department or KONE are the only options for opening the elevator doors. The following instructions are for use by only the Peru Fire Department or KONE maintenance.
1. The emergency elevator opening key is in Mike's (Custodian) hanging on side of shelving, labels as Emergency Elevator Opening Key
2. **The elevator is opened on the same floor it is stuck, so go to the appropriate floor**
3. Holding the elevator key straight, insert it into hole at the right top of the elevator (see photo)
4. Make sure the key is completely inserted, to the round ring stop
5. Turn the ring clockwise
6. Insert your fingers into the slit between the outer doors
7. When the outer door is open about 3-4 inches (width of your fist) remove the elevator key
8. Push the outer doors into their wall pockets
9. Slide the inner doors open all the way
10. Doors can be held open with "Run/Stop" switch on elevator control panel. Use key #30 to move switch to Stop position
11. Escort the patron(s) off the elevator
12. Turn Key #30 to automatically close the doors.

13. Put the elevator key back in Mike's (Custodian) office

Immediately after the patron(s) are removed from the elevator, place an Out of Order sign on all three elevator doors. KONE will be contacted to inspect and repair the elevator.

Report to Melissa and Emily (Co-Directors) and Mike (Custodian) that the elevator was stuck, let them know the day and time. Complete an incident report.

Lockdown situation

A lockdown is when patrons and staff are secured in the library, allowing no one to leave or enter. Two forms of lockdown are possible: 1) Threat is outside the building for example in Washington Park or 2) Threat is inside the building.

Threat is outside the building

1. Law enforcement informs us of a public safety situation/potential threat, requesting the library move to lockdown status.
2. As directed by police, staff requests individuals outside library doors immediately enter building.
3. The exterior/outside doors are locked.
4. All area, restrooms, meeting rooms and other spaces are cleared, bringing all patrons and staff to the main floor reading area.
5. As possible, all blinds and windows are closed.
6. Stay calm, remain quiet.
7. Library remains in lockdown mode until released by law enforcement.
8. Library is evacuated if told to by law enforcement or if the library is on fire. If evacuated, all patrons and staff go to the grassy area on west side of property past the parking lot.

Threat is inside the building

1. Staff announce Lockdown with Intruder situation.
2. Immediately move patrons and staff away from the intruder.
3. As possible, call 911. Only law enforcement may enter library.
4. Stay calm, remain quiet.
5. If you can evacuate, get out of the library. Evacuate to the evacuation point → grassy area on west side of property past the parking lot.

Active Shooter situation

1. Remain calm.
2. Evacuate, run, get out of the library. Go to evacuation point. Try to pull a fire alarm on your way out.
3. If not able to leave the building, hide

4. Use a land line to call 911, explain there is a shooter in the library. DO NOT hang up, if need be, just set the handset on the desk or floor.
5. If still in the building, turn off or silence your cell phone.
6. When a rescue occurs, drop immediately to the floor, and then do not make any sudden moves. Most likely, the police will cuff and search **everyone**. Do not resist.
7. Follow police instructions.
8. If evacuated meet at grassy area on west side of property past the parking lot.

Lost Child or Adult

If an individual is reported lost:

1. Melissa, Emily (Co-Directors) or Managers meet with parent or individual and takes detailed information
2. We relay known description to all staff
3. Staff covers all public and staff entries/exits
4. Staff searches all areas, storage areas, and restrooms for the individual
5. If person is not found, Police are contacted

When the notification includes any information about attempted or suspected abduction, staff should:

1. Remain calm
2. Lockdown the facility
3. Call 911
4. Staff instructs everyone to remain in the building
5. Follow police instructions

After an Emergency or Disaster

Depending on the extent of the emergency, we resume regular library services as soon as practical. In most cases, we only need to do steps 1 & 2, for example when we lose internet access or the elevator is stuck. In extreme situations, steps 3+ are followed, for example tornado hits building or water pipes burst.

1. Verify safety of all patrons and staff

2. If possible, resume library services

3. As needed, verify that all necessary emergency personnel have been contacted.

4. Melissa or Emily (Co-Directors) contacts Library Board President

5. Melissa and Emily begin contacting the applicable vendors from the Recovery list, to request assistance. For example, high volume fans and dehumidifiers. As possible arrange the recovery/cleanup schedule for staff.

6. When permitted by law enforcement and by local building inspector to reenter the building, contact staff to begin cleanup

7. Keep the public and patrons informed concerning the extent of the impact of the emergency/disaster on the library. As necessary, arrange for borrowed material to be returned off site or at another library.

8. Document all actions and activities, this will be important for the ensuing library, police and insurance reports. We will take lots of pictures, and then more pictures.

9. Following the pre-determined Recovery Priorities begin cleaning up the debris left by the disaster/emergency.

Recovery Priorities

Depending on severity and type of damage, the collection and library furnishings are salvaged/recovered this in this priority order.

1. Computers & Server
2. Board Minutes
3. Personnel Files
4. Accounts payable files
5. Cash boxes
6. Local History artifacts
7. Local History & Genealogy collection
8. Original Artwork
9. Microfilm
10. Furniture
11. Fiction collection
12. Audio-Visual collection
13. Non-Fiction collection
14. Televisions and game consoles

Extra-ordinary means will not be taken with water damaged books from the circulating collection.

Items which will not be salvaged are:
1. Print newspapers
2. Print magazines
3. Paperback books
4. Book sale room
5. Local History vertical file
6. Decorations
7. General paper files

Contact phone numbers during and after emergency/disaster

Library Co-Directors:
Melissa 815-579-6919
Emily 815-883-1132

Police Department: 911 or 815-223-2151
Fire Department: 911 or 815-224-2141

Fire Alarm: 773-777-0707
Acct# L32813

Building Alarm: 773-777-0707
acct# RJ2481

Custodian: Mike Pack 815-488-2318

Elevator Alarm: Thompson Electronics
309-697-2277

Automatic Doors: Tee Jay Center 800-257-8963 or 309-747-3247

Electric Company: City of Peru 815-223-0044

Electrical Work: Ficek 815-223-2775

Elevator Company: Kone 309-303-2398

Employee Benefits: Melissa Keegan, Co-Director

Garbage Collection: Waste Management 800-796-9696 (acct 000179206083001)

Gas Company:
  Emergency Shut-off: 911
  Report Gas Smell: Ameren 800-755-5000

Glass Repair: Koolmaster 815-223-8972

HVAC: Chapman's 815-223-1379

Insurance Agent: Building/Liability LIRA

Internet Provider: Comcast: 877-289-8849
Account number: 8771 10 319 0039711

Internet Domain: Go Daddy Customer
#37766117

Library Board President: Mike Watts 815-488-1440

Newspaper: News Tribune 815-223-3200

Pest Control: Kendrick Pest Control 815-223-7809

Plumber: Chapmans 815-223-1379

PrairieCat: Carolyn Coulter
carolyn.coulter@prairiecat.info

Radio: Radio Group 815-224-2100
WLPO   815-223-3095

Server and Router: Melissa Keegan

Sewer: Roto Rooter 815-223-3700

Snow Removal: Specialty Landscape 815-223-1033, cell 815-252-0283, 815-252-8146

Technology Support: Kacy Kelly
librarytech@mediacombb.net

Telephone Company: Peerless Network
800-440-9440 acct# 1212235

Tree Removal: Stuart Tree Service 815-223-3416

Water Company: City of Peru
  Emergency Shut-off: 815-223-8615
  Water leak/pipe burst: 815-223-8615

Web Site Host: GoDaddy Customer
#37766117

Yard Service: Specialty Landscape 815-223-1033, cell 815-252-0283