

**Mukwonago Community Library**  
**Emergency Procedures**  
**Approved: 21 June 2018**

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**Appendix A: Mukwonago Community Library Accident / Incident Report Form**

- I. Emergency Numbers**
  - Emergency Number: **911**
  - Police Department (Non-Emergency): 262-363-6434 or ext. 1221
  - Fire / Ambulance Department (Non-Emergency): 262-363-6426 or ext. 3401
  - Department of Public Works: 262-363-6447 or ext. 7100
  - Mukwonago Village Hall: 262-363-6420 or ext. 2104
  - Library Director, Angela Zimmermann: 414-899-2965
- II. Purpose**

In the event of an emergency, it is the primary responsibility of the library staff present to do whatever is necessary to ensure the safety of themselves, library staff, and library patrons. People first, property / items second. Different emergencies require different protective actions to keep people safe. The purpose of this policy is to provide general guidelines as well as provide an overview of the steps that should be followed in a specific emergency.

### **III. General Guidelines**

General guidelines for action in any emergency situation are:

- (A) Attempt to remain calm.
- (B) Gather as much information as possible in regards to the location and nature of the emergency.
- (C) Evacuate the area if the threat of danger is imminent and have trained emergency personnel secure the area from entry by all.
- (D) Alert the appropriate emergency agency (police, fire, or ambulance) by calling 911 and stand available to direct them to the location of the emergency. Staff are asked not to gather around the person involved in the incident.
- (E) Contact the Library Director.

### **IV. Evacuation Procedures**

General guidelines for evacuation of the building are:

- (A) Reference staff will clear all patrons from the north side of the building (adult and young adult areas). Reference staff will check the magazine aisles, moving through fiction / nonfiction, checking the History Room, study rooms and the Young Adult area. In the case of a fire, patrons / staff should exit via the northwest corner door or the main entrance. In the case of a tornado, follow the direction of the staff to the southeast stairwell to the basement.
- (B) Circulation staff will clear the center of the building checking the bay windows through the DVDs, children's DVDs, large print stacks, and will also clear the Community Room and lobby bathrooms. In the case of a fire, patrons / staff should exit via the main entrance. In the case of a tornado, follow the direction of the staff to the southeast stairwell to the basement.

- (C) Office staff (Director, Youth Services, and Administration Office) will clear the south end of the building including MetaSpace 511 and the bathrooms on the south end of the building (children's and staff areas). In the case of a fire, patrons / staff should exit via the former library entrance located in the children's area. In the case of a tornado, follow the direction of the staff to the southeast stairwell to the basement.
- (D) On Saturdays, the Reference staff should clear the central and north end of the building. The Circulation staff should clear the south end of the building.

## **V. Fire**

Staff are asked to familiarize themselves with the locations of fire extinguishers and fire alarms before a problem occurs. Fire extinguishers are in the following areas: staff area by the whiteboard, lobby area by the bulletin boards, on the column between computer bays (north side of building), on the column by the former library entrance (south side of building). There are also several fire extinguishers located in the basement.

If you detect a fire before an alarm is activated automatically, activate the alarm and evacuate the building. You may attempt to extinguish a small fire with an extinguisher yourself after an alarm has been activated, but be careful not to place yourself in danger.

The building will need to be evacuated (See Section IV. Evacuation Procedures) once the fire alarm has sounded:

- (A) The Library Director or her/his designee will announce over the public address system that: "This is an emergency. Please use the nearest exit to evacuate the building and make your way to the St. Pius Church parking lot across Division Street." Ask everyone in the building to remain calm and walk. Do not run and do not use the elevator.
- (B) If possible, the Library Director or her/his designee should try to close the door to the burning area to confine the fire and minimize the spread of smoke.
- (C) The Library Director or her/his designee should direct staff and patrons to exit the building as quickly as possible.
- (D) The central meeting place for evacuees is the St. Pius Church parking lot located across Division Street. Do not return to the building for any reason until approval is given by the Fire Department.

Fire extinguishers are checked every year by the Fire Department and serviced every three years.

## **VI. Tornadoes**

A tornado WATCH is declared when conditions are favorable for tornadoes but none have been sighted.

A tornado WARNING is declared when a tornado has been sighted in the area. The village's tornado siren will be activated.

When the tornado siren sounds, patrons and staff will be directed to the basement (See Section IV. Evacuation Procedures):

- (A) The Library Director or her/his designee will announce over the public address system that: "A tornado warning has just been issued for the Mukwonago area. Please make your way to the Circulation Desk at this time for further safety instructions and directions to the basement. Thank you."
- (B) The building's evacuation procedures should be followed with all patrons and staff being directed down the stairs in the staff area located on the south end. One staff member should proceed immediately to the basement to coordinate the arrival of the patrons in the basement. The patrons will be guided to the north end of the basement until the all-clear signal is given.
- (C) A safety kit, batteries, radio, and flashlight are already located downstairs in the north end of the basement.

## **VII. Closings**

The Library Director is responsible for closing the library due to unhealthy conditions or health crises, unsafe weather conditions or other emergencies. The primary factor in any decision will be the safety of the patrons and the library staff. The Library Director will work closely with the Library Board of Trustees President to determine if the library should be closed or library operating hours adjusted. Operational hours of the library may be modified based on the amount of available staff.

In the event the library is closed to the public, library staff may still be required to report to work unless otherwise directed by the Library Director. Under any given situation, the staff member must notify the Director should she / he not be able to report to work.

In the event the library is closed or operating hours are changed, notice will be made via local TV, radio outlets, social media, and the library's website. If possible, a notice will also be posted on the library's front doors.

**VIII. Health Emergencies**

**911** should be called immediately in the event of any serious medical situation. Without specialized training, it is recommended that unless the situation is a life-threatening emergency, staff keep sick and injured patrons as comfortable as possible until trained, professional help arrives. If administering first aid is necessary, staff should exercise caution. An incident report should be filled out regarding any medical incidents for the protection of the staff, library and the Village.

**IX. Bomb Threats**

Gather as much information from the reporting caller as possible and keep the caller on the line as long as possible. Attempt to learn as much from the caller as you can, such as the planned time of explosion, the type of bomb and its location in the building. Take note of the person's voice noting its quality, mannerisms, accents, and any other distinguishing characteristics.

Immediately after the caller hangs up, call the police immediately and evacuate the building following the evacuation procedures (See Section IV. Evacuation Procedures).

**X. Power Outages**

In the event of a power outage, turn off and unplug computer workstations, as well as other electrical equipment (photocopiers, printers, etc.). Once the power has been restored, the equipment may be turned back on.

**XI. Staff Training**

All library staff and volunteers are strongly encouraged to attend training sessions. Periodically, CPR and AED training will be scheduled for library staff and volunteers. Other applicable training may also be scheduled for library staff and volunteers.

**XII. Active Shooter Procedures**

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

- (A) Be aware of your environment and any possible dangers.
- (B) Take note of the nearest exits and if feasible, leave the building.
- (C) If you are in an office, stay there and secure the door.
- (D) If you are in a hallway, get into a room and secure the door.
- (E) As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him / her.
- (F) Call 911 when it is safe to do so.
- (G) When law enforcement arrives, show your hands and follow commands.

### **XIII. Accident / Incident Report**

Library employees are required to report in writing all accidents or unusual incidents to the Library Director within 24 hours of the incident. The time, place, nature and circumstances of the accident/incident are to be included in the report. The report should also list the names of any library employees or patrons who may have witnessed the accident or incident. (See Appendix A)

**Appendix A: Accident / Incident Report Form**

Date of Accident / Incident: \_\_\_\_\_

Description of Accident / Incident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What Action was taken?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Names / Addresses / Phone Numbers of Person / Persons involved in the incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Names / Addresses / Phone Numbers of Person / Persons witnessing the incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature and Date of Staff Member filling out report:

\_\_\_\_\_

**LIBRARY DIRECTOR OR SUPERVISOR IN CHARGE TO COMPLETE SECTION BELOW**

What, in your opinion, caused the accident / incident?

\_\_\_\_\_  
\_\_\_\_\_

What, in your opinion, can be done to prevent a reoccurrence of this accident / incident again?

\_\_\_\_\_  
\_\_\_\_\_

Date Reviewed: \_\_\_\_\_

Director / Supervisor Signature: \_\_\_\_\_

## **Revision History**

- 07 September 2017** Emergency Procedures draft presented to the Policy Committee. Note that Emergency Policy is being considered more procedural and to be titled Emergency Procedures.
- 12 October 2017** Emergency Procedures draft #2 presented to the Policy Committee.
- 16 October 2017** Updated Emergency Procedures replaces Emergency Policy as motioned by the Mukwonago Community Library Board.
- 21 June 2018** Reviewed by Policy Committee and forwarded to Library Board for approval. No changes recommended.