

ZION BENTON PUBLIC LIBRARY DISTRICT

EMERGENCY PROCEDURES

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Emergency Services

Police	Zion Police Department	847-872-8000 or 911
Fire	Zion Fire Department	847-746-4036 or 911
Ambulance	Zion Paramedics	847-746-4036 or 911
Burglar/Fire Alarm Monitoring	Alarm Detection Systems	630-844-6302
Emergency Management	Zion ESDA	847-746-4042
Environmental Health	Lake Co. Health Department	847-377-8020 or 847-309-0319
Poison control	National Capital Poison Center	800-222-1222

Emergency Vendors

Cleaning: Complete Cleaning
Dave Wichman 615 Wheat Lane.
Wooddale, IL 60191
Office: 630-766-4464 ext. 214
Cell: 630-638-5601
Fax: 630-766-4481

Gas: North Shore Gas Customer Service
866-556-6004
North Shore Gas
Emergency: 866-556-6002
#0600105561-00001

ALTERNATE Electrician: Dave Geer Electric
Dave Geer, 2430 W Wadsworth Rd
Owner Unit A1
Waukegan, IL 60087
Office: 847-244-0725
Cell: 847-456-7813
Dave@geerelectric.com

PRIMARY Electric: Krause Electrical Contractors (EAC)
Jason Sheehan 13921 W IL Rte. 173
*Manager Zion, IL 60099
Office: 847-360-1351
Cell: 847-989-2853
Fax: 847-395-8776

Emergency: Com-Ed
800-334-7661

Acct No.: 1439709020

Text 26633

Plumbing: Ernie Peterson Plumbing
2421 Delany Rd.
Waukegan, IL 60087
847-244-4234

Public Works: City of Zion Public Works:
847-872-4057
After hours call: Police Non-Emergency: 847-872-8000

Locksmith: Waukegan Safe and Lock
1621 Grand Ave,
Waukegan, IL 60085
847-336-3910

Mobile Locksmith: 4 J's Locksmith Services
Jason Pullen 39399 N. Lake Ave.
Lake Villa, IL 60046

Telephone:	Lyra Communications	Comcast/Xfinity:	ADD ACCT INFO
	Lyra.com	Public wifi	ADD CONTACT INFO RA
	800-795-6200		Needs to add
	Help@lyracommgroup.com		
Builders:	Stried Builders	Sprinklers:	Century Automatic Sprinkler
	Bill Stried		1570 St. Paul Ave.
	Cell: 847-343-1020		Gurnee, IL 60031
	847-872-3687		847-623-9059
	Wstried@comcast.net		
Builders:	Efraim Carlson & Son, INC.		
	14052 Petronella Dr., Suite 105		
	Libertyville, IL 60048		
	847-573-1888		
Exterminators:	ARC Professional Exterminating	Heating and Cooling:	Kroeschell, Services, Inc.
	Kristopher Durkin		3222 N Kenniicott AV
	3205 Sunset Ave.		Arlington Heights, IL 60004
	Waukegan, IL. 60099		312-649-7990
	Office: (847) 662-6664		
	Cell: (847) 878-1945		
Computer Systems:	Outsource Solutions Group, Inc.	Board Up:	Waukegan Gurnee Glass
	1730 Park St. Suite 225		1200 Estes Ave,
	Naperville, IL. 60563		Gurnee, IL 60031
	Telephone: 630-236-6625		847-623-4141
	Support email:		
	support@osgusa.com		
	Account Manager: Brian Bruns		
	Cell: 630-923-0623		
Landscaper:	Johnson Landscaping	Alarm:	Alarm Detection Systems (ADS)
	Tim Johnson -Owner		630-844-5325
	Cell: 847-340-3715		
	Office: 847-623-6659		
	Johnsonlandscaping@comcast.net		

Emergency Call List

If you discover an emergency, call the people on this list in order until you contact someone who can assist in addressing the problem. See the Staff/Key Personnel List for additional contact information.

Staff member	Name	Estimated travel response time
1 – Director	Robin Smith	45 Minutes
2 – Assistant Director	N/A	N/A
3 – Security Supervisor	Ben Munji	10 Minutes
4 – Youth Service Coordinator	Amy Andresen	25 Minutes
5 – Adult Services Coordinator	Lindsay Frey	75 minutes

List of Staff/Key Personnel

Zion-Benton Public Library

2400 Gabriel Ave. Zion, IL 60099

Phone: 847-872-4680

Fax: 847-872-4942

Robin Smith	Work phone: Ext 110	Benny Munji	Work phone: Ext 109
Title: Director	Work email: Rsmith@zblibrary.org	Title: Security Supervisor	Work email: bmunji@zblibrary.org
	Backup Email: robbydobbydooous@yahoo.com		Winthrop Harbor, IL 60096
	Wilmette, IL 60091		Cell: 847-722-5895
Amy Andresen	Cell: 773-531-3505 Work phone: Ext 116	Lindsay Frey	Work phone: Ext 111
Title: Youth Services Coordinator	Work email: Aandresen@zblibrary.org	Title: Adult Services Coordinator	Work email: Lfrey@zblibrary.org
	Kenosha, WI. 53142		Algonquin, IL 60102
	Cell: 262-997-0775		Cell: 847-502-4237

Sara Torrez

Title: Administrative
Assistant

Work phone: Ext 107

Work email:
Storrez@zblibrary.org

Zion, IL. 60099

Cell: 224-627-5774

Kris Brinkley

Title: Patron
Services Supervisor

Work Phone: Ext 124

Work email:
Kbrinkley@zblibrary.org

Beach Park, IL. 60087

Cell: 847-878-5415

Dawn Abron

Title: Teen Services
Coordinator

Work phone: Ext 119

Work email:
Dabron@zblibrary.org

Zion , IL. 60099

Cell: 847-302-7170

Benjamin Craig

Title: Maintenance
Supervisor

Work phone: Ext 127

Work email:
Bcraig@zblibrary.org

Zion, IL. 60099

Cell: 847-856-9451

Takeisha Adams
Board President

Email:
tadams@zblibrary.org

Cell: 224-538-1418

Evacuation procedure

In the event the Zion Library building is rendered unsafe (fire, gas leak, explosion etc.), Evacuation procedure will be initiated by PIC or security. An Evacuation means the building needs to be evacuated by all staff and patrons immediately. **Please refer to page 25 in the Zion Benton Library's *Emergency Procedures* guide for additional details on what action to take during a gas leak.**

The evacuation meeting point is on the southwest lawn, near the corner of Salem Blvd. and Gideon Ave. **If at all possible, take RED BINDER, located in Admin, with you.**

Audio and visual alarms may have been activated by automation or library staff or patron (via pull stations). Staff members are responsible for checking their immediate area for patrons and assisting or directing attention to any individual with disabilities that require assistance exiting the building. Each department has their area of responsibility:

- Circulation Staff will check the lobby restrooms, meeting rooms A and B, the Sandbox, and the bistro before exiting the building through the main entrance if it is safe to do so.
- Adult Services will check around the perimeter of the AS library wing and in the AS study rooms. AS Staff should also check in with the Teen Services Area staff to be sure they are accounted for before exiting the building through emergency exit doors on the south end of the AS library if it is safe to do so.
- Youth Services will check around the perimeter of the YS library wing and in the YS study room and YS bathrooms before exiting the building through the emergency exit doors on the North end of the YS library wing if it is safe to do so. YS staff will head to the evacuation meeting point by walking south along the city sidewalk in the front of the building if it is safe to do so.
- The Sandbox staff will direct patrons in the room to exit through the main entrance if it is safe to do so. Once the Sandbox is clear the sandbox staff should communicate with AS staff that the sandbox and teen area is clear and exit through the main entrance if it is safe to do so.
- Any staff in work rooms or back offices or storage spaces should evacuate immediately through the nearest exit it is safe to leave from and head to the evacuation point.
- PIC should proceed to the evacuation meeting point and supervise a head count of staff and communicate with security. **Radios are to be taken by PIC and any other staff to assist with communication if it is safe to do so.**
- Security will proceed to the main body of the library to assist with the evacuation process and help any patrons who may need special assistance getting to the evacuation meeting point and **safely** determine if the library is clear before leaving the building.

Once staff has instructed patrons to leave, they are to evacuate themselves immediately **without grabbing any personal items**. If anyone does not comply with the evacuation, staff will *not* stay with them or attempt to convince them further to leave. Staff are simply to remember their description and last known location and relay the information to the PIC and emergency personnel once they have made it to safety. Other information such as blocked entrances, location of incident and location of fire extinguishers should be relayed to the emergency personnel if possible.

When the building has been deemed safe for reentry by the fire department, Staff are to be the first to enter before patrons. It may be the case that although the library is safe for reentry it is not in the condition for normal business. The PIC should go through proper emergency closing procedures if this is the case.

The evacuation meeting point is the south lawn near the staff parking lot. This space is out of the way of any fire engines and gives us options for creating more distance between us and the building if needed.

- Security/PIC should verify safety status. One person should respond for each area.
- Wait for the all-clear before dismissing people.
 - Police Non-Emergency: 847-872-8000
 - Fire Dept phone 847-872-4036

Lockdown Procedures/ Active Shooter Event Procedure

Soft Lockdown

A soft lockdown can be initiated by security or the PIC when there is a threat in the surrounding community that could potentially make its way to the library's front door. An event such as but not limited to a shooting or a manhunt. If a soft lockdown has been initiated security, a supervisor, manager or PIC should contact ZPD non-emergency ASAP and inquire from dispatch if a soft lockdown is actually necessary. Call (847) 872-8000.

1. Security or a circulation attendant should lock the front double doors and the revolving door and set the open sign to "closed". Post a sign on the front door indicating "The library is under lockdown until further notice"
2. The staff door needs to be locked. This can be accomplished by going to the maintenance office and flicking the switch. The white switch is mounted on the North Wall between the Maroon Shelves and the Doorway.
 - i. **No one** is allowed in the building after a soft lockdown has been initiated and the doors are locked. People may leave at their own discretion. If it is safe to do so, security is to let them out the front door.
3. Security on duty should contact ZPD non-emergency.
 - i. Inquire on the progress of the local incident. "Should we maintain the soft lockdown or is it safe to continue business as usual?"
4. It should be announced over the intercom that the library is in a soft lockdown. Security staff should also roam the building letting patrons know about the potential danger and about the lockdown.
 - i. Calmly let the patron know that "there is danger in the surrounding community and we are currently in a soft lockdown as a precaution. If you would like to leave the building, security will let you out the front door but you cannot return until after the lockdown has been lifted."
5. Staying in communication and being vigilant is key.
 - i. Security, supervisors and managers should all have a radio on them at this point. If possible, quietly broadcast a police scanner in the lobby for the circulation staff.
 - ii. Be vigilant of the buildings perimeter and communicate anything suspicious with fellow staff right away.
6. The soft lockdown is not to be lifted unless directed by a ZPD officer or dispatch or it was **without doubt** a false alarm.

- i. If the soft lockdown has maintained for over an hour and ZPD dispatch has not given any indication that it will end, the PIC should consult the director and make the decision on whether an emergency closing is called for.

Hard Lockdown

A hard lockdown is only to be initiated after direct instructions from an officer of the law or from ZPD dispatch. The only exception is if danger is absolutely eminent, such as an active shooter is coming up the front steps towards the library or is seen through the perimeter windows heading towards the library. Follow these steps.

1. Lock the front doors and staff door.
 - i. Security or the circulation staff on duty should complete this task **only** if it is possible to accomplish without putting yourself in immediate danger. If this is not possible, then the situation has escalated and the steps under **Active Shooter Event** should be followed rather than these steps.
2. Announce the hard lockdown over the intercom if there is time to do so; also press the nearest panic button if it is safe to do so. Panic/Lockdown alarm buttons are strategically placed throughout the building. Call 911. Circ desk (2), AS Desk, YS Desk, Security office, Directors office?
 - i. Instruct patrons to “find a staff member to point them in the direction of the nearest safe room”.
3. Get to the Safe rooms as quickly as possible with as many staff and patrons as possible.
 - i. The safe room is the mechanical room in the southwest corner of AS. There is a key located at each reference desk to access the door. Close the door and lock the top bolt
 - ii. It is the monitor’s and any nearby staff’s duty to clearly and quickly inform library staff and patrons of the immediate danger in the vicinity. Staff and patrons alike should drop what they are doing, leave anything that may hinder them from evacuating the area immediately and follow you to the safe shelter. Do not wait.
 - iii. Do not force action out of anyone that refuses to follow you. Inform them of where the safe room is and continue to the safe room.
 - iv. Get to the safe room with as many patrons and staff as you possibly can without putting yourself in immediate danger.
 - v. When all the staff and patrons are accounted for or if the door is closed to prevent an immediate threat from reaching those in the safe room, **lock the dead bolt and leave it locked. Do not open the door for anyone.** Local law enforcement and firefighters have a key and they will release you when it is safe to do so. It is ok to cancel the lock down and continue business if ZPD Dispatch gives you the “OK”.
4. Call 911 if there is time to do so safely.

- i. Relay the following information: Location of the incident, type of incident, physical description of the shooter, current location of shooter in building, number of shooters, number and weapons, types of weapons if possible and number of potential victims at location.

Active Shooter Event

An active shooter is an individual actively engaged in killing or attempting to kill people in a well populated area, such as a public library. The victims are selected at random and the event will evolve quickly. If there is no time to go through the lockdown procedure above, then you are in the middle of an active shooter situation and you must act fast to survive. You must be prepared both mentally and physically. Here are some guidelines to help you.

Run

- Have an escape plan.
- Leave your belongings behind.
- Evacuate regardless of whether others agree to follow.
- Help others escape, if possible.
- Do not attempt to move the wounded to safety.
- Do whatever you can to prevent others from entering an area where the active shooter may be, such as locking or blocking doors behind you.
- Keep your hands visible when evacuating so as not to confuse law enforcement.
- Call 911 when you are out of harm's way.

Hide

- Follow the hard lockdown procedure if possible.
- Hide in an area outside of the active shooters view. Preferably in the safe rooms. If it is not possible to make it to a safe room get to an office or backroom with a door that locks such as admin or the adult side offices or a bathroom that locks.
- Lock and barricade entry to your hiding place and seek alternate ways of escape such as back doors or windows.
- Silence your cell phones (including vibrate mode), stay low to the ground and remain as quiet as possible.
- Do not answer the door for **anyone**.

Fight

- Fight only as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter by whatever means necessary.
- Act with as much physical aggression as you can muster.
- Improvise weapons and throw items at the active shooter in an attempt to distract and incapacitate him. Swarm the shooter and control his extremities. Continue to fight until you are **absolutely certain** the active shooter is no longer a threat.
- **Commit to your actions**, your life depends on it.

Obey any and all commands from responding law enforcement. The first responders on scene will not stop to help the injured. Expect rescue teams to arrive after the first responders to treat and remove the injured.

Once you have reached a safe location you likely will be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave the area until law enforcement authorities have instructed you to do so.

When Law Enforcement Arrives:

- Remain calm and follow instructions
- Drop any items you are holding, raise hands, spread fingers and keep hands visible at all times.
- Avoid quick movements towards officers
- Avoid pointing, screaming and yelling. Do not physically cling to officers for safety. Do not ask officers questions while evacuating. Do as you are told by law enforcement.

ZBPL Bomb Threat Response Plan

Situation

A bomb threat or the threat of violence at the library is received in person, by phone, via email, online chat or in writing.

Bomb threats are not always equal to a bomb planted in the building. Consider the threat with information you already have:

1. Have bombs or bomb threats been in the news lately?
2. Have you seen any unusual objects, backpacks, boxes, etc. in or around the building?

Steps

TYPE OF THREAT

Telephone Threat

1. Remain calm; assume the threat may be real. Listen carefully, be polite and show interest by asking questions: Is the bomb inside or outside? If the bomb is outside, is it on the side by the gas station? If inside, is it near the coffee machine?
Questions like these will show if a person is familiar with this library, helping to discern credibility.
2. Copy any information your phone may display on the caller.
3. Use the Bomb Threat Form to take notes on the call. Be as detailed as possible.
4. Try to get the attention of coworkers and communicate with a note or through TEAMS to explain what the call is about.
5. If specific location is mentioned, have security check the area for unusual objects.
6. If the call is credible, have coworkers call 911 immediately. Follow dispatch's instructions. Evacuate the building if dispatch recommends.
(Follow Evacuation instructions in Emergency Manual).
7. Do not hang up the phone when the call hangs up.

Written Threat

1. Handle any letters as little as possible and hold for evidence.
2. If the threat arrives via email or online chat, print the message and leave the program open until the police arrive.
3. If specific location is cited, check the area for unusual objects.

4. Call 911. Follow dispatch's instructions. Evacuate the building if dispatch recommends. (Follow Evacuation instructions in Emergency Manual).

CONTACT PIC AND SECURITY

1. The staff and/or co-workers should immediately notify the PIC/Security and advise them of the situation
2. If the Director is not on site, the PIC will make contact and advise of the situation.

LOCKDOWN

1. Security will lock the front double doors, revolving door and staff entrance door.
2. Security will set the open signage to "closed".
3. PIC/Security will post a sign on the front door indicating "The library is under lockdown until further notice."
4. Security will allow people to exit if they choose.

ASSESS THE SITUATION

1. Staff who received the threat should accompany PIC/Security to meet with the police when they arrive.
2. Provide completed Bomb Threat Form and relevant information to the police.
3. Library Staff with Police will determine whether to evacuate the building (follow Evacuation instructions in Emergency Manual) or shelter in place.
4. Police will search the building with PIC/Security.

RESOLUTION

1. If the Director is not on site, the PIC will make contact and advise of the situation.
2. The Director will issue an all clear or close the library. If the library is closing, the Marketing Associate will inform the public, otherwise Security will re-open all doors and remove signage.
3. PIC/Security will contact staff throughout the building to inform them of the resolution of the situation.
4. The Director will share information with the Board of Trustees, other local library directors, and others as needed.
5. PIC should document what happened in an incident report.
6. All public inquiries regarding the incident should be directed to the Library Administration. (Consult Crisis Communication Plan)

SUSPICIOUS PACKAGES

1. Handle package as little as possible.
2. Call 911 to check the package if unsure.

Signs of Suspicious Package:

- No return Address,
- Excessive Postage,
- Stains,
- Strange odor,
- Strange Sounds,
- Unexpected Delivery,
- Poorly Handwritten,
- Misspelled Words,
- Incorrect titles,
- Foreign Postage,
- Restrictive Notes.

Do Not:

1. Use two-way radios or cell phones; radio signals have potential to set off bomb.
2. Evacuate the building until police arrive and evaluate the threat.
3. Activate the fire alarm.
4. Touch or move suspicious packages.

Resolution and Follow-up

Factual communication regarding the event should be shared with all staff.

Security, PICs, and any concerned staff should review the event: what happened, were procedures followed, additions or subtractions from the procedure, training suggestions, lessons learned.

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Bomb Threat Form

Date: _____

Time: _____ am/pm

Person receiving the call: _____

ASK THE FOLLOWING QUESTIONS –

Where is the bomb?

What does it look like? ___round___ ___square___ ___package___ ___briefcase___ ___Other:_____

When will it detonate?

What will cause it to explode?

Why are you calling?

Why was it placed?

Who placed the bomb? _____

What is your name? _____

KEEP ASKING QUESTIONS UNTIL THE CALLER REFUSES TO ANSWER OR HANGS UP. DO NOT HANG UP THE PHONE AFTER THE CALLER HANGS UP.

Additional information (write down everything you can remember):

Approximate age of caller: _____

Sex of caller: _____

Caller's exact words:

Describe the caller's voice and speech. Is the voice familiar? Who does it sound like? (*e.g., high pitched, deep, raspy, soft, calm, angry*):

Describe any background noise: (*e.g. street noises, voices*):

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Thunderstorms/Lightning

A **severe thunderstorm watch** is issued when a severe thunderstorm (defined as damaging winds 58 miles per hour or more, or hail three-fourths of an inch in diameter or greater) is likely to develop.

A **severe thunderstorm warning** is issued when a severe thunderstorm has been reported or identified on radar. Once a warning has been issued, it is important to take shelter and listen to a battery-operated radio for more information. Also, remember that thunderstorms can hit with no warning.

When a thunderstorm warning is issued –

- Ensure that flashlights and fresh batteries are available.
- Ensure that battery powered radios with weather band (and fresh batteries) are available.
- Tie down loose objects outside the building (bicycles, garbage cans, etc.), or move them indoors. Patrons may be instructed to bring bicycles indoors.

During a thunderstorm –

- Stay indoors.
- Do not handle any electrical equipment, telephones, or televisions during the storm because lightning could follow the wire.
- Avoid water faucets and sinks because metal pipes can transmit electricity.

Tornado

A **tornado watch** is issued when tornadoes and/or severe thunderstorms are likely to strike an area, while a **tornado warning** is issued when the funnel of the tornado has been sighted in the area. At that point, human safety must be the highest priority. Immediate shelter must be sought and there will be no time to secure collections.

If a tornado watch is issued –

- Tie down or move loose objects outside the building (bicycles, garbage cans, storage sheds, etc.)
- Perform a controlled shutdown of the computer system
- Ensure that flashlights and fresh batteries are available
- Ensure that battery powered radios with weather band (and fresh batteries) are available.

If a tornado warning is issued, or a tornado is sighted –

Human safety is the highest priority.

- Encourage everyone to stay in the building. If they WANT to leave they can.
 - Usher everyone into the shelter area; inside, away from glass. In this building, in priority order:
 1. Lobby Restrooms
 2. Youth Services Restrooms
 3. Sorting Room, Locker Area, Tech Services Workroom
 4. **Mechanical Room**
 5. Sandbox
 6. Graphics Hallway and Storage Room
- Offer our phones for kids to make calls home.
- Wait for the all-clear before dismissing people.
 - Police Non-Emergency: 847-872-8000
 - Fire Dept phone 847-872-4036
- Security/PIC should verify safety status. One person should respond for each area.

Severe Winter Storm

A **winter weather advisory** is used when poor weather conditions are expected. A **winter storm watch** is issued when a storm is possible. A **winter storm warning** is issued when a storm is occurring or will occur shortly. A **frost/freezing warning** is issued when below freezing temperatures are expected. A **blizzard warning** is issued when heavy snow, near zero visibility, deep drifts, and severe wind chill are expected.

If a winter storm watch is issued –

- Be sure that fire extinguishers and detectors are operating properly.

During a winter storm –

- Refer to the Personnel Policy regarding emergency closings.

Water Damage (Minor)

These instructions cover cases in which a small amount of clean (not contaminated) water leaks into a collection area. If sewage or other dangerous substances contaminate the water, protective clothing must be worn, and it is best to enlist professional assistance.

1. If possible, determine the source of the water leak.
2. If possible, cut off the water. The main water shut-off is in the Mechanical Room. Turn one of the large blue wheels clockwise until it stops.
3. Notify Maintenance. Call people on the Emergency Call List as necessary.
4. Protect the collections from further damage as appropriate by
 - a. To the extent possible, move wet or vulnerable items to a dry, secure location nearby.
 - b. If water is coming from above, protect collections by covering them with plastic sheeting. (See Appendix C: In-House Supplies for the location of in-house supplies.)
 - c. If water is coming in on the floor, use book trucks (see Appendix C) to relocate materials to a safe area, starting with the materials closest to the floor.
5. See the Recovery section of this plan for instructions on drying wet collections.

Fire/Sprinkler System

If you see a fire, activate the nearest fire alarm and follow **Evacuation instructions on page 8**.

From a safe location, contact the people on the **Emergency Call List**, as well as Maintenance.

If you smell smoke, determine if there is a fire and the location and source of the fire. The fire alarm panel will indicate the detectors location that sensed the smoke.

The panel is in the South Electric Room, north wall.

- a. ADS gets notified of smoke detected, sprinkler system flow, valve adjustment and loss of power by radio control antenna above the panel.
- b. The system status is visible through glass door.

In the event of a false alarm during business hours; it is safe practice to just go through the Emergency procedure, let the fire department come and reset the alarm themselves.

If you can **without a doubt** confirm it is a false alarm (a child pulled a pull station, cigarette smoke set off the smoke detector, construction in an area of the library set off a detector or sprinkler etc..)

- a. Clear the building of all patrons
- b. Open alarm panel door (key in door)
- c. Press Alarm Acknowledge
- d. Press Alarm Silence
- e. Press System Reset
- f. Call ADS at **630-844-6302** inform them it is a false alarm. Give them your building code or the code posted near the alarm panel in south electric room. ADS will inform the fire department not to come.

REMEMBER –

- Report the fire first, do not try to put it out first. If you are in immediate danger, evacuate first, then report the fire.
- Do not try to extinguish the fire if it is larger than a small garbage can.
- Always keep your back to your escape route.

Hazardous Materials Incident:

If you are at the scene of an accident involving hazardous materials (indoors or outdoors)

- Call 911 and the local fire department. **Do not** assume that someone has already done so.
- Evacuate the affected area. If inside, evacuate the building. If outdoors, keep yourself and others away from the accident, preferably upwind or uphill to avoid contact with the chemical.

If you are asked to shelter in the building

- To the extent possible, seal the building so that the hazardous material cannot enter (e.g., close and lock windows and doors; seal gaps around windows, doors, and vents with duct tape and plastic sheeting; turn off ventilation systems; and close any dampers).
- If contaminants might have entered the building, breathe shallowly through a cloth or towel.
- Listen to a battery-powered radio for further updates.
- **Do not** eat or drink anything that might have been contaminated.

If you are told to evacuate by local authorities –

- **Evacuate immediately, following routes recommended by the local authorities. If at all possible, take the RED BINDER, located in Admin, with you.**
- If there is time, close windows and shut off vents to minimize entry of contaminants into the building.

Power Outage:

If the power goes out in the building:

- **Do not panic.**
- If you suspect the outage is only within the building, check the electrical panels in the Electrical Closet (Lobby) and the North Mechanical Room.
- If you cannot determine the cause of the outage, call ComEd. **800-334-7661, Text 26633**
- Shut down the computer system and any other electrical equipment that was running before the outage.
- During brown out situations, unplug equipment if possible, including in the Sandbox. Announce that the equipment is being taken offline.
- If power has been out for over an hour an emergency closing should be considered. ComEd's "estimated power restoration time" may allow you to make this decision before an hour.
- Put up signage to alert staff and patrons.

Evacuate immediately if you feel that it is unsafe to keep staff and patrons in the building, or if you are told to do so by the authorities. Follow the evacuation procedures.

Loss of Environmental Controls (HVAC)

If the HVAC goes out in the building:

Put up signage to alert staff and patrons

The PIC should take temperatures into consideration. If building temperatures reach and fall under 65° or reach and rise above 80°, an emergency closing should be considered.

Follow Emergency Closing Policy and Procedure.

Gas Leak:

If you smell gas indoors –

- **If it appears to be a significant leak**, follow the **evacuation procedure on page 8**.
- Call the Gas Company emergency line at [866-556-6005](tel:866-556-6005) from a cell phone at another location. **Do not** use the phone in the area of the leak, since phones can create sparks that could precipitate an explosion.
 - The dispatcher will ask for the library address and general location of leak, a contact phone number and the name of the person they may meet as a point of contact.
- Turn off any motorized equipment and avoid any other sources of ignition.
- **Do not** reenter the building until it is declared safe by the authorities.

If you smell gas outside –

- Call the local gas company immediately, from an area where you cannot smell gas (**do not** use the phone in an area where you can smell gas, as phones can create sparks that could cause an explosion). **Do not** assume that someone else has already called.
- Block off the area, if possible, until the gas company arrives.
- Avoid any sources of flame in the area.
- Shut down motorized equipment and **do not** use cell phones in the area (such equipment can give off sparks).
- If the gas smell is strong and located close to your building, evacuate the building and gather staff in a safe area.

Sewer System Backup

If a sewer backup occurs –

- Avoid contact with sewage-contaminated water.
- Quickly move any items (collections or otherwise) that are in danger but not yet affected to a safe area.
- Keep a written record of any items (collections or otherwise) that have been damaged or lost.
- Arrange for cleanup of the affected area. This may involve wet-vacuuming, mopping, cleaning walls and floors with soap and disinfectant, removing carpeting, cleaning up ductwork or appliances, etc. Due to the health risks, this type of cleanup is usually best done by professionals
- Contact Complete Cleaning
 - David Wichman
 - Office: 630-766-4464
 - Cell: 630-638-3976

Mold

If you discover mold on collections –

- Find out what is causing the mold growth. Look first for an obvious source of moisture such as a water leak. If there is no obvious source of moisture, look for less obvious problems, such as high humidity in a particular area, poor air circulation, or condensation along an outside wall.
- Consult the Lake County Health Department Environmental Health Services to ensure that no toxic mold species are present. If toxic molds are present, **do not** handle any materials yourself.
- Modify the environment so that it is no longer conducive to mold growth. Stop any leaks, remove standing water, and/or bring in dehumidifiers to reduce humidity. Keep the climate well below 70 degrees Fahrenheit and 50 percent relative humidity. Be sure to monitor temperature and humidity with a reliable monitoring instrument. Also minimize air circulation, as this can spread mold spores to other areas of the collection. Open and close doors as little as possible, block off air return vents (if possible) so that spores are not spread in the air handling system, and **do not** run fans.
- Isolate the affected items. Transfer them to an isolation room (this room should have low temperature and low humidity, and should not use the same air-handling equipment as collection storage areas). Transfer materials in sealed plastic bags (see Appendix C: In-House Supplies and Appendix D: External Suppliers and Services) so that other materials are not contaminated during the move.
- Decide whether the affected items need to be retained. It may be possible to replace them easily. If they are not of long-term value, it may be possible to discard them. Alternatively, they could be microfilmed or photocopied, although they may have to be cleaned first.
- **For items that need to be retained, consult a preservation professional before proceeding with drying and/or cleaning. In the past librarians have been instructed that it is possible to clean up small outbreaks of mold themselves, but over time it has become clear that this recommendation is problematic.**

Even molds that are not defined as toxic can cause people who work with them to develop debilitating allergies. Unfortunately, no standards exist to specify safe or unsafe levels of mold exposure. The severity of health problems depends on the type of mold, the amount of exposure, and the susceptibility of the exposed person. To be protected when cleaning moldy materials, one must wear a particulate respirator that filters 99.97 percent of particles from the air (also known as a respirator with a HEPA filter). The use of respirators in the workplace is governed by OSHA (Occupational Safety and Health Administration) regulations, which specify the type of respirator to be used in various situations, fit testing procedures, and training procedures. The regulations also require approval from a medical practitioner that the person is physically fit to wear this type of respirator. There may be liability issues if the institution does not comply with these regulations. While repositories that are part of a larger institution with a health and

safety office may have the ability to comply with the regulations, smaller repositories are likely to find it more difficult.

- If we decide that that we are unable to dry and/or clean moldy items that need to be retained, or if mold is discovered on a large amount of material (e.g., in whole stack ranges, drawers, or rooms), it is best to work with a commercial company experienced in dealing with water damage and mold cleanup. (See Appendix D: External Suppliers and Services for recommended service providers.)
- If there will be a delay in transferring wet materials to a salvage company, freeze the affected items to avoid further mold damage. They can later be thawed and dried in small batches, or they can be vacuum freeze dried (with the exception of photographs).
- If we decide to clean up the mold in-house, following the OSHA guidelines referenced above, the moldy materials will need to be dried (if they are wet) and then cleaned. As noted above, wet and moldy items should be frozen if they cannot be dried immediately.
- They can later be thawed and dried in small batches. Instructions for drying and cleaning moldy collections can be found in NEDCC's Emergency Salvage of Moldy Books and Paper <http://www.nedcc.org/plam3/tleaf39.htm> and Managing a Mold Invasion: Guidelines for Disaster Response, <http://www.ccaha.org> by Lois Olcott Price (Conservation Center for Art and Historic Artifacts, 1996).
- Sterilize the affected storage area(s), and the climate control system if possible.

Bloodborne Pathogen

Blood Clean-up-kits are located in the maintenance office on the far-right hand side of the shelving unit just over eye level.

Always assume the blood is contaminated

While normal library operations are not likely to involve circumstances exposing employees or users to bloodborne pathogens, the Zion-Benton Public Library District complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to bloodborne pathogens which have been incorporated by administrative actions.

- **Exposure Determination:** No particular job classification of the Library has occupational exposure (meaning “reasonably anticipated...contact with blood or other potentially infectious materials that may result from the performance of an employee’s duties”), however, emergencies may occur with staff or patrons, particularly youth or elderly patrons, to which library employees in all classifications may be called upon to respond with assistance. Emergencies with “out of control” individuals (e.g. biting, spitting, etc.) could also present an individual threat.
- **Universal Precautions:** All potential circumstances of exposure must be taken into account by the Library and its employees to protect against exposures. Hepatitis B (HBV), human immunodeficiency virus (HIV), and other bloodborne pathogens found in human blood and other body fluids cause life threatening diseases. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the Library’s approach to infection control requires all human blood and body fluids to be treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens. Engineering and work practice controls shall be used to eliminate or minimize employee exposures, and if a possibility of exposure remains, personal protective equipment shall also be used.
- **Exposure Control Plan:** At any time within the Library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined, even if the entire library must be closed to accomplish this completely. Personal protection clothing, such as gloves, gowns, masks, etc., shall be provided and used in the cleanup and safe disposal of contaminated waste such as diapers, blood-tinged materials (e.g. BandAids, gauze, cotton, clothing, etc.), etc. If advisable, a professional hazardous/contaminated cleanup firm shall be contacted and retained for complete cleanup and decontamination (Contact Complete Cleaning to start the process). The quarantine shall be effective until complete cleanup and disposal is obtained. Hand-washing facilities are provided by the Library and must be used by the employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept as required by the regulations.
- **Training and Immunizations:** The Library shall provide directly or through System, State, or associational programs, training/educational programs for all affected employees.

Any employee who has an occupational exposure shall be offered, at no charge, the hepatitis B vaccine series, in accordance with the regulations. Following the report of an exposure incident, the Library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow-up as provided in the regulations.

Code Adam

- Get detailed description of missing child or vulnerable persons needing special assistance.
Gather details first: Get a precise description of the child's age, gender, height, hair color, and clothing (including shoes) from the parent or guardian
- **Omit the name:** Never announce the child's actual name over a public speaker or intercom to avoid alarming or tipping off a potential abductor Do announce over radios and intercom "May I have your attention please, we have a Code Adam" then announce the persons description. **Use clear phrasing:** State the alert clearly and repeat the description
- Assign staff to each entrance/exit and bathrooms.

Do not announce any names. Escort parent/guardian/caregiver to the front exit door to help identify the missing person. While keeping a watchful eye gather the parent/guardian/caregivers information.

- Staff will search the entire building and keep an eye on all entrance and exits
- If child is not found within 10 minutes, security or PIC will call ZPD
- If child is found with someone other than the parent/guardian/caregiver use every reasonable measure to delay the subject's departure with the child. Do what you can to avoid physical confrontation with the subject or the child.
- If the child is found, reunite with parent/guardian/caregiver
- Conclude the incident by making the announcement over the radios and intercom, "Code Adam Canceled."
- Fill out an incident report.

Procedure for Law Enforcement Visits to the ZB Library

Federal Agents

In case of a visit from ICE or other Federal or Law Enforcement Agency

1. Acknowledge the presence of the agent(s)
2. Alert the Person In Charge

If questioned regarding searches or document requests, state clearly: I am not authorized to provide consent, but I will locate the authorized person.

Facility Use

Public Spaces are for everyone, including public restrooms.

Staff spaces: janitor closet/book return closet, behind public desks, offices, workrooms, staff lounge, equipment rooms, electrical rooms cannot be entered without a warrant or without consent

If a library card or program registration is required, then the agent is not allowed in the program or room without a warrant or consent or having a library card or having previously registered.

Consent

The only people authorized to give consent to search are:

Robin Smith, Library Director, extension 110 or (773) 531-3505

Takeisha Adams, President, Library Board of Trustees (224) 538-1418

Roger Ritzman or Mark Ritzman, Library Attorney (630) 665-1900, (630) 665-0407 (Fax)

Actions

Agents may question and arrest anyone in the library with a warrant or for probable cause.

You may film the event without interference.

You may ask for badge number, name, agency identification, reason for action, to view the warrant.

You may copy or photograph the documents and badge.

You may remain silent.

You may tell those around you that they may remain silent.

Everyone is entitled to an attorney (though not a free attorney).

No one must submit to a search of personal property without a warrant.

The agent(s) may bring charges against you for obstruction of justice if you interfere, hide someone, or hinder the agent(s).

As a citizen, staff may answer questions regarding incidents with which they have first-hand knowledge. Staff may not use library databases (Polaris, MyPC, security camera footage or other databases) to answer questions.

If the agent(s) have a warrant or subpoena with details of records needed, areas to search or specific persons, the documents will need to be reviewed carefully by the Library Director.

Legal Support

The *Illinois TRUST Act* prohibits local law enforcement from participating in immigration enforcement without a federal criminal warrant.

The *Illinois Library Record Confidentiality Act* protects patron records.

Examination of I-9 forms requires three-business day notice of inspection.

Laws and the enforcement of laws are changing. These procedures will be updated.

Local Police

Lake County Sheriffs or Zion Police Department may walk through public spaces in the Library in search of individuals or evidence.

The Person in Charge should be notified of their presence.

Local enforcement officers also require a warrant, subpoena or consent to access non-public areas.

Library Director, Board President or Library attorney should be contacted to review the warrant or subpoena, or to give consent.

If the Library has called the police for assistance, the Person in Charge and security monitor will provide relevant information as needed.

Documentation of visit from a law enforcement agency:

Date: _____

Time: _____

Staff present: _____

Location: _____

Agency: _____

Agent: _____

Badge #: _____

Document presented: _____ (attach copy or picture)

What happened? _____

WITNESSES:

Your Name: _____