

Emergency Response Procedures

I. Introduction

These procedures are intended to be implemented as a response to a disaster or threat to Patrick Heath Public Library patrons, employees, collections, assets, and properties.

II. Staff training

1. The Library Director will provide staff with an up-to-date floor plan, including the location of fire extinguishers.
2. Staff will become familiar with the location of all fire extinguishers in the building. Map attached.
3. Once each year, Library Administration and City of Boerne Fire Marshal or designee will conduct a meeting to review emergency procedures with staff.
4. The Public Announcement system that the library has in place will be used by library staff to convey evacuation and emergency instructions if the situation allows.

III. Building evacuation procedures during an emergency:

1. The Library Director, or the senior staff member on duty, is expected to assume first floor Fire Warden status and direct co-workers in accomplishing the evacuation of the first floor. The senior staff member on the second floor will assume second floor Fire Warden status and direct co-workers in accomplishing the evacuation of the second floor. Staff will activate fire alarms at the pull stations by the doors.
2. Staff will telephone or text 911 immediately to alert emergency response personnel.
3. Use the elevator/dumbwaiter with caution during emergency situations. Avoid using the elevator/dumbwaiter during fires, active shooter events, power loss or inclement weather.
4. Whenever a building must be evacuated immediately, library staff must remain calm and direct patrons and volunteers to appropriate exits, assertively and without delay. Staff will monitor emergency exits to prevent backups or blockages.
5. If conditions permit, staff will attempt to check all specific areas, including restrooms, for remaining patrons or those who require special assistance. The senior staff member on duty will direct this activity. Staff should exercise judgment with regard to personal safety if conditions are untenable.
6. Staff will shut all doors behind them as they exit each area of the building. Closed doors can slow the spread of fire, smoke and water.

7. Staff and patrons will proceed as quickly as possible, but in an orderly manner, to the nearest emergency exit
8. All persons should take car keys, purse, briefcase, etc., but leave behind any large or heavy objects.
9. Circulation staff should take a copy of the volunteer schedule in order to obtain an accurate accounting of all volunteers in the building at the time of the evacuation.

10. Library staff will attempt to ensure that all members of the public have been safely directed outside before exiting the building.

11. Library staff will accompany disabled patrons to the exit. Staff will ask the individual for the best method of assisting him/her. If a wheelchair can't be moved, two staff members should carry the patron out. For hearing impaired patrons, it may be necessary to write a note to explain the need to evacuate.

12. After exiting the building, all persons should move away from the structure and assemble in an area determined by the senior staff (field on far west side of parking lot). Library staff will keep all roadways free for emergency vehicles.

IV. Specific types of emergencies:

A. POWER LOSS:

Staff will:

1. locate flashlights and battery-powered radios in his/her immediate work area.
2. monitor radio and Internet weather bulletins (via mobile devices) as appropriate (and follow procedure for specific natural emergencies).
3. provide necessary assistance to staff and patrons.
4. open blinds on windows to let in light.
5. evacuate if instructed to do so by appropriate personnel.
6. attempt to turn off water and/or electricity: HVAC panels are located on each floor. The 1st floor panel box is located in mechanical room in the hall next to the community rooms, and the 2nd floor panel box is located in the mechanical room in the adult staff work area on the south end of the

- building. The electrical panels are located only on the 1st floor in the community room kitchen closet and the staff area mechanical room next to the lockers. A master key is required to open these rooms. Water valves are located around the driveway in front of the library's main entrance.
7. Emergency Service telephone numbers are posted at all staff areas.

B. FLOODING and WATER DAMAGE:

1. In cases of damage, staff will notify the Library Director or the Assistant City Manager.
2. If there are electrical appliances or electrical outlets near a leak or standing water, staff should use extreme caution until the power is turned off. If the flood covers a large area, power should be shut off and restored only by an electrician. When there is any possible danger, staff will evacuate the area. If a staff member knows the source of the water and is fully confident of his/her ability to stop it, then he/she may proceed with caution. Staff should not troubleshoot an uncertain situation.
3. Staff should be prepared to use good judgment and emergency supplies to help protect materials in jeopardy. Staff should take only those steps needed to avoid or reduce immediate water damage. Suggested activities include covering large objects with plastic sheeting and moving small or light objects out of the emergency area if staff is confident that they can do so safely. Staff must never endanger themselves, and always be sure there is an exit for escape.
4. Staff must evacuate if instructed to do so by appropriate emergency response personnel.
5. As soon as possible, appropriate staff members will consult with the Connecting Texas Libraries Statewide (CTLS) to determine recovery procedure for damaged library materials. If computer equipment is involved, staff must contact the City of Boerne's Information Technology Director immediately.

C. FIRES:

1. Staff must report all fires, regardless of their size. The Fire Department should be notified so that they may check for fire extension (in walls, etc.)
2. Although staff can extinguish small, self-contained fires with appropriate extinguishers, large spreading fires should be handled only by the Fire Department. Staff must use common sense, never endanger themselves and must always be sure there is an exit for escape.
3. Staff should not attempt to extinguish chemical fires.
4. If it is safe to do so, staff should disconnect electrical equipment that is on fire.
5. Staff must evacuate the library if the fire cannot be quickly extinguished.
6. Unless it is the only means of escape, staff must not break windows. Oxygen feeds a fire.

7. No person shall attempt to save possessions or collections at the risk of personal injury.
8. The senior staff member on duty will call or text 911 immediately, as other staff members complete the evacuation procedures outlined in Section III.
9. As soon as possible, the senior staff member will telephone the Library Director.
10. When emergency response personnel arrive on the scene, senior library staff will provide firefighting personnel with the floor plan of the facility.
11. Library staff on the site will cooperate with rescue operations as directed by emergency response personnel.
12. Staff on the scene may re-enter the facility only upon authorization by emergency response personnel.
13. Staff must follow city policy for documenting the incident.
14. As soon as possible, appropriate staff members will consult with the CTLS to determine recovery procedure for any damaged library materials. If computer equipment is involved, staff must contact the City of Boerne's Information Technology Director immediately.

D. THUNDERSTORMS and TORNADOES:

1. Staff will alert patrons when severe thunderstorm and tornado watches are issued. They should locate flashlights and battery-powered radios in their immediate work area. Staff should monitor radio and Internet weather bulletins throughout the emergency.
2. Staff will escort patrons to the 1st floor long hall in the staff work area and circulation and technology storage areas, the 1st floor hall in front of the community rooms, away from the main entrance, the 1st floor children's restrooms and vestibule, or 1st floor community room storage areas when alert sirens sound or radio alerts of tornadoes approaching the immediate area are broadcasted. Alternate locations to shelter from a tornado include the following: 1st floor bathrooms and 1st floor youth department storage area on the south side of the building. Staff will advise non-compliant patrons of imminent danger and inform them where shelter can be found.
3. All persons must stay away from exterior walls and glass.
4. Telephones should be used only for emergency purposes.
5. If the library has not been damaged, senior library staff may authorize re-entry to the library upon termination of the alert.
6. In the event of injury or damage to the building, staff should call or text 911.
7. As soon as possible, appropriate staff members will consult with the CTLS to determine recovery procedure for any damaged library materials. If computer equipment is involved, staff must contact the City of Boerne's Information Technology Director immediately.

E. CHEMICAL SPILLS and CHEMICAL FIRES:

If a chemical SPILL occurs:

1. If toxic chemicals come into direct contact with a person's skin, he/she should remove affected clothing and immediately flush the affected area with clear water. Poison Control should be contacted at 1-800-222-1222. Some chemicals, like acids in powder form, will react with water and may need to be brushed off. Isolate the spill area and limit access.
2. Staff must follow city policy for reporting workplace illness and injuries.
3. If there is any possible danger, staff must evacuate the area. If the chemical is a potential hazard to the air conditioning and heating system, staff should take appropriate action to shut down the HVAC system immediately.

If a chemical FIRE occurs:

1. Staff should never attempt to extinguish a chemical fire.
2. Staff will evacuate the building.

F. EXPLOSIONS AND RANDOM ACTS OF VIOLENCE:

1. Staff must remain calm and avoid "heroic" behavior. Staff must stay alert: one event can follow another. There may be more danger yet to come.
2. Staff will telephone or text 911/press panic buttons immediately to alert emergency response personnel.
3. For personal protection, all persons should consider crawling under a study table or desk and remain there for at least 60 seconds, being mindful that detonation delays may vary and are unpredictable.
4. All persons should stay clear of windows, mirrors, glass display cases, overhead fixtures, glass doors, filing cabinets, bookshelves, and electrical equipment.
5. All persons will evacuate if ordered to do so by emergency response personnel.
6. Staff should avoid known problem areas where there are gas lines- e.g., the 2nd floor quiet room-fire hazards, etc. Once out of the building, all persons should keep as far away from the structure as possible.
7. No one should use matches or lighters. Sparks may trigger explosions.
8. Persons should avoid using telephones and hand radios, which may emit hazardous sparks or signals that could trigger other bombs.
9. Secondary devices are devices that are placed in locations where the staff and patron may evacuate to and where emergency responders would stage. The primary device may only be a diversion that would allow the secondary device to cause considerable damage and loss of life. During the evacuation, staff should be aware of anything unusual and out of place. Avoid areas where secondary devices could be placed-trash cans, dumpsters, and unattended vehicles.
10. As soon as possible, appropriate staff members will consult with the CTLS to determine recovery procedure for any damaged library

materials. If computer equipment is involved, staff must contact the City of Boerne's Information Technology Director immediately.

G. ACTIVE SHOOTER / HOSTAGE SITUATION

Active Shooter

If you are able to safely evacuate:

1. Exit the building immediately only if it can be done quickly and safely.
2. While exiting, notify anyone that you encounter to do the same.
3. Do not sound the fire alarm as it may cause unknowing persons to evacuate into the danger zone.
4. Call or text 911 and give them the following information:
Your name
Location of the incident (be as specific as possible)
Number of shooters if known
Identification or description of the shooter(s)
Number and type(s) of weapons used if known (handguns, shotguns, explosive, etc.)
A direction of travel, if known
Number and location of victims and extent of injuries

If you are unable to safely evacuate:

1. Go to the nearest room with a door.
2. Close and lock the door. If possible, use rooms without windowed doors, e.g., closets.
3. Stay away from doors and windows and stay as low to the ground as possible.
4. Keep quiet and act as if no one is in the room.
5. Silence your mobile device(s).
6. DO NOT answer the door unless an "all clear" announcement has been made.
7. Call or text 911 and give them the following information:
Your name
Location of the incident (be as specific as possible)
Number of shooter(s) if known
Identification or description of the shooter(s)
Number and type(s) of weapons used if known (handguns, shotguns, explosives, etc.)
Number and location of victims and extent of injuries
8. Wait for the Boerne Police Department personnel to assist you out of the area.
9. When the police arrive, obey all commands. This may involve you being handcuffed or keeping your hands in the air. This is done for safety reasons until the situation is evaluated.

If you are caught in an open area:

1. If you can run, do not run in a straight line. Attempt to keep objects (desks, cabinets, fixtures, etc.) between you and the shooter. If outside, use vehicles and other objects to block you from the view of the shooter.
2. If you cannot run, take cover and if possible, try to hide in a well hidden space.
3. Fighting back is dangerous, but depending on your situation, this could be your last option.
4. If you are caught by the suspect and are not able to fight back, obey all commands and do not look the intruder in the eye.

Hostage Situation

If you are taken hostage:

1. Remain calm, be patient and avoid drastic action.
2. Follow the hostage taker's instructions. Do not speak unless spoken to. Avoid arguments.
3. Stay alert and be observant. You may be released or be able to escape. The personal safety of others may depend on your memory.

H. TELEPHONE AND MAIL THREATS and SUSPICIOUS OBJECTS OR SUBJECTS:

Telephone Threats:

1. Staff must listen calmly and carefully, and try to keep the caller talking, so he/she can gather more information. If the caller does not indicate the location of the bomb, staff should ask for this information, and pay particular attention to any background noise, the quality of the voice, male or female voice, etc.
2. After caller hangs up, staff must evacuate the building and call the police from another location. The police will handle the actual bomb search.
3. The staff member must promptly complete an incident report, and write down as many details as possible. This information will be useful to police interviewers.
4. The staff member should discuss the threat only with appropriate library and emergency response personnel.

Mail or Written Threats; Suspicious Parcels or Substances:

Staff should:

1. avoid contact with the item, and keep others from handling it or going near it.
2. evacuate the building and notify emergency response personnel.
3. promptly write down in the incident report everything that he/she can remember about finding the suspicious item.
4. discuss the threat only with appropriate library and emergency response personnel.

I. INJURY TO AN INDIVIDUAL: In the event of a medical emergency, everyone can make a lifesaving difference by immediately calling or texting 911 and providing prompt basic life support. First aid kits are located on each floor of the library.

1. Staff should exercise caution when administering first aid of even a minor nature. However, the sick or injured patron should be made comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.
2. Staff will call or text 911 in the event of serious injury. If in doubt about the severity of an injury, staff should still call or text 911.
3. No medication, including aspirin, will ever be dispensed to the public.
4. In the case where CPR (Cardiac Pulmonary Resuscitation) is required, anyone with knowledge of the CPR technique may administer it. Anyone with knowledge of the **Automatic External Defibrillator (AED)** may administer it. One AED is located in the entryway between the doors to the community rooms on the 1st floor, and the second AED is located next to the Technology Training Room on the 2nd floor.
5. Staff should use gloves if it is necessary to touch an individual who is bleeding.
6. The individual should not be moved.
7. Due to privacy law mandates, library staff will not collect identification information from any individual(s) involved; emergency response personnel will collect this information and make notifications as needed.
8. In the case of injury, staff members are not to admit liability.
9. Staff must follow city policy for reporting workplace illness and injuries. If the injury is severe, City of Boerne safety staff should be notified.

V. Emergency Contacts / Telephone Numbers:

Emergency number: 911

Patrick Heath Public Library Director: Kelly Skovbjerg
Office Voicemail: (830) 248-1611 Cell Phone: (210) 739-3755
E-mail: skovbjerg@boernelibrary.org

Assistant Library Director: Natalie Morgan
Office Voicemail:
(830) 248-1612
Cell Phone: (210) 381-6512
E-mail: morgan@boernelibrary.org

Technical Services Assistant: Alicia Owens
Office Voicemail: (830) 249-3053
Cell Phone: (830) 822-8012
E-mail: owens@boernelibrary.org

Fire Marshal: Mark Mattick
Office Voicemail: (830) 249-3053
Cell Phone: (210) 218-8813
E-mail: mmattick@boerne-tx.gov

Information Technology Director: Mike Raute
Office Voicemail: (830) 249-9511
Cell Phone: (210) 364-8546
E-mail: mraute@boerne-tx.gov

Assistant City Manager: Linda Zartler; City Liaison for Texas Municipal
League Insurance
Office Voicemail: (830) 249-9511
E-mail: lzartler@boerne-tx.gov

VI. Priorities for Salvaging Library Materials

Staff will direct fire and other emergency personnel to salvage these materials in order of their numbered priority, as possible.

1. The Low German Bible; (1st floor lobby);
2. Local history materials (in the 2nd floor Historical Archives Room in adult staff work area on 2nd floor);
3. The Rare Books collection; (in adult staff work area on 2nd floor);
4. Original artwork;
5. Genealogy resources (in the stacks on the south end of the 2nd floor);
6. Computers;
7. The reference collection;
8. The adult circulating collection;
9. The juvenile circulating collection;
10. The audio/visual collection.

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