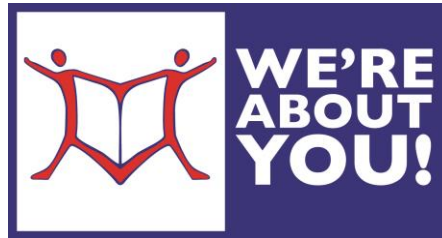


Upper Dublin Public Library



EMERGENCY ACTION PLAN (EAP)

805 Loch Alsh Ave.
Fort Washington, PA 19034
215-628-8744

This safety manual was compiled by Upper Dublin Public Library Emergency Action Plan Committee Members in Fall 2013.

Members include:

Cherilyn Fiory, Library Director
Lauren Smyth, Asst. Library Director
Molly Kane, Young Adult Librarian
Judy Fraser, Head of Circulation

Advisory Provided by:
Officer David Madrak of the Upper Dublin Township Police Department

Revised: January 2017 by L.Smyth

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INTRODUCTION

The Upper Dublin Public Library places great emphasis on the safety and health of all its employees. It is important that we develop safety awareness and periodically check our work areas for potential hazards and be well versed in the proper procedures to follow in the event of an emergency. Report any unsafe conditions/scenarios to your supervisor immediately. In the event you are injured at work you must report the details to your supervisor immediately.

The purpose of this emergency action plan (EAP) is to share the proper procedures for Upper Dublin Public Library employees to follow in the event of a variety of workplace incidents and emergencies.

RESPONSIBILITIES

Employees

Library staff are responsible for understanding and complying with the components of this EAP and for performing assigned duties during incidents and emergencies consistent with training received. Staff are also asked to prepare a personal EAP at their convenience.

In the event of an emergency situation, staff are authorized to immediately DIAL 911 before contacting the Director or Assistant Director. Staff should report all incidents and emergency situations to the appropriate contact as soon as possible; if in doubt, staff should report incidents and emergency situations to the Library Director or Assistant Director and fill out an attached "Library Incident Report." *All staff are expected to use discretion and should never comment on a library emergency or internal matter to members of the media or the public. If contacted by a media representative, staff should not issue a comment and should report the media contact to the Library Director immediately.*

Director & Assistant Director

The Director and Assistant Director shall be responsible for maintaining the emergency action plan and serving as the primary contact for inquiries regarding this plan. Periodically (e.g., on an annual basis), the Director and Assistant Director shall be responsible for coordinating a facility evacuation drill to test the effectiveness of the emergency action plan.

Director: Cherilyn Fiory
Assistant Director: Lauren Smyth

Information Technology Contacts

The Information Technology Contacts will be responsible for ensuring that the facility's information technology systems are in working order and will be the first contacts for information technology issues.

Information Technology Managers: Kathleen Brannon, Head of Technical Services & Kay Klocko, Head of Reference & Digital Literacy.

EMERGENCY, UD FACILITIES, & INFORMATION TECHNOLOGY CONTACTS

Emergency Contacts

Medical: 911

Fire: 911

Police: 911

***In an emergency, when a phone call cannot be made, hit the *panic button* under CIRC 2.**

UD Facility Contacts

All non-emergency facility issues must be reported to **Connie Pigliacelli (X3141)**, even if resolved.

On weekends or evenings, when the facility issue needs to be dealt with immediately, contact **Cherilyn Fiory (610-256-4259 or 610-293-0795)** or **Lauren Smyth (610-393-1723)**. If we cannot be reached, please contact, in this order:

Jerry Gaul: 215-920-1310 (cell) or 215-402-9124 (home)

Dan Supplee: 215-416-5591(cell) or 215-233-1334 (home)

Information Technology Contacts

Report staff/public computer issues to Head of Technical Services Kathleen Brannon or Head of Reference & Digital Literacy Kay Klocko. Before calling, attempt to determine where the problem lies. If you cannot tell if the problem is MCLINC network related or just local, call Abington Library (215-885-5180) to see if they are having the same problem. If they are having the same problem, assume it is a MCLINC problem and call the MCLINC Emergency Phone (610-812-9608) to report.

Kathleen Brannon, UD Library Head of Technical Services: 215-896-3141

Kay Klocko, UD Library Head of Reference & Digital Literacy: 610-313-9040, 610-945-6559

When the **photocopier/public printer** is not working and onsite staff cannot resolve the issue, staff should contact **Copy Systems at 215-674-1892.**

STAFF CONTACTS & STAFF IDENTIFICATION

HOME INFORMATION

Debra Baseden	610-247-9471	debaseden@yahoo.com
Kathleen Brannon	215-896-3141	kbrannon@mclinc.org
Lorae Cassel	215-767-7381	ljcass10@gmail.com
Leigh Clark	215-801-9669	lcla98@gmail.com
Liz DeMarco	215-887-9327	eademarco@gmail.com
Kathleen Drummond	215-641-8937	cdrumm@aol.com
Cheri Fiory	610-256-4259	cfiory@mclinc.org
Marty Frantz	215-885-4812	marty.frantz@gmail.com
Judy Fraser	215-887-1338	jfraser@mclinc.org
India Frazier	215-641-4612	ifrazier@mclinc.org
Caroline Hewitt	215-643-6864	caroline4253@verizon.net
Jennifer Johnson	215-576-1535	jenwj@comcast.net
Molly Kane	610-781-9163	mkane@mclinc.org
Kay Klocko	610-313-9040	kklocko@mclinc.org
Heather Lipinski	646-567-3858	heatherlipinski@gmail.com
Jack McAvoy	215-659-5153	jackmac14@verizon.net
Helen Miller	215-887-1689	westie3040@yahoo.com
Claudia Nalence	215-643-6777	claudianalence@verizon.net
DeAnne O'Brien	443-538-5698	bobanddeanne@yahoo.com
Connie Pigliacelli	215-859-6663	cpigliacelli@mclinc.org
Janet Schneider	215-272-4072	janet_schneider@comcast.net
Jennifer Sivers	407-346-1910	jsivers@mclinc.org
Lauren Smyth	610-393-1723	lsmyth@mclinc.org
Phyllis Zeeman	215-593-9713	phylzee@gmail.com

Upper Dublin Public Library Pages

Brianna: 215-990-9584
Chris: 215-641-4612
Diane: 215-542-9752
Ellen: 215-643-5882
Mary: 215-619-8805
Nick: 267-279-3212
Peter: 215-869-8451

STAFF IDENTIFICATION

All staff shall wear Upper Dublin Township issued identification at all times to better identify themselves to the public and for recognition by other township and library staff.

BUILDING VISITORS & POLICE IN THE LIBRARY

BUILDING VISITORS

If an unknown person is in the staff area of the library without proper identification, staff should ask the person what their purpose is in the library work area. If a staff member is uncomfortable asking, they should notify the Director or Assistant Director.

POLICE IN THE LIBRARY

If a police officer is observed conducting police business in the library, staff should not approach the officer, so as not to disturb the officer while he is engaged in law enforcement activities. The staff member witnessing the officer should alert the Director, Assistant Director, or senior staff member on-site and fill out a "Library Incident Report" to be returned to the Library Director.

No cardholder records will be made available to federal, state, or local law enforcement agencies except by valid warrant, subpoena, court order, or other appropriate official direction as required by law. If a request of this nature is made, it should be immediately reported to the Library Director, Assistant Director, or senior staff member on-site. See "Confidentiality of Library Records Policy" in the Upper Dublin Public Library "Instructions, Procedures & Policies Manual."

LOCATION OF LIBRARY EMERGENCY SUPPLIES

All emergency supplies will be evaluated annually to be sure they are in proper working order.

“GO” BAG:

This bag contains a base staff schedule and staff contact information, along with additional first aid supplies and emergency contacts, in case of a sudden evacuation/emergency situation.

The staff person closest to the bag in the time of an emergency should grab the bag, which will be located in the staff workspace closet. Staff members should not attempt to get the bag unless it is safe to do so---removing themselves and others from the scene of an evacuation/emergency situation is the first priority.

BATTERIES

Extra batteries are located in the supply cabinet by the Library Director’s Office.

FIRST AID KITS

One first aid kit is located on the wall in the Children’s Librarian’s Office.

The second first aid kit is located on the wall in the staff workroom.

Additional medical supplies are located in the cabinet closest to the CIRC 3 Workstation.

AED (Automated External Defibrillator)

The AED is located on the wall, near the water fountains and the restrooms.

FIRE EXTINGUISHERS

One fire extinguisher is located in the staff workroom, across from the staff mailboxes.

The second fire extinguisher is located next to the photocopier and coffee machine in the front of the library.

FLASHLIGHTS

The library has flashlights located in the staff workroom closet, the Director’s office, the Circulation 3 Work Station, the Administrative/PR office, and the Children’s Librarian’s office.

LIBRARY CONFERENCE ROOM ELECTRONIC ACCESS

For staff who do not have a staff identification card with electronic access, a gray electronic key is located in the top desk drawer of the Assistant Director’s office.

1. Swipe your key card or the fob at the wall device. Be sure to move the key or fob away from the device so it doesn’t continue to authenticate with it.
2. When the device beeps, enter 8375# (each number beeps) and exit or enter.

GENERAL EVACUATION

Conditions may occur that necessitate a general evacuation of the facility. Such conditions include fire, power failure, bomb threat or other incidents in which personnel & visitors may be at risk if they remain inside the facility.

An evacuation can be triggered either by fire sprinkler activation, triggering of smoke detectors or by a verbal announcement. **Staff should alert patrons and try to assist them, to the best of their ability, in evacuating the building.**

Upon hearing either the fire alarm or a verbal announcement to evacuate, personnel should proceed to the nearest exit. Staff closest to the "GO Bag" should grab it, if safe to do so. For those not familiar with the building, exit routes are also indicated on wall-mounted evacuation plans located near the main points of access in the library.

There are two main evacuation exits for the library. Staff and patrons should be directed to the evacuation route closest to where they are located. (SEE LIBRARY EVACUATION MAP, ATTACHED, FOR VISUAL.)

- 1. MAIN LIBRARY DOORS.**
- 2. THROUGH THE LIBRARY STAFF WORK ROOM PAST THE DIRECTOR'S OFFICE, DOWN THE HALL, AND TO THE RIGHT, OUT OF THE BUILDING INTO THE COURTYARD.**

Once out of the library, personnel shall assemble at the designated assembly areas as follows:

Primary assembly area:

- Down the township Access Road, past the Public Works Building and onto the gravel parking lot area.**

Secondary assembly area:

- Across Loch Alsh Ave., and behind Upper Dublin High School at the stadium.**

If safe to do so, The Director or Assistant Director will be responsible for conducting a sweep of the library so that employees are aware of the evacuation alarm and that no one remains in the building. In their absence, on-site senior staff members will assume this responsibility. After performing this function, this person, or another on-site staff person, will evacuate the building and proceed to the designated assembly area.

Once at the designated assembly area the Director, Assistant Director, or another on-site staff person will "take roll" to account for staff members scheduled that day. The names of missing personnel should be brought to the attention of outside responding agencies. The whereabouts of potential missing patrons will be brought to the attention of outside responding agencies to the best of the library staff's knowledge.

Any employees or patrons who may be physically challenged and require assistance during evacuation will be brought to the attention of the Director, Assistant Director, or other on-site staff person. Based on the nature of the disability, specific evacuation procedures may be developed to ensure such individuals are properly evacuated during emergencies.

VIOLENT INCIDENTS

“Run, Hide, Fight.”

In the event a violent incident involving an openly hostile individual who is actively seeking to injure and/or kill people in the library building:

- 1. (Run) Employees should immediately evacuate the area, alerting other staff and patrons if possible, particularly young children who may be unattended. Employees should not attempt to take anything (purses, coats, etc) with them. (See attached evacuation map or evacuation procedures for suggested routes.)**
- 2. (Hide) If evacuation is not possible, seek refuge & shelter-in-place (hide and lock/block doors in your hiding area/space, as much as possible).**

*Suggested shelter in place locations include: under desks, the closet in the back of the Children’s Librarian’s Office, the restrooms, the program room, offices without many windows, and any area that may shield you from discovery by an attacker. Remember to lock doors and block with heavy objects, if time allows. It is important to try to choose a hiding location, if at all possible, that has a locked door.

- 3. (Fight) If confronted with an assailant while hiding or evacuating, the individual should be prepared to fight for survival, using whatever may be at hand to help ward off the attacker.**

The proper course of action will depend on the situation and how you evacuate the building will be based on your location. **If safe to do so, employees witnessing the violent act should notify police by dialing 911 from a facility phone, or 911 from a cell phone, or hit the panic button located under the library circulation desk (circ 2).** *Again, remember to try to assist library patrons, particularly young children, when possible.*

Employees should not re-enter the building or leave their place of refuge until police arrive, secure the area, and remove you from your place of refuge. Evacuated employees should meet in the designated evacuation locations.

SUSPICIOUS BEHAVIOR AND PERSONAL SAFETY

If you notice an individual in or around the library behaving in an unusual, disorderly, intoxicated, or suspicious manner or if you observe someone damaging library property:

- **Contact police at 911 and as soon as safely possible, notify the Library Director and Assistant Director and your co-workers.**
- Be prepared to describe the person and location. While on the phone, follow the advice given by the Emergency Services Dispatcher.
- Keep a safe distance from the person. Observe the situation if it is safe to do so.
- Do not attempt to talk with or remove the individual yourself.

To avoid being in a vulnerable or unsafe position:

- Be observant and aware of your surroundings at all times.
- Close your door and lock filing cabinets, desk, etc. when you leave your workspace. Keep valuables (purse, briefcase, technology, cell phone, etc.) out of sight.

FIRE

Employees discovering a fire shall first notify area personnel of the fire. They should then pull the fire alarm and then proceed to the nearest exit. ***(for fire alarm locations, please see the Evacuation Map)*** If time permits, the employee **should contact the fire department by dialing 911** and notifying them of the location and nature of the fire.

BOMB THREAT

In the event of a bomb threat, the recipient of the call should attempt to obtain as much information from the caller as possible without antagonizing the caller. The person taking the call should:

- Keep the caller on line as long as possible. Ask the caller to repeat the message. If possible, record every word spoken by the person making the call. Record the time the call was received and the time it ended. Ask the caller for his/her name.
- Ask the caller to tell you the location of the bomb and the time of detonation.
- Listen for any unusual background noises such as motors running, music or any other noises that might provide a clue as to the location from where the call is being made.
- Listen carefully to ascertain whether the voice is male or female. Listen for accents and speech impediments.

After the caller hangs up, the individual receiving the call should contact police and notify the Director, Assistant Director, or the senior staff member on-site who will determine the appropriate course of action.

MEDICAL EMERGENCIES

In the event of an accident or any injury to any staff member of Upper Dublin Public Library, all participants in the accident and any injured party must submit a "Library Incident Report" to the Library Director and/or Assistant Director and alert Upper Dublin Township Human Resources, as directed by the Library Director, as soon as possible. Staff should document any major injuries or illnesses sustained by library patrons, document the the incident with an "Library Incident Report" and alert the Library Director and Assistant Director as soon as possible.

Minor Medical

Minor medical emergencies (minor cuts, bruises, etc.) shall be handled either by the injured employee themselves or another staff member. Staff may provide library patrons with basic first aid materials, such as a band-aid.

First aid supplies are located:

- **On the wall in the staff workroom**
- **In the office of the Children's Librarian, on the wall.**

Major Medical

Major medical emergencies (major lacerations, heart attacks, seizures, etc.) shall be handled by verbally alerting other staff and by contacting outside emergency assistance **by dialing 911**. **The caller should provide the Emergency Services Dispatcher with information regarding the nature of the injury and the victim's location. An employee should be dispatched to the street in order to meet the rescue squad and guide them to the victim.**

After summoning external assistance, if available, a staff member with AED certification will obtain the AED response bag and use the contained equipment according to their first responder training. *(Please see the Evacuation Map for a visual of the AED, located near the restrooms.)*

The closest hospital to the facility is:

**Abington Hospital
1200 Old York Road
Abington PA 19001
215-481-2000**

Directions to Abington Hospital:

1. Head southeast on Loch Alsh Ave toward Spark Dr
2. Turn left onto Pennsylvania 2022/Fort Washington Ave
3. Take the 2nd right onto PA-2017/Susquehanna Rd
Continue to follow PA-2017
4. Turn left onto Highland Ave
5. Slight right onto Rockwell Rd
6. Take the 1st right onto PA-611 S/Rte 611 S/State 611 S/State Rte 611 S/Old York Rd Destination will be on the right.

SEVERE WEATHER

The Director, Assistant Director, or senior staff shall be responsible for monitoring severe weather conditions through use of the Internet and/or other media. In the event that a tornado, blizzard, or hurricane warning is issued, the Director, Assistant Director, or senior staff member will make a general announcement advising occupants to stay away from building windows and to move towards the protected center of the building. **The protected center of the building is the hallway behind the staff workroom, by the Director's Office.** Once notified that the severe weather condition has passed, the Director, Assistant Director, or senior staff member shall notify building occupants that the severe weather condition has passed and that it is safe to return to work or use the library.

The procedures for snow and ice, regarding library closures and late openings/early closings may also be followed in other severe weather instances. Please see the following SNOW/ICE PROCEDURES.

SNOW/ICE PROCEDURES

The library is considered open in the event of snow or bad weather unless the Library Director or Assistant Director notifies employees to the contrary. Any full-time staff member who does not report to work or leaves earlier than scheduled forfeits personal or vacation time. Part-time staff will not be paid for hours not worked. It is the responsibility of the staff member to alert the Director or Assistant Director if he she will not arrive for work. If the Library subsequently closes due to inclement weather, employees who reported to work will be paid for their scheduled shift.

The library requires at least two staff members to open to the public. It will remain closed until proper staffing can be arranged.

In the event that the Library opens later or closes earlier than regularly scheduled, it is the Library Director's or Assistant Director's responsibility to inform the staff and public by updating the library's phone message. When possible, signs will be posted on the library doors and the web site will be updated. The Director will also alert the township, the MCLINC system administrator and the district library.

Library parking lots are regularly maintained by Upper Dublin Township during bad weather. However, if the Library Director or Assistant Director cannot be reached, staff is instructed to contact township facilities personnel (listed below, in order) to arrange for assistance if it appears that ice or snow in the parking lot has not been salted or cleared.

1. **Frank Isabella: 215-416-5936**
2. **Ed Geissler: 267-249-1122**
3. **Dan Supplee: 215-416-5591 or 215-233-1334**

POWER FAILURE

The library has flashlights located in the staff workroom closet, the Director's office, the Circulation 3 Work Station, the Administrative/PR office, and the Children's Librarian's office.

Designated staff will locate flashlights and assist patrons who may be stranded in dark parts of the building to find their way to a safe, well-lit area, or to assist them in evacuating the building, if necessary.

If power fails, the Director, Assistant Director, or senior staff will contact the appropriate township facilities' contacts. Depending on the length and nature of the outage, the Director or Assistant Director will determine whether the library will remain open to the public and whether or not employees will be sent home.

GAS LEAK/SUSPECTED CHEMICAL SPILL

Any employee that smells gas or suspects a chemical/toxic spill should immediately contact the Director, Assistant Director, or senior staff. The source of the leak/spill will be investigated and a determination made whether a facility evacuation is necessary and the appropriate township facilities personnel to be contacted.

REPORTING SAFETY HAZARDS AND ISSUES

Safety hazards that present immediate danger should be verbally reported at the time of discovery to the Director, Assistant Director, or the senior staff person on-site. Staff may also judge whether or not they are able to temporarily reduce the hazard.

Safety hazards/issues include:

- wet floors
- broken glass
- sharp edges on furniture
- torn carpet
- any other situation which could be hazardous

Report non-emergency maintenance issues, such as burned out light bulbs, which do not constitute an immediate safety hazard to **Connie Pigliacelli, X3141**.

LIBRARY CONTINUITY/COMPUTER SERVERS

In the event of a computer or server outage, staff should first contact the Information Technology Managers, **Kathleen Brannon or Kay Klocko**. If they cannot be reached, the Director and Assistant Director should be contacted.

PERSONAL EMERGENCY ACTION PLAN

All library staff are asked to spend time planning their personal emergency action plan. The plan should cover their personal evacuation route from their work space in the various evacuation and violent incident scenarios.

Library Incident Report

The purpose of this form is to notify the appropriate staff member of an incident or something that needs to be addressed when that staff member is not available and to document the details of an incident. This form can be used to report both resolved emergencies and non-emergencies to the person responsible.

To: _____

Date occurred: _____

Time occurred: _____

Description of incident:

Witnesses (Please include names and also contact information for patron witnesses):

Submitted by: _____

FACILITIES SERVICE PROVIDERS
(ONLY TO BE CONTACTED BY TOWNSHIP FACILITIES MANAGEMENT, UNLESS OTHERWISE
INSTRUCTED BY THE DIRECTOR, ASSISTANT DIRECTOR, OR SENIOR ON-SITE STAFF
MEMBER)

Electrician: Reilley Electric: Mike Reilley, 215-651-8182

Plumber: Marsden Mechanical: Steve Marsden, 215-519-9497

Fire Alarm: H&H Fire Protection: 610-631-9788

HVAC Systems: CMS, 610-637-0819

UPS System Service: 1-800-339-3023, Unit Serial #BO2-10540

Domestic Water Pump: Robert Brown Systems, 610-354-0200, Model DC61203

Elevator Service: Metro Elevator Company, 610-492-9112

Emergency Generator: Emergency Systems, Steve Parker, 215-5364973

Roofing: Russell Roofing, 215-887-7800