

East Moline Public Library

740 16th Ave

East Moline, IL 61244

(309) 755-9614



**EAST MOLINE
PUBLIC LIBRARY**

Disaster Plan

January, 2016

Emergency Call List

Emergency Line	911
Laura Long, Director	(309) 781-4355
Tami Cox, Assistant Director	(309) 230-1568
Lori Howard, Dept. Head	(309) 755-0335
John Johnson, Dept. Head	(309) 755-8084
Aimee Paschkov, Dept. Head	(309) 644-2124
James A. Hoffman, Board President	(309) 752-7162

Adopted July 2nd, 2007

Amended January 27th, 2016

Off-Site Services

Emergency	911
Custodial Services	
Dale Hughes	hughescleaningservice@mchsi.com
Fire (Non-Emergency)	(309) 752-1505
Police (Non-Emergency)	(309) 797-0401
MidAmerican Energy	
Gas	(800) 595-5325
Electric	(800) 799-4443
Business	(800) 329-6261
HVAC System	
Johnson Controls	(866) 867-3609
Plumbing	
Coene's Plumbing	(309) 796-2100
Internet/Phone Lines	
MediaCom	(800) 379-7412
Phone System	
Midland Communications	(563) 326-1237 option 3
Doors	
TJ Central (electronic doors)	(309) 747-3247
G-Mac (Steel doors)	(309) 278-1072
Electrician	
Tri-City Electric	(563) 322-7181
Elevator	
Kone Elevator	(309) 797-3232
Exterminators	
Advantage Pest Control	(309) 788-1584
Glass Replacement	

East Moline Glass	(309) 755-1422
Health Department – Rock Island County	(309) 794-7061
Insurance	
City of East Moline	(309) 752-1599
Locksmith	
Marv’s Lock Service	(309) 792-0611
Roof	
Economy Roofing	(563) 359-6511
Water	
East Moline Water Department	(309) 752-1530
Rock Island County Emergency Services	(309) 799-5166
Illinois Emergency Management Agency	(217) 782-7860

Locations of In-House Emergency Equipment

Cut-Off Switches and Valves:

Boiler – Furnace room

Electricity – Furnace room, south wall

Gas – Meeting room, north wall; Furnace room, south wall

Water – Computer lab, north wall

Extension Cords: Basement supply closet also shelves in Director’s office

Fans: 1 in workroom, 1 in meeting room, 1 in the computer lab

Fire Extinguishers:

Basement – Bottom of south stairs by boiler room door; dry chemical

 Computer lab, south wall; water

 Meeting room, east wall; dry chemical

 Elevator maintenance room; dry chemical

 Laminating room; dry chemical

Main Library – Near front entrance; dry chemical

 Along south wall; dry chemical

South hallway to Administrator's office; dry chemical

Administrator's office, south door; dry chemical

Children's Level – South entrance; dry chemical

Kitchen; dry chemical

First-Aid Kit: In staff restroom under sink

Flashlights: In tool drawer in workroom

In staff restroom

In Administrator's office

In the laminating room

In the computer lab

In the children's department

Fuse Boxes/Circuit Breakers: In elevator maintenance room (basement)

In Administrator's office

In Children's room stairwell

In Children's room closet

Ladder: In the children's room stairwell

Mops: In janitor's closet and staff kitchen

Paper Towels: In all restrooms

In staff kitchen

In workroom

In basement supply closet

Plastic Trash Bags: In janitor's closet

Rubber Gloves: In janitor's closet and kitchen

Sponges, Pails, Brooms: In janitor's closet

Tables: In meeting room

Tools: In elevator maintenance room and workroom tool drawer

Vacuum: In janitor's closet and staff lab

Water hose: In basement supply closet

Locations of Off-Site Emergency Equipment

Dehumidifiers:

A-1 Rental.....762-7571

Fans:

A-1 Rental.....762-7571

Fork Lift:

A-1 Rental.....762-7571

Generator, portable:

A-1 Rental..... 762-7571

Hard Hats:

A-1 Rental..... 762-7571

Library Trucks:

Silvis Public Library.....755-3393

Moline Public Library.....762-6883

Pallets:

A-1 Rental.....762-7571

Plastic Sheeting:

A-1 Rental..... 762-7571

Security Staff:

Per-Mar Security.....326-2511

Sump Pump, portable:

A-1 Rental.....762-7571

Unprinted Newsprint:

Moline Daily Dispatch.....764-4344

Wet-dry Vacuum:

A-1 Rental.....762-7571

Emergency Procedures

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Animals/Animal Bites

Animals are not allowed in the library except service animals and special events hosted by the library. Unauthorized animals should be carefully removed from the building by a staff member or by calling animal control.

In the event of an animal bite, the following procedure should be followed:

Prevent further attacks:

There may be danger of rabies or other diseases. Try to prevent other people from being bitten. Rabid animals may be either hyperactive or may show signs of paralysis.

Call 911 if there are injuries or call Animal Control at 752-1570

Give the following information:

Description of the incident including description of the animal and its behavior

Exact location

Your name and department

Contain Animal:

If possible, have the animal isolated. This could simply mean evacuating the room and closing the door. If the animal escapes, try to watch where it goes.

Administer First Aid:

Administer basic first aid to stop any bleeding. Be sure to put on rubber gloves. First aid for mild or normal reactions to animal bites include:

1. Give black coffee
2. Apply ice or cold water to the area

File incident report:

Include the name of the animal's owner, if possible, and the name of the injured person(s). Be sure to include a description of the action taken.

Supplies and Equipment

First aid kit – staff bathroom

Coffee/Ice – staff kitchen

Assault/Abuse

Assault and abuse are the willful infliction of physical pain, injury, mental anguish or unreasonable confinement. Staff and patron safety are the first priority in any physically threatening situation. The protection of property is of secondary importance. This guideline applies to any physically threatening situation in the library, including incidents between patrons as well as between patrons and staff.

Remain calm:

Do not attempt to physically overpower the person. Comply with any demands that may defuse the situation.

Call 911:

If unable to call 911 yourself, use a prearranged signal to notify another staff member to call the police. When calling, give the following information:

1. Description of incident including description of the person. Be as specific as possible.
2. Exact location.
3. Your name and department.

Emphasize that immediate help is needed. Have a staff person meet the emergency help at the door.

Assess risk:

Evaluate risk to other patrons and staff and evacuate building if necessary.

Do not detain person:

If the person attempts to leave the building, do NOT interfere or attempt to detain the person. If possible, observe the person's vehicle and direction of travel and/or obtain vehicle description and license number.

Administer first aid: Administer appropriate basic first aid to stop any bleeding. Be sure to wear rubber gloves.

File incident report:

Include name of victim, description of attacker, and names of witnesses.

Supplies and equipment:

First aid kits – staff bathroom

Behavior Problems

The library is designed for use by all members of the public. Patrons are expected to observe the rights of other patrons and staff members and to use the library for its intended purposes.

1. The library director and staff members shall have the responsibility for enforcing discipline within the library.
2. The library director and staff members will determine when the behavior is inappropriate in the library.
3. Response to inappropriate behavior will be immediate.

Please see the patron behavior policy.

Bomb Threats

Staff and patron safety are the first priority in any physically threatening situation. If a bomb or bomb-like object is sighted in the building, be prepared to describe the object and its location. If a bomb threat is made by phone, listen for voice or speech peculiarities, background noise, repeated use of certain phrases, etc.

Get maximum information:

Keep caller on the phone if possible and write down as much information as possible (use the Bomb Threat Form below).

Call 911:

Give all information obtained.

Meet authorities at the door.

Evacuate the building:

Only evacuate the building if told to do so by the police. Then do so quickly and quietly.

Searching for the bomb:

Allow the authorities to search for the bomb. It is not the staff's responsibility to search for the bomb. Staff have a right to refuse if asked to participate in a search. An individual may volunteer to search at their own risk.

File an incident report:

Complete an incident report with all details and actions taken.

Questions to ask:

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. Where are you?
9. What is your name?

Write down the exact wording of the threat.

Caller's voice: Male ____ Female ____

 Calm ____ Angry ____ Soft ____ Loud ____

 Slurred ____ Stutter ____ Deep ____ High ____

 Accent ____ Disguised ____ Adult ____ Child ____

 Other _____

Background noise:

(such as music, static, voices, traffic, animals)

Building Takeover by a Person or Group

Staff and patron safety is the first priority in any physically threatening situation. The protection of library property is of secondary importance.

Stay calm:

Do not attempt to physically overcome the person(s). Comply with any demands that may diffuse the situation.

Do not defend the library:

It is not the staff's responsibility to act in place of the authorities. Resistance may only increase the risk of bodily harm to staff and patrons as well as the destruction of library materials.

Call 911:

If possible, call 911. This should be done whether the takeover is an actuality or simply appears to be a possibility. Give the following information to the dispatcher:

1. Exact location
2. Description of circumstances. This will include the location and number of hostile persons, if damage is being done, etc.
3. Your name, department, telephone number, etc.

Talk:

If there appears to be a rational leader of the group, a supervisor should talk to them in order to learn the purpose of the takeover and any other relevant information. However, if it is an irrational person or mob, your first responsibility is your own life and then the lives of others in the building.

File and incident report:

Complete an incident report with all details and actions taken.

Children, Unattended

A vulnerable child is an unattended child of any age whose safety or well-being would be endangered if he/she were sent out of the building. Examples of endangerment include the child being too young to be on his/her own, being left alone in an unsafe area, being left alone in the dark, or being left alone outside the facility after business hours.

Due to concern for the well-being of children and the need to maintain an appropriate library atmosphere, children and parents should observe the following:

- A. Children ages 5 and younger must be attended by a responsible person at all times.
- B. Children ages 6-8 may remain unattended in the children's area up to 30 minutes if the responsible person is in the library.
- C. Children ages 9-15 may come to the library alone. If they become disruptive, the staff will ask them to leave after one warning.
- D. Adults who do not discipline disruptive children will be asked to take the children from the library.
- E. The police will be called when children have been left at the library indefinitely, especially at closing time.

Reassure child:

An unattended child should be comforted by the staff and reunited with a parent or caregiver. Explain to the parent or care giver that you were concerned about the child's safety.

Take child to front desk:

An unattended child should be taken to the front desk until the parent or caregiver can be found.

Call parent:

If the parent or caregiver is not in the building, try to obtain the parent's name and phone number from the child. Call the parent, inform him/her of the library's concern for the child's safety and request that the parent pick up the child within 30 minutes.

At closing:

An unattended child who has no ride at closing should be allowed to call home. Children are not allowed to wait in the building; they should wait at the front door for their ride. If the child is not able to reach a parent or care giver, call the non-emergency police number. Under no circumstances will library staff transport or take the child away from the building.

File incident report:

An incident report should be completed giving name of child and parent (if known) and action taken.

Death or Severe Medical Problems

Call EMERGENCY 911:

Give the following information:

1. Description of the situation.
2. Exact location of the incident
3. Your name, department and phone number

Administer first aid:

Do not presume that death has occurred. A trained person (staff or patron) should administer first aid. This person must wear rubber gloves. Look for Medic Alert tags around arm, neck, or in wallet to indicate special medical problems.

Meet ambulance at the door:

A staff member should meet the emergency personnel at the door, then direct them to the person needing assistance.

File an incident report:

Complete the report giving the name of the victim (if available), names of witnesses, and actions taken.

Drug and Psychiatric Emergencies

Any person who exhibits the signs and symptoms of being under the influence of alcohol or drugs, whose judgment is affected, or whose behavior in the library is disruptive or potentially dangerous should be handled as follows:

Remain calm:

Speak firmly but do not get into an argument. Listen to the person's point of view. If violence occurs, call 911. Give the following information:

1. Location of the person
2. Symptoms exhibited.
3. Your name, department and phone number.

Meet police at door:

Point out the disturbed person. If he/she has left the building, give the police a description and the direction he/she may have gone.

File incident report:

Complete report giving all details and actions taken.

Earthquake

Evacuate the building:

Once outside, get away from potential hazards. If it is not possible to get outside, seek shelter in an interior doorway or under a sturdy piece of furniture. Assist patrons in finding shelter, but not at the risk of your own life. Be prepared for aftershocks.

Call 911:

Give exact information about victims and the nature of the injuries.

Administer first aid:

When administering basic first aid, wear rubber gloves.

File incident report:

Complete report giving details and actions taken.

Elevator Failure

Reassure those trapped:

If person is stranded in the elevator, it is important to give them reassurance until help can be secured. Assign someone to maintain voice contact.

Do not force doors:

Do not attempt to force open the doors. Forcing the doors may cause additional damage to the elevator.

Phone for help:

Call Kone Elevator at (309) 797-3232

File an incident report:

Complete incident report giving the names of persons trapped in the elevator, cause of failure (if known) and action taken.

Evacuation of Building

In certain circumstances it may be necessary to evacuate the building. Staff should remain calm and evacuate the building in an orderly manner.

Remain calm:

Try to keep patrons calm. Talk in a normal tone of voice and ask patrons to please leave the building immediately.

Procedure for evacuation of the library:

Adult Room: Staff is responsible for clearing the adult room, including the audio and YA rooms. If a supervisor is available they should make sure the basement has been evacuated. A staff member should take on this responsibility if a supervisor is unavailable. It is a staff member's responsibility to assist any patron who is in need of it.

Children's Room: Staff is responsible for seeing the children's room, kitchen and restrooms are evacuated. Staff should direct patrons as to which fire exit to use. It is a staff member's responsibility to assist any patron who is in need of it.

Basement: Staff is responsible for seeing all rooms and hallway is evacuated. Patrons should be directed towards the appropriate stair case. It is a staff member's responsibility to assist any patron who is in need of it.

One full time employee should remain outside the front door to see that no public enters the building. All other staff is to meet across 16th Ave at the Triumph Bank Building parking lot. No one is to return to the building until staff announce an all clear.

Fainting/Unconsciousness

Respond quickly:

Fainting/unconsciousness may be associated with medical problems, such as diabetic coma, epilepsy, heart attack, stroke, or hypoglycemia (insulin shock). Quick action is necessary. Do not attempt to move the person.

Check for medical information:

If the person is conscious, ask for their name and any medical information they can provide. If they are unconscious, check for MedicAlert bracelet, necklace or wallet card. If the victim is accompanied by another person, ask if they know of victim's medical history.

Call 911:

Give the following information:

1. Description of the situation
2. Exact location in library
3. Your name, department and phone number

Do not move victim:

Serious unseen injuries may exist, such as internal bleeding. Keep the victim warm and administer CPR if necessary.

Meet ambulance at the door:

A staff person should be assigned to meet the ambulance at the door and direct the paramedics to the proper location.

File an incident report:

Complete incident report giving the name of the victim if known and all actions taken.

Supplies and equipment:

First aid kit – Staff bathroom

Fire

When there is a fire, the primary objective of each staff member is to get all patrons out of the building as quickly as possible. Staff should gather in the Triumph Bank parking lot.

General information:

Do NOT use the elevators in a fire emergency. It is the staff's responsibility to see that the public is out of the building quickly. Advise people "There is a fire alarm, leave the building now!" Do not allow anyone to go back into the library for anything.

Remain calm:

Don't panic. Try to keep patrons calm. Talk in a normal tone of voice.

Call 911:

If the fire is small and contained, use the nearest fire extinguisher to put out the fire. Use the dry chemical extinguisher on electrical fires.

Evacuate building:

Adult Room: Staff is responsible for clearing the Adult Room, including Young Adult and Audio rooms. If a supervisor is available he/she should make sure the basement has been evacuated. A staff member should take on the responsibility if a supervisor is unavailable. It is staff's responsibility to help any patron who is in need of assistance.

Children's Room: Staff is responsible for seeing that the Children's Room, Staff kitchen and restrooms are evacuated. Staff should direct patrons to exit via the Children's fire exit door. It is staff's responsibility to help any patron who is in need of assistance.

Basement: Staff is responsible for seeing that all rooms and hallway is evacuated. Patrons should be directed to either staircase. It is staff's responsibility to help any patron who is in need of assistance.

One Full-Time employee should remain outside the front door to see that no public enters the building. All other staff is to meet across the street in the Triumph Bank parking lot. No one should go back inside the library until the fire department has given an "all clear".

File incident report:

Complete report describing location of fire and action taken.

First aid and minor medical problems

For minor injuries (cuts, scrapes, etc.) administer first aid as needed.

Administer first aid:

Be sure to wear rubber gloves. Apply compress to stop bleeding or use Band Aids. First aid supplies are in the staff bathroom. Do not give any medication, including aspirin, to patrons. Offer to call an ambulance for any injured or ill patron, no matter how minor the injury or illness.

Call 911:

For serious injuries or illnesses, call for emergency help and give the following information:

1. The nature of the injury or illness
2. Location in the library
3. Your name, department and phone number.

Meet ambulance at door:

Assign a staff member to meet the emergency personnel at the door and direct them to the proper location.

File incident report:

Complete incident report giving name of victim if known, extent of injuries and action taken.

Flooding and water leaks

Stay out:

Do not enter the flooded area until an electrician has disconnected the power. Water can carry electricity and there may be extreme danger of shock.

Guard access:

If necessary, post a staff member at the entrance to the flooded area to keep out unauthorized personnel.

Call for help:

Call Tri-City Electric and if needed, contact staff listed on the front page emergency call list.

Salvage materials:

Do not open wet books. Transfer water soaked books and materials or those in danger of being damaged to a safe location. They should be put in a place that is well ventilated and contains no carpeting (i.e. meeting room).

Clean up:

Call/email Dale Hughes if further cleanup is needed.

For water leaks:

Collect water in containers. Move materials as necessary to prevent them from getting wet. If possible, identify the area of the leak and inform Coene's Plumbing.

File incident report:

Complete a report giving location of flooded area or leak and action taken.

General information:

Water-damaged materials are fragile. Refer to the "Salvage and Recovery" section of this manual for instructions on how to handle these materials.

Supplies and Equipment:

Mop and Wet/Dry vacuum – janitor's closet and staff kitchen.

Fumes (Possibly Toxic)

In a library setting, the main concern is carbon monoxide poisoning. Symptoms may include headache, irritability, shortness of breath, chest pain, dizziness, nausea, and fainting.

Evacuate the area:

If the presence of possible toxic fumes is suspected, clear the area.

Call Emergency 911:

Give the following information:

1. Description of situation.
2. Exact location
3. Your name, department and phone number

Treat victims:

Remove any person showing symptoms of illness from the area. If necessary, give CPR and/or treat for shock. Meet authorities at door. Indicate the person in need of aid.

File an incident report:

Complete report giving names of victims and action taken.

Supplies and equipment:

First aid kit - staff bathroom

Insect Bites

Be aware of reactions:

Ask the person who was bitten if he/she has had previous reactions to insect bites and if he/she carries any emergency medications.

An allergic reaction may occur soon after the bite or much later. When someone has been bitten, look for signs of swelling or a blotchy appearance of the skin. Be alert for difficulty breathing or severe chest pains.

Call Emergency 911 if an allergic reaction occurs:

Report the following information:

1. Cause of the problem
2. Description of the reaction.
3. Location of person having the reaction
4. Your name, department and phone number

Administer first aid:

Apply ice or cold water to the bite.

File an incident report:

Complete report giving victims' names and action taken.

Other information:

Stings that go directly to the bloodstream or stings in the mouth or throat tissue may cause the most severe reactions. In the latter case, the throat may close so the person will not be able to breathe.

Generally, if a person has been bitten, it might be suggested that a doctor is called if there is any concern. If a child is bitten and no parent/guardian is accompanying the child, try to ascertain the child's name, address, or phone number in order to notify the parent/guardian.

Obscene Telephone Calls

Obscene phone calls are defined as a caller who asks questions of a personal sexual nature, breathes heavily, offers or requests sexual favors, uses obscenities, etc.

Hang up:

Hang up the phone immediately. Alert other staff about the calls.

Notify police:

If calls persist, notify the police and the telephone company. Provide as much information as possible, such as male/female, voice quality, content of call.

File incident report:

Complete an incident report giving as much information as possible and any action taken.

Power Failure

Remain Calm:

Try to keep patrons calm. Limit movements to avoid an accident. If someone is stuck in the elevator reassure them (see elevator failure) and alert other staff.

Emergency lighting:

Emergency lighting has been installed in the basement and is designed to come on when there is a power failure. Flashlights are located in each department.

Contact power company:

Contact MidAmerican Energy at 1-800-799-4443 to report the outage.

File an incident report:

Complete an incident report giving time and date of power outage and length of time power was out. Also provide information on those stuck in elevator.

Sexual Misconduct

Acts such as exposure, masturbation, sexual harassment, offensive touching, sexual solicitation, etc. are covered under this section.

Non-critical situations:

If the situation is not critical (e.g. watching, following, leering), alert manager and/or library director of situation. Let the person know you are aware of them by asking if you can assist them in finding something in the library. If problem persists, call the police.

Critical situations:

In the event of a critical situation (e.g. indecent exposure, molestation, assault, rape, etc.), call Emergency 911 immediately and give the following information.

1. Nature of offense
2. Whether an ambulance is needed
3. Description of offender and name if known
4. Exact location
5. Victim's name, if known
6. Your name, department and phone number

Take victim to quiet area:

The victim may be very upset. Provide privacy for the victim, away from public area. Be sympathetic and understanding. Encourage, but do not force the victim to report the incident to the police. If the victim is a child, notify parent or caregiver immediately or have a staff member present when police question child.

Meet police at door:

Point out offender. If the person has left the building, give description and if possible, direction in which he/she went. If an ambulance is required, direct emergency personnel to exact location in library.

File incident report:

Complete an incident report, giving name of victim, nature of offense, description of offender, and any action taken.

Shelving Collapse

Determine extent of injuries:

If injuries are present, call 911 and give location in library, a description of injury, and your name.

Barricade the area:

Barricade the area to keep people out of a potentially dangerous area. Assign a staff member to watch the area until help arrives.

Clean up:

Alert supervisor to arrange for cleanup of area.

File incident report:

Complete an incident report giving location of collapse and cause, if known. Also include names of those injured, extent of injuries, and location of materials if moved.

Supplies and equipment:

First aid kits – staff bathroom

Theft

Call Non-Emergency 752-1570:

If you witness theft or mutilation of library or personal belongings, or if a theft is reported to you, call non-emergency police and give the following information:

1. Description of stolen or mutilated property
2. Description of suspect and name if known
3. Name of victim
4. Location of theft
5. Your name, department and phone number.

Be Alert:

Ask suspect to stay until police arrive. Staff may request suspect to empty handbags, briefcases, packages, etc. Staff may not search for stolen items. Staff may not search the suspect or any clothing. If suspect refuses to stay in the building, do not forcibly detain or search the suspect. Try to find out the direction the suspect was going and get a physical description.

Offer assistance to victim:

Allow him/her to make a phone call to arrange for transportation home or other assistance.

File incident report:

Complete an incident report giving description of suspect, items stolen, and name of victim, if applicable.

Tornado/Severe Weather

Tornado Watch – Conditions are favorable for the development of a tornado in the immediate area. This means everyone should be prepared to go to a place of safety. A place of safety in the library is on the basement level. Staff will monitor the radio during severe weather for tornado watches/warnings.

Tornado Warning – A tornado has been sighted in the immediate area. In the event that a tornado warning is given and the sighting is in the general area of the library, it is advisable that staff explains to

the patrons that they should remain at the location until the storm passes. Staff cannot detain anyone who wishes to leave the building, but common sense dictates that the public should be alerted to the conditions.

Direct patrons to basement:

In the event of a tornado warning, patrons and staff should be directed to the basement level. Stay away from windows and move to the center of the room. Take flashlights and a radio. Stay in the basement until “all clear” is given on radio.

General information:

If power lines are knocked down during a storm, do not allow anyone to approach the area of the downed lines. Report all downed lines to MidAmerican Energy at 800-799-4443.

Vandalism

Vandalism involves damage to and/or destruction of library materials and property.

Call Non-Emergency police – 755-1570:

If you witness an act of vandalism in progress, call police and give them the following information:

1. Description of situation
2. Description of suspect
3. Exact location
4. Your name, department and phone number

Meet police at door:

Assign a staff member to meet the police at the door and direct them to the proper location.

Do not try to detain:

Do not try to forcibly detain the suspect. If suspect has left the building before police arrive, try to determine the direction the suspect was going and a description.

If the vandalism has already occurred and you are not able to determine who was responsible, contact the Library Director and give full details.

Clean up (if necessary):

During library hours, contact Dale Hughes. If vandalism occurs at night or on weekends, contact supervisor.

File incident report:

Complete an incident report giving full details and extent of damage, as well as any action taken.

Verbal abuse

Verbal abuse includes personal attacks and can make staff experience an unacceptable level of discomfort. Patrons have the right to express anger to the library staff; they do not have the right to be abusive, nor does the staff have the obligation to tolerate such behavior.

Stay calm:

Do not argue. Use listening skills to attempt to defuse the situation. Allowing the person to vent may be helpful. If the situation escalates, address the person calmly by saying; "I cannot assist you until you have calmed down."

Notify supervisor:

If abuse continues, notify a supervisor. As a last resort, the supervisor should say, "You are disturbing the staff and patrons. You will have to leave the library."

Call police:

If the person refuses to leave, call the police at the non-emergency number. Give specific information about the level of disturbance, your name and location.

File incident report:

Complete an incident report giving description of person and name if known, action taken and witnesses.

Weapons, Possession of

A weapon is defined as a gun, rifle, shotgun, knife, switchblade, or other object used in a dangerous or threatening manner. Any gun seen is to be considered threatening. Act promptly.

Remain calm:

Alert other staff of the situation. Do not provoke a confrontation.

Inform of policy:

If you feel it is safe to do so, advise patron that weapons are prohibited in the library and that the weapon must be taken out of the building.

Threatening situation or refusal to comply:

If patron is threatening others with the weapon or refuses to leave, call 911 and report the following:

1. Description of the incident
2. Exact location
3. Your name, department and telephone number

Keep others away from area:

Keep other staff and patrons away from person with the weapon until police arrive.

File incident report:

Include description of person, type of weapon and any action taken.

Disaster Recovery

Most disasters occur when the building is unoccupied – during the early morning hours, weekends or holidays. In the event of a major disaster, do not enter the building until it has been declared safe to do so by emergency personnel.

95% of all disasters will result in water-damaged materials. Keep in mind that mold will form within 48 to 72 hours in a warm, humid environment. Staff must work quickly to salvage damaged materials and to prevent additional damage from occurring.

The following steps should be taken for an effective recovery operation:

1. Establish a command post.
 - a. Set up a desk or table for operations near the disaster site.
2. Assess the damage.
 - a. How much damage has occurred? What kind of damage is it? Is it confined to one area or is the entire building damaged? What types of materials have been damaged? Are the damaged items easily replaced or are they irreplaceable? Can the in-house recovery team salvage the items, or will outside help be required?
3. Gather the necessary supplies; stabilize the environment.
 - a. The environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65 degrees Fahrenheit and 50% relative humidity. Portable generators, fans and pumps should be accessible to help stabilize the environment.
 - b. Dehumidifiers help lower humidity, but they tend to increase the temperature in the room. Raising the temperature will not lower humidity but only accelerate mold growth. Air should be circulated in the damaged area. This may be accomplished by running fans, turning on the air conditioning or by opening doors and windows. Any standing water should be pumped from the area. Extreme caution must be taken as standing water may conceal hazards.

Remember the following rules:

1. Do not open or close wet books.
2. Do not separate single sheets.
3. Do not remove book covers.
4. Do not press wet books or paper.
5. Do not wipe off mud or dirt.

Activate the in-house disaster recovery team.

Organize work crews and be sure that their responsibilities are clearly defined. No salvage activity should begin until the team leader has determined a plan of action. Disaster and recovery areas should be inaccessible to the public. Rest breaks, food, and beverages should be available for workers.

Restore the area.

After the damaged items have been removed and the environment has been stabilized, the area must be thoroughly cleaned. Walls, floors, ceilings, furniture and equipment must be scrubbed with soap, water and a fungicide. Carpeting and carpet padding should be carefully examined, as mold will develop rapidly. Professionals should perform tasks such as fogging with fungicides and removing smoke odor.

Salvage Procedures for Water-Damaged Materials

A number of options are available for treating water-damaged materials. The choice of treatment will depend on the extent and type of damage incurred and the manpower, expertise, and facilities available.

Freezing:

Freezing wet materials will stabilize them and provide staff with time to determine a course of action. Mold will not grow and further deterioration from water will not occur when materials are in a frozen state. Freezing will also help to eliminate smoke odors from materials.

Rapid freezing is recommended to minimize damage from ice crystals (the faster the materials are frozen, the smaller the ice crystals will be). Temperatures below 15 degrees Fahrenheit will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15 degrees Fahrenheit, place the materials in a secure area outside. Cover them with plastic if snow or rain is expected.

Freezing is an intermediate stage. After materials have been removed from the freezer, they must be placed in a vacuum freeze drier or they must be air-dried.

Vacuum freeze-drying:

Vacuum freeze-drying is the safest and most successful method, although it is the most expensive. Materials must be already frozen when they are placed in a sublimation chamber. This type of chamber operates under high vacuum and high heat, and turns the ice crystals in and on the frozen materials to water vapor. The vapor is then collected on a cold panel that has been chilled to at least –200 degrees Fahrenheit, so it cannot go back on the materials. If they are not frozen when they are put in the chamber, the materials will freeze on the outside and the water molecules on the inside will be forced through the frozen barrier as the vacuum is pulled. This action can cause the book or document to “explode”.

When materials are removed from the vacuum freeze chamber, they will be very dry and should acclimate for at least one month before they are opened to avoid cracking the spine and/or binding (this is especially true for leather bindings). They may be placed in a high humidity room to accelerate the acclimation process, but must be monitored closely for signs of mold. Materials treated this way will not look like new, but will show signs of swelling and distortion.

Air-Drying

Air-drying should be performed only in a stable environment to inhibit the growth of mold. The ideal environment for air-drying is 50-60 degrees Fahrenheit and 25%-35% relative humidity. Instructions are outlined in the following salvage procedures.

Vacuum Drying

Vacuum drying involves the placement of wet materials in a chamber that pulls the moisture by means of a vacuum. This method is not recommended as the heat involved is damaging to paper (especially bound paper) and photographic materials.

The following salvage procedures are recommended:

Volumes to be Frozen:

Removal

1. Clear the floors and aisles first.
2. Begin with the wettest materials. These will usually be on the lowest shelves, unless water has come in through the ceiling.
3. Dirt and mold should be removed and treated before freezing. If time does not permit these activities, dirty and /or moldy books may be frozen (mud will easily brush off when it is dry). Silt should be washed out immediately, as it is almost impossible to remove when it is dry.
4. Pack materials on-site, if possible. If not possible, remove by human chain.
5. Keep accurate records of the locations from which materials are removed.

Packing:

1. Remove volumes from shelves in order.
2. Wrap freezer paper around each volume (waxed side next to the volume) and place in plastic crates spine down.
3. Pack crates one layer only, snugly enough that volumes will not slide or lean.
4. Wrap open books as found and place on top of a packed container. Do not place more than one open volume in a container. Be sure that there is a freezer paper barrier between the packed volumes and the open volume to prevent staining from binding dyes.
5. If books are stuck together, do not attempt to separate them, but pack them as one volume.
6. Pack items in the condition in which they were found. Do not attempt to close open volumes or open closed volumes that are wet.

Record-keeping:

1. Label each container with you institution's name and assign it a number.
2. On a separate sheet of paper, record the box number, call numbers of the first and last volumes packed, and the total number of books packed in each container. If the books are not in call number order, note the location where found.
3. If the containers are sent to more than one freezer, note which containers are sent where.
4. Keep records of discarded items.

Transporting

1. Materials should be placed in a freezer facility as quickly as possible to prevent the growth of mold. Care should be taken that containers do not fall over during transport, as further damage may result.
2. Materials should be placed in refrigerated trucks if they cannot be frozen within 48 hours.

Volumes to be air-dried:

Washing procedure (to be performed off-site only).

1. Keep book tightly closed and hold it under cold, clean running water.
2. Remove as much mud as possible from the binding by dabbing it gently with a sponge. Do not rub or use brushes and do not sponge the pages or edges as these actions can force mud into the spine or wet pages, causing further damage. Let the motion of the running water clean off the dirt.
3. Squeeze the book gently and with even pressure to remove excess water and to reshape the binding.

Do Not Wash:

- open or swollen volumes
- vellum or parchment bindings or pages
- full or partial leather bindings
- fragile or brittle materials
- works of art on paper
- water-soluble components (inks, tempera, water-colors, dyes, charcoal, etc.)
- manuscripts
- non-paper materials

Saturated volumes

1. Do not open saturated volumes. Wet paper tears easily.
2. Set volumes on their heads on absorbent paper. Pages tend to droop within the binding when a volume is shelved upright, so setting it on its head will counteract this tendency. Plastic sheeting should be placed under paper toweling or unprinted newsprint to protect tabletops. Turn the volumes right side up when changing the paper beneath them. Their position should be reversed each time the paper is changed and the wet paper is removed from the area.
3. Covers may be opened to support the volume.
4. Aluminum foil may be placed between the cover and the end leaf to prevent staining from the binding dyes.
5. When most of the water has drained, proceed as for "Damp volumes".

Damp Volumes

1. Very carefully open the book (no more than a 30 degree angle).
2. Begin interleaving from the back and keep the volume in an upright position.
3. Place interleaving sheets at intervals of 25 leaves (50 pages), unless they will distort the volume.
4. Change interleaving frequently. Do not reuse unless the sheets are being impregnated with fungicide. If using fungicide, make sure the area is well ventilated. Ortho-Phenyl Phenol (O-PP)

has been found to be less toxic than thymol and is recommended. Mix one pound of O-PP to one gallon of acetone or ethanol (do not use methanol, as it will cause inks to bleed). Safety equipment (mask, eye goggles and rubber gloves) should be worn when preparing and using this solution.

5. Continue to change the paper underneath and remove from the area.

Slightly Damp Volumes/Volumes with Wet Edges:

1. Stand volume on its head and fan open slightly. Paperback books may support each other with a barrier between them or they may be wedged with Styrofoam pieces. Position volumes in the path of circulating air.
2. When almost dry, lay the volumes flat and place weights (not other drying books) on them to minimize distortion. Do not stack wet volumes.
3. Lightweight volumes (less than six pounds) may be hung on lines to dry.
4. Use monofilament nylon lines, not more than 1/32" diameter, not more than six feet long, spaced approximately one-half inch apart.
5. Do not line dry a saturated volume as the monofilament will cut through wet paper.

Volumes with Coated Stock Paper:

Volumes with coated stock paper should be handled with care, as the print will slide off the wet pages as it is rubbed. Do not allow wet books with coated stock paper to dry in a closed state as the pages will permanently bond together. Keep volumes submerged until the pages can be separated. Then interleave every page and air dry.

Documents/Unbound Materials:

Freeze as found.

1. Do not remove from file cabinet drawers, document cases or folders.
2. Do not turn containers upside down to empty or drain.

Separation of wet sheets.

1. Place a stack of polyester film on top of a stack of wet, unbound papers (or the first page of a bound volume).
2. Run gently with a bone folder as surface friction will cause the wet paper to adhere to the film.
3. Peel back the top sheet and place it on top of a piece of polyester web.
4. Remove the polyester film.
5. Place another sheet of polyester web on top of the web sheet.
6. Repeat the entire process, separating the wet sheets one at a time and interleaving them with polyester web. (Materials may be frozen at this stage).
7. Air-dry sheets (supported by polyester web) by placing them on absorbent paper on tables or on top of closely spaced monofilament lines. Air in the room should be kept circulating, but fans should not blow directly on the materials.
8. The papers may be flattened when they are almost dry by placing them between two sheets of blotting paper (to remove excess moisture) and applying even pressure with weights.

Non-book materials:

Audio tapes, video tapes, and floppy disks.

1. Water is especially damaging to magnetic materials. The longer they have been wet, the greater the damage will be. Do not attempt to play any damaged tapes or disks, as they can damage the equipment on which they are being played. The following procedures are recommended if the library staff wishes to attempt to salvage tapes.
2. Break open the cassettes.
3. Wash in clean or distilled water.
4. Air-dry.

Compact discs, CD-ROMs, and DVDs

Clean water probably will not damage sound recordings, but flood water carries silt, which will scratch a disc. Discs should be washed and dried with a soft, lint-free cloth. Protective packaging and paper inserts should be discarded as they can trap moisture and may develop mold.

Mold:

Mold and mildew are interchangeable names for fungi. They can never be killed and can remain dormant for many years. Spores are always present in the air and will grow when the environment is warm and humid. Freezing will inhibit the growth of mold and is recommended if time does not permit immediate treatment.

1. Mold can develop within 48 to 72 hours in an environment where the temperature is over 75 degrees Fahrenheit and the relative humidity is over 60%.
2. Separate the affected materials to prevent spreading.
3. If the materials are wet and mold is beginning to develop, interleave the volumes with papers impregnated with fungicide (see section II,C, 4)
4. Keep air circulating in the room.
5. Mold is easier to remove when it is dry. Vacuum or brush it off and remove spores from the area.
6. Materials that will be fumigated should be removed from plastic crates, as plastic will absorb the fumigants. Fungicidal fogging should be done only by a professional chemist or conservator.

Do Not, Under Any Circumstances:

1. Enter an area until it has been declared safe.
2. Attempt to open a wet book.
3. Attempt to close an open book that is swollen.
4. Use mechanical presses on wet materials.
5. Attempt to separate books that are stuck together.
6. Write on wet paper.
7. Use bleaches, detergents, water-soluble fungicides, adhesives, paper clips, or staples on wet materials.
8. Use colored paper of any kind during salvage and recovery operations.
9. Pack newly dried materials in boxes or leave them unattended for more than two days.