

## Emergency Procedures 2024

### Library Responsibilities

While natural disasters such as floods and hurricanes cannot be prevented, other disasters such as fire due to faulty electrical wiring or unattended equipment, or water damage resulting from broken pipes, and damaged roofs can. Knowing what to do during and after an emergency increases the safety of employees, the public and can help avoid loss of collections and property. Please remember that in all cases, human safety is more important than that of objects or property. Each situation is different, so always use common sense when following these procedures. The intent of these procedures is to ensure that emergency and security -related incidents within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities. These procedures apply to all employees of the Patchogue-Medford Library.

The Library is committed to preventive measures including:

- Practicing good housekeeping and keeping Library buildings in good repair.
- Investing in sound building systems (e.g., HVAC; fire detection and suppression; etc.) and maintaining them.
- Ensuring timely building inspections/testing and responding to factors, which constitute a potential hazard.
- Taking special precautions during unusual periods of increased risk, such as building renovation.
- Having comprehensive insurance for the library building, property and materials.
- Maintaining names of contacts with telephone numbers and emergency services and putting them into this manual.
- Keeping supplies and equipment required in a disaster in-house (see Appendix A for a list of locations).
- Using the Rave panic app and signing up employees during orientation. In seconds, the Rave Panic Button app clearly communicates an emergency to 9-1-1, employees, and first responders simultaneously, reducing response time.

### Employee Responsibilities

Knowing what to do during and after an emergency increases the safety of employees, the public and can help avoid loss of collections and property. Please remember that in all cases, human safety is more important than that of objects or property. Each situation is different, so always use common sense when following these procedures. Employees should:

- Always being alert and aware of surroundings.

- Reporting suspicious individuals, broken locks, windows or other safety concerns to your supervisor, the Director, Assistant Director or member of the Safety & Wellness Committee.
- Knowing the locations of the emergency exits, fire extinguishers and alarms.
- Not discussing coworkers with patrons.
- Using the buddy system when exiting the building at closing.
- Telling someone when you leave the building for a break.
- Be sure to notify your supervisor of any special needs or assistance you require during an emergency.

Know that they are not expected to place themselves in imminent danger or risk their lives to carry out these procedures.

- Know where the fire alarm boxes and fire extinguishers are located and how to use them.
- Know what to do when a fire alarm is heard.
- Know the layout of the building in order to be able to evacuate safely.
- Know where to assemble in case of evacuation or if the building is rendered unavailable.
- Be familiar with all employees in their area.
- Let their supervisor know of any special needs or assistance that they may require in an emergency.
- Understand any special needs of those in their areas. If there are, an employee should be assigned to assist them in case evacuation is necessary.

### **Announcements**

Knowing how to make announcements through the phones AND overhead speakers so everyone in the building hears them.

- **Through phones:** pick up phone select "InPg" then "0"
- **Overhead:** press "8 00"

Please put your supervisor's phone number, plus any other contacts you may need into your phone. Employees must download the Rave app to complete registration in order to make emergency calls through it. Speak to the Assistant Director if you have any issues. It is strongly recommended that employees sign up for [Suffolk Alert](#) and [NY Alert](#) to stay informed in the event of disaster/emergency.

### Calling Security

If you want to call security over to a specific location, but do not want customers to know you are calling security, simply page for "Extension 400 to come to \_\_\_\_\_."

## Chain of Command

All employees are expected to understand and follow the Chain of Command below. Be sure to notify the Librarian-in-Charge of incidents as soon as possible. There is a calendar on the Staff Blog, which shows which librarian is in charge in the evening, and on weekends.

1. Director
2. Assistant Director
3. Business Manager
4. Department Head with seniority (Librarian-in-Charge)
5. Full-time employee with seniority or director designate

The person in charge at the time of an emergency occurs will remain in charge until someone higher up in the chain arrives and relieves them or until local authorities arrive and take command of the situation.

## Emergencies

If you witness an emergency in or near the Library, you should:

1. Make sure you are safe before acting.
2. Elicit help from a co-worker or another person in the area.
3. Act to protect lives, then physical property.

Notify Security or the Librarian-in-Charge of the incident immediately. If time is of the essence, all staff members are empowered to Contact 911 via phone or use the Rave app without a supervisor's permission and then alert Security or the Librarian-in-Charge.

- Provide the 911 dispatcher with any information that they request.
- Be sure they are dispatching to the correct building:
  - Patchogue-Medford Library, 54-60 East Main St. Patchogue, NY 11772.
  - Teen Center at the Patchogue-Medford Carnegie Library, 160 W Main St, Patchogue, NY 11772.
- Follow instructions

## Emergency Phone Numbers

After emergency personnel are contacted, the Library Director will be responsible for contacting any additional library staff and notifying the President of the Board of Trustees. **REDACTED**

## Evacuation and Assembly Procedures

Any time you hear the fire alarm or an announcement to evacuate, assume it is real. You will be notified of any testing or drills prior to their taking place. When you hear the evacuation alarm or are told to evacuate the building:

1. Stop what you are doing and leave quickly.
2. The highest-ranking person who is physically present in each department is responsible for insuring all members of his/her department evacuate the area.
3. As you exit, quickly check nearby rest rooms, copier rooms, closets, etc.
4. Shut doors behind you as you go (closed doors can slow the spread of fire, smoke, and water).
5. Accompany and help handicapped personnel, visitors, and any co-workers who appear to need direction or assistance.
6. If someone on the lower level cannot be evacuated, they should be directed to the area adjacent to the staircase in the Children’s Room. This area is identified as the Designated Rescue Area.
7. Once out of the building, go to the designated assembly area:

Main	Carnegie	Medford
Capital One Plaza.	Far side of the courthouse parking lot.	Far side of the Library parking lot.

Security personnel should:

1. Ensure that staff and patrons are evacuating.
2. Security should remain outside the building until responders arrive.
3. Notify responders of any missing persons/persons stuck in the building.

The Librarian-in-Charge should:

1. Ensure that staff and patrons are evacuating.
2. Security should remain outside the building until responders arrive.
3. Librarian-in-Charge should proceed to the Assembly Area and check in with each department.
4. Notify responders of any missing persons/persons stuck in the building.

When at Assembly Area:

1. Highest-ranking person in each department should take a head count to make sure everyone is out of the building and accounted for.

2. Report any missing persons or any individuals with disabilities stuck on the Lower Level to the Librarian-in-Charge who will notify firefighters, police officers, etc.
3. Stay in the Assembly Area until you receive further instructions.

### **Incident Reporting**

Please immediately report any unsafe condition to your supervisor or the Librarian-in-Charge. Reports and concerns about workplace safety issues can also be reported to the Assistant Director, Director or a member of the Safety Committee. In the case of accidents, public or staff, that result in injury, regardless of how insignificant the injury may appear, employees must immediately notify a supervisor. In every instance, an Accident/Incident Report must be submitted. Supervisors or security should submit reports through Orangeboy. Direct all related inquiries from the public to your supervisor or the Librarian-in-Charge. Employees dealing with patron related issues that do not necessarily warrant security intervention now but may be of concern, should report the matter of note to their supervisor via email.

### **Rave Panic Button App**

All staff will be signed up for the Rave Panic Button App, our emergency alert system. *It is up to staff members to complete registration by downloading the app to their phone.* Administration will use the app to notify employees of snow closings and other emergencies. The app also provides everyone with an alternative means to report specific types of emergencies to the authorities in addition to automatically notifying their coworkers at the time of an emergency.

### **Safety & Wellness Committee**

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, Director or committee member. Staff will be informed about workplace safety and health issues through supervisor-employee meetings, blog postings, memos, emails, or other written communications. If you have any questions, suggestions or safety concerns, please talk to a committee member. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action. It is important to be familiar with correct evacuation routes and emergency policy and procedures. A Safety Committee is in place with representatives from each Library Department to promote a culture of physical, psychological, and emotional well-being for the staff by:

- Addressing staff safety concerns
- Increasing awareness of factors that contribute to physical and mental well-being
- Providing training opportunities for staff
- Hosting events and activities to help create a sense of community

## Specific Emergency Responses

### Active Shooter

One of the scariest internal lockdown situations is Active Shooter. While Active shooter events have increased in frequency, statistically your likelihood of being involved with one are less than being struck by lightning. An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms, but other weapons are possible. Active shooter events are unpredictable and evolve quickly. They are usually over within 10 to 15 minutes, before law enforcement arrives on the scene.

What you can do to be prepared for an active shooter situation:

- Be aware of your environment and possible dangers.
- Sign up for trainings such as active shooter, tourniquet and CPR/first aid. These are offered regularly through the Suffolk Cooperative Library System. The Library generally runs CPR for staff in early spring.
- If you see suspicious activity, report it right away.
- If you participate in an active shooter drill, talk to your family about what you learned and how to apply it to other locations.
- Map out places to hide (Solid doors with locks, rooms without windows, and heavy furniture like large filing cabinets and desks make good hiding places).
- Visualize possible escape routes.

If you hear shots fired in the Library or if you witness an armed person shooting or threatening people, immediately choose the best way to protect your life. Very quickly, make your best determination of what is occurring and which of the options below will provide the greatest degree of Security for you employing “RUN, HIDE, or FIGHT.”

**RUN.** Getting away from the shooter or shooters is the top priority. Leave your things behind and run away. If safe to do so, warn others nearby. Take others with you, but do not stay behind because others will not go. Call 911 or use the Rave Panic App when you are safe. Describe each shooter, their location, and weapons.

**HIDE.** If you can't get away safely, find a place to hide. Get out of the shooter's view and stay very quiet. Silence your electronic devices and make sure they won't vibrate. Lock and block doors, close blinds, and turn off the lights. Don't hide in groups— spread out along walls or hide separately to make it more difficult for the shooter. Try to communicate with police silently—like through text messages or by putting a sign in an exterior window. Stay in place until law enforcement gives you the all clear.

### Safe Rooms i.e. Rooms that Lock

In certain emergency situations, it may be necessary for you to hide. It is important to know which rooms you can lock and hide in.

FIGHT. Your last resort when you are in immediate danger is to defend yourself. Commit to your actions and act aggressively to stop the shooter. Throw items at the shooter if possible. Ambushing the shooter together with makeshift weapons such as chairs, fire extinguishers, scissors, and books can distract and disarm the shooter. Call 911 or use the Rave Panic App when you are safe. Describe each shooter, their location, and weapons.

Take care of yourself first, and then you may be able to help the wounded before first responders arrive:

- If possible, help the injured get to safety
- While you wait for first responders to arrive, provide first aid—apply direct pressure to wounds and use tourniquets if you have been trained to do so
- Turn wounded people onto their sides if they are unconscious and keep them warm

When law enforcement arrives:

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information you should provide to law enforcement or the 911 Operator:

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

After the police have secured the premises:

- The Librarian-in-Charge will comply and participate in the law enforcement investigation of the incident, including identifying witnesses and providing requested documents
- The Librarian-in-Charge or designate is responsible for notifying relatives of injured staff members

### **Chemical Spills/Contamination**

Masks and gloves are located in custodial closets or in the admin closet. For chemical, biological, or radiological contamination in the building:

- Isolate it—don't handle it.

- If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water. If you need to take an emergency shower, stand in the sink of the Custodial Closet on the Main Floor of the Main Building or use the slop sink in the Custodial Closet in Children's. There is also a slop sink you could stand in, in the Boiler Room at Carnegie.
- Notify Librarian-in-Charge and Custodian of the extent and location of the spill.

Librarian-in-Charge or designee should:

- Call Police and Fire Departments, giving location of spill. Also Call Postal Inspectors at 877-876-2455 if the item was received in the mail.
- If there is any possible danger, evacuate the area.

In the event of a toxic spill outside of the building, also be prepared for possible Lockdown.

### **Closing Early**

If the Librarian-in-Charge decides to close the Library early, they should:

1. Call and notify all departments (don't forget the Carnegie Building) and send out notification via the Rave App.
2. Make sure signs are placed on the front and side doors to notify the public that the library is closing early.
3. Ask Evan to put a notice on the computers.
4. Make sure announcements over the overhead PA and through the phones are made.
5. Make sure outside groups with room reservations are called.
6. Make sure the phone system and website are updated:

*"Due to ... the Library will be closing in xx minutes."*

Supervisors in each department should:

1. Notify their department staff, including those scheduled to come in after the closing.
2. Begin telling patrons, checking bathrooms, etc.
3. Teens and children who are unaccompanied by parents should be asked to call for a ride and remain in the Library until a parent or responsible adult comes to escort them home.
4. Those who walked should be encouraged to walk home.
5. Make sure all program instructors and patrons are called.

Security should walk around the building checking bathrooms, book aisles, etc. and tell people that the library is closing.

### **Earthquake**

In the event of an earthquake:



1. Remain calm.
2. Stay in the building. Take shelter within a doorway, in a narrow corridor, or under a heavy table, desk or bench.
3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
4. Do not attempt to leave the building, as exit stairwells may have collapsed or be jammed with people.

After the earthquake has stopped:

1. Remain alert for aftershocks.
2. Listen to local radio stations for instructions.
3. Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
4. Evacuate the building if safe to do so. Do not re-enter until the building has been declared structurally sound.
5. Check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Shut off utilities at main valves or meter boxes. Turn off appliances.
6. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
7. Ensure that sewage lines are intact before running water or flushing toilets.

### **External Threat Lockdown**

#### External Threat

If the threat occurs outside of the building, the goal is to secure/lock the doors and prevent the threat from entering the Library or persons from leaving the Library and walking into a dangerous situation.

#### Custodian and/or Security should:

1. Lock the doors.
2. Station themselves at public and staff entrances and not let anyone leave the building. Those seeking to leave should be advised of the situation and threat of danger.

#### Security (or Librarian-in-Charge) should:

1. Report emergency to 911.
2. Make an announcement over the PA and through Phones to notify staff of the situation:

*“There is an \_\_\_\_\_ threat. Doors have been locked for your safety.”*

3. Call off the lockdown over the PA and through the Rave App when the danger has passed

## Fire

If a fire occurs in your area:

1. Remain calm.
2. If the fire is small, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety.
3. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).
7. All fires, no matter how small, must then be reported to a supervisor.

Fire Extinguisher Use: Remember "PASS"  <i>Pull</i> the pin on the extinguisher handle  <i>Aim</i> low at the base of the fire  <i>Squeeze</i> the handle  <i>Spray</i> from side to side
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If you are unable to put out the fire:

- Evacuate your area and the building. If the fire alarm did not go off, pull an alarm or make an announcement to evacuate over the PA.
- Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible, do not open the door.
- Do not use elevators.
- Do not attempt to save possessions at the risk of personal injury.
- If there are guests or library patrons in the building, the employee associated with the guest(s) should guide them out through the nearest exit.
- Do not return to the area until cleared by emergency personnel.

Fire extinguishers and pull box alarms can be found throughout the buildings. Use at your discretion. If you notice or cause a fire, pull the nearest fire alarm.

## Flooding/Water Leaks

If a water leak or flooding occurs:

- Notify Security or Librarian-in-Charge.
- Do not walk in standing water until you are sure there is no risk of electrocution.
- Make sure that you, guests and others are safe.

The Librarian-in-Charge should call 911 and, if necessary, evacuate the building.

Custodians should turn off the water and electricity as the situation dictates.

All employees should be prepared to help as directed in protecting items that are in jeopardy when it is safe to do so.

This may involve:

- Covering shelf ranges, computers, copies and furniture with plastic sheeting which can be found in custodial closets/desk areas.
- Placing buckets under leaks.
- Carefully moving materials out of the emergency area.

See **Post Recovery** for dealing with damage.

### **Lost Child Alert**

As time is of the essence with a lost child, the library staff member that receives the report should take the lead, gather the info and make the announcement through the overhead PA AND the phones. Procedures are designed to work with minimal staff in the building

1. Obtain a detailed description of the child:

- Name, age, gender, race, hair color etc.
- What is the child wearing?

2. Then announce over the PA and through the phones:

**Through phones:** pick up phone select "InPg" then "0"

**Overhead:** press "8 00"

*"Attention. This is a Lost Child Alert. Six year old African American boy, short black hair, wearing a green t-shirt. I repeat...."\*\*\*Repeat at least once more*

When you hear this announcement, all employees should stop working and check the assigned areas for their department as listed below. They should also be posted in your department.

The Librarian-in-Charge should stand at the Main Street entrance and keep time. **If the child is not found within 10 minutes:** the Librarian-in-Charge or Security should notify the authorities.

Security guard or someone from the Adult Department should stand at the side entrance.

**Be sure to call off the Lost Child Alert if the child is located over the PA and through the phone:**

*"The Lost Child has been found." \*\*\*Repeat.*

Be sure to notify the Librarian-in-Charge at the front entrance when the child is found.

### **Medical Emergency**

If someone appears to be ill or injured:

1. Notify security or the Librarian-in-Charge immediately.
2. Call parents if a minor is involved.

3. Do not attempt to move a person who has fallen and who appears to be in pain.
4. Clear the area around the injured person(s) and try to keep onlookers away.
5. Avoid unnecessary conversation with or about the ill or injured person or members of their party. Limit your conversation to quiet reassurances.
6. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
7. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
8. After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for a medical report.

Provide any first aid assistance that you are capable of/qualified to provide. In the event of a suspected drug overdose, staff that are Narcan trained may act under their own accord until 911 arrives. First aid kits containing items such as bandages, gauze, cold packs, eyewash and antibiotic ointment. Kits can be found at Public Services, in the Children's Dept and at Carnegie. Extra supplies (including facemasks and gloves) are in the custodial and admin closets. Notify the Business Office if supplies are low. Kits also contain antacids, Tylenol, Advil and other medications. **Medication is For Staff Use ONLY** and should never be given to customers.

The main building is equipped with two automated external defibrillators (AEDs). They are located in the outside the restrooms on the main floor and outside of the Head of Children's office on the Lower Level. The AED at Carnegie are located by the side entrance. Stop the Bleed Kits and Lifevac (for use in choking when Heimlich isn't working or possible) are also housed in the AED boxes. Note: an alarm will sound when cases are opened. and Stop

### **Phone Threat, Mail Threat, and Suspicious Object**

If you receive a **telephone threat**:

1. Listen carefully. Be polite and show interest. Try to keep the caller talking so you can gather more information. Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators. Record the call, if possible.

**DO NOT HANG UP**, even if the caller does.

2. If possible, signal a colleague to inform security for you or call yourself as soon as the caller hangs up.
3. Librarian-in-Charge or Security who should notify authorities immediately via 911 call or through the Rave app.
4. Do not discuss the threat with other staff.

5. Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation.
6. Be available for interviews with facility supervisors and/or law enforcement.

If you receive a **written threat** or a **suspicious package** or if you find a **suspicious object** anywhere on the premises:

1. Keep anyone from handling it or going near it. Ensure that all persons who have touched the mail piece wash their hands with soap and water. If you need to take an emergency shower, stand in the sink of the Custodial Closet on the Main Floor of the main building or use the slop sink in the Custodial Closet in Children's. There is also a slop sink you could stand in, in the Boiler Room at Carnegie.
2. Notify Security or Librarian-in-Charge immediately.
3. Librarian-in-Charge or Security who should notify authorities immediately via 911 call or through the Rave app.
4. Promptly write down everything you can remember about receiving the letter or package, or finding the object. This information will be needed by security and police interviewers.
5. Remain calm. Do not discuss the threat with other staff members.
6. Follow authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and provide guidance regarding facility lock-down, search, and/or evacuation

### **Power Outage**

In the event of a power outage, all employees should:

- Remain calm.
- Provide assistance to visitors and staff in their immediate
- If you are in an unlit area, proceed cautiously to an area that has emergency lights.
- Wait until Librarian-in-Charge/Custodian have determined the extent of the outage.

Librarian-in-Charge and Custodian should:

1. Determine the type/extent of failure with custodian by calling PSEG
2. Check for persons stuck in the elevator. Assure them that you are working to remedy the situation.
  - The emergency phone in the elevator goes to our elevator company. They will come automatically if called.
  - There is an emergency key that opens the elevator door from the outside by the Custodian's Desk. Custodians can get the trapped person out. Sometimes the elevator just needs to be reset. This can be done easily in the Elevator Machine

Room (to the left of the elevator) in CAPS. Just unplug, flip-the lever down and up, and plug in again.

3. If it is determined that the power will remain out longer than 15 minutes, all patrons should be evacuated from the building. Teens and children who are unaccompanied by parents should be asked to remain in the Library until a parent or responsible adult can be contacted to escort them home. At least two staff members should remain with those waiting for a ride
4. Lock the building and put signs on the windows

#### Good to Know

- Flashlights are located in all departments.
- Emergency lighting stays on for 15 minutes.
- During a power outage the main telephone system does not work. Please use your cell phone or the red emergency telephone located at the rear of the main building near the staff entrance.
- Circuit breakers are located throughout the building (in the Learning Center, by the Local History Room, and back wall of first floor staff space, just inside the doorway).

#### **Tornado**

Tornado Watches and Warnings are issued by the National Weather Service.

- *Tornado Watch* means that conditions are favorable for tornadoes to form. You should be alert to weather conditions and announcements.
- *Tornado Warning* is more serious and means that a tornado has been sighted in the area.

If a tornado warning is issued, all staff and patrons should be advised to take shelter in the Lower Levels of Main and Carnegie.

Librarian-in-Charge should make an announcement overhead and through the phones along the lines of:

*"A tornado has been spotted in the area. Everyone is advised to take shelter in the Lower Level."*

All staff should:

- Avoid the elevator unless absolutely necessary.
- Do not call the fire or police departments (9-1-1) for information, but monitor your Emergency Alert Station (EAS) and other news media for official warnings, messages, and instructions.
- Stay in place until the threat is over.

### **Unattended Children and Young Adults**

All children below the age of 10 must be accompanied and supervised by a parent or responsible caregiver (age twelve or over) while using the Library.

If you encounter an unattended child under age 10:

Report the unattended child to the Librarian-in-Charge who will attempt to contact parents or a responsible caregiver. If parents or responsible caregivers are unavailable, proper authorities should be contacted.

If a young adult is left at closing:

While the Library staff is not responsible for the supervision of young adults, on a case-by-case basis, at least two staff members may elect to:

- Call parents or other caregiver
- Wait with the young adult until he or she is picked up or
- If a ride is not forthcoming, the Suffolk County Police Department can be called.
- If you elect to summon the Suffolk County Police Department, both staff members should wait with the young adult until the Police Department arrives

An incident report should be filed in both situations. **Do not drive the child/teen home!**

## Post Disaster and Recovery

Following a disaster the Library will undertake recovery activities to restore services and repair damages caused by the event.

### Contacting Staff

Once safety measures are underway, Administration will update Custodians and Department Heads who will be responsible for contacting their departmental staff members. Once contact and wellbeing of all staff members has been established, determine who is able to safely travel from their homes to the library. The library director will contact all board members to ensure their safety/wellbeing and keep them up-to-date on which actions below are being taking during the disaster recovery process.

### News Media and Public Inquiries

The Library Director, Library Board President, or Director's designate at the time and emergency occurs is the only person authorized to release information on behalf of the Library. The Librarian-in-Charge at the time will immediately contact the Library Director. Spokesperson will coordinate information and release of information with the Library's Public Relations Officer, law enforcement personnel, emergency medical personnel and Town and village officials as required.

During and after an emergency, library employees:

- Should not respond to media or public information requests.
- Should refer all inquiries and information requests to the Library Director, Library Board President or Director's Designate.
- If no Library personnel are available, refer all public and media inquiries to the Police or Fire Department as appropriate.
- Should not discuss or speculate on the cause, consequences, events, impacts or personnel involved with the situation. This includes social media communication.

### If Library is Intact

In the event that there is a disaster that affects a large number of area residents but has not affected the library, the Library will coordinate with Village officials and follow Suffolk County directives in deciding on which procedure(s) to follow. Some possibilities include, but are not limited to:

- Using the Library for emergency crews or being a temporary shelter location.
- Becoming a drop off and pick up location for needed community items e.g. water, food, toiletry, blankets, etc.
- Offering temporary extended hours such as being opened on Fridays, Sundays, every evening, and earlier morning hours.

### If Library Has Damage



If a disaster has damaged the library facility, the following guidelines should be followed.

### Document the Damage

It is important that all damage to libraries and materials that results from disaster is fully documented. The Library Director will conduct a preliminary assessment of the extent of the damage prior to enacting further response efforts. The Library Director is responsible for gathering photo and/or video evidence with pertinent identifying information, such as date and time and in contacting the insurance company.

### Stabilize the Environment

Custodians should work with emergency response workers to stabilize the area after initial photographic evidence is gathered. This could include cleaning up standing water, using plastic sheeting to protect the collection from further damage, providing electricity through the use of generators, removing wet furnishings and stabilizing temperature and humidity levels by using fans or dehumidifiers.

### **Continuity of Service**

The library will do its best to ensure continuity of service to the community and may employ the following measures:

### Finding an Alternate Location

In the event that all library branches are affected, the library director and board will look for temporary housing. If space in the new facility is limited, staff may recommend that patrons not return any items already checked out until the library facility is reopened. Suffolk Cooperative Library System will be notified that we can no longer send ILLs. Patrons will be asked to keep their items until the library instructs them otherwise.

### Enacting Remote Work Protocols

Staff may be assigned to working remotely from home at the discretion of Administration. Working remotely requires:

1. Identification of staff who will work remotely
2. Approval and assignment of remote work
3. Equipping staff for remote work, may include:
  - a. Internet capable laptop
  - b. Necessary peripherals
  - c. Access to VPN and/or secure network drives
  - d. Access to software and databases necessary to perform their duties
  - e. A solution for telephone communications
    - Note that phone lines may need to be forwarded to off-site staff

The Director, Assistant Director, and Department Heads will collaborate to identify staff/positions that can effectively work remotely. Final approval to work remotely will be given

by the Director. Department Heads will be responsible for assignment and review of remote work. The Assistant Director, Network Manager and Department Heads will evaluate the equipment and software needed and available for those staff/positions approved for remote work by the Director. The Network Manager will provide software access and maintain a list of all equipment being used by staff for remote work.

#### Neighboring Library Support

Patrons may be encouraged to use neighboring libraries after permission has been obtained from the neighboring libraries. The library director may also ask supporting libraries to post updates on their social media pages about recovery process

#### **Updates**

Social media, the library's newsletter, website and phone message will be used to help inform patrons of the library's status.

## Appendices

### Appendix I: Salvaging Water Damaged Collections

#### Collection Priorities

Mold can grow within 48 hours making it is essential to work to salvage collections as quickly as possible. Collections listed below are those portions of the collection to which salvage priorities have been assigned:

- Local History (rare books, manuscripts, photographs etc.)-located in the local history room on the south side of the main floor.
- Administrative Records (personnel files, financial records, insurance records, etc)-located in the Business Office on the 2<sup>nd</sup> floor and in the basement.

#### Staging Recovery Area

In the event of water damage, the environment must be stabilized to prevent the growth of mold. Custodians should employ pumps, to remove large quantities of standing water, fans, for air circulation, and dehumidifiers to help lower the humidity. Prior to moving any items, staff should work with custodians to gather materials and set up work areas for sorting items.

#### Collection Assessment

Designated library staff will assess the condition of damaged materials starting with priority items and then moving on to general collections. Generally items need to be air dried or frozen within 48 hours. If many items require treatment for water damage or if any mold is detected, the library will consider using an outside company to freeze irreplaceable materials. Whether recovered materials are treated in-house or sent to an outside vendor, the library is aware that not all techniques are appropriate for all library materials. Assessment will decide what items to treat or replace. Employees should handle objects with rubber gloves and a wear a mask as contaminated objects may pose a health hazard. Do not move items until a place has been prepared to receive them.

#### Books

To air dry books: remove two or three books from each wet or partly wet shelf (to relieve pressure). Completely remove wet books but leave damp books on shelves, if space can be kept cool and dry. Wet books should be stood upright and gently fanned open to dry. Use fans to keep air moving at all times. Direct fans into the air and away from the drying volumes. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

Oversize volumes must lay flat on un-inked newsprint or blotting paper. Pages should be interleaved with sheets of un-inked newsprint or blotting paper that is changed as it becomes saturated. Rare books with Leather or Vellum Cover should be frozen until arrangement can be made to bring them to a freezing facility for conservation.

#### Paper Documents

Single sheets or small groups of records are to be laid out on un-inked newsprint or

blotting paper. Replace the blotting paper as it becomes wet. If an item exhibits water-soluble media, allow it to dry face up. Do not attempt to blot the item since blotting may result in offsetting water-soluble components. If small clumps of records are fanned out to dry, they should be turned at regular intervals to encourage evaporation from both sides. As a last resort to maximize space utilization, smaller sheets may be strung from a hung clothesline.

### **Microfilm**

Wipe outside of film cans or boxes before opening. Dry film in damp or wet boxes should be removed from but kept together with its box. Leave wet microfilm in their boxes. Wet film must be kept wet until it can be reprocessed. Pack wet motion picture film in a container lined with plastic garbage bags. Contact a microfilm lab or film processor to rewash. Film should be rewashed and dried within 72 hours.

### **Photographs**

- Damaged photographs for which there are no negatives should receive attention first. Carefully remove negatives from their enclosures. If the enclosure has identifying information, keep it near the negatives.
- Hold photos by the edges or margins. Always lay with emulsion side up.
- Wet photos may be rinsed in clean water (if needed) and sealed in a plastic garbage bag with a tie or a ziploc type plastic bag until the drying process can take place.
- If a freezer is available, freeze the photos immediately. Interleave photographs with wax paper prior to freezing. If no freezer or refrigerator is available,
- Air dry photos face up, in a single layer on a clean surface (a table, window screen, or clean plastic laid out on the ground. Avoid drying the photos in direct sunlight. Photos will curl as they dry but a photo expert can be contacted later about flattening them.
- If an image appears stuck to glass/glazing, leave in frame and dry glass-side down.

### **Scrapbooks and Photo Albums**

Place sheets of blotter between each leaf. Change the blotter paper as it becomes damp or wet. If the album can be dismantled, separate the leaves and air dry on clean blotters. If drying cannot proceed immediately, wrap the volume in plastic and freeze. The volume can then be thawed and air dried at a later date. Care must be taken to maintain page order.

### **Unsalvageable Materials**

Materials soaked, burned, contaminated, or otherwise damaged beyond repair must be discarded and assessed for possible replacement. Each library staff will need to determine what needs to be replaced in their assigned section based on our Materials Selection Policy and circulation statistics. It will be necessary to note title pages or other available identifying matter in order to search for availability, replacement or withdrawal in the online catalog.