



SARATOGA SPRINGS PUBLIC LIBRARY RESPONSE PLAN



Melissa Grygla

SARATOGA SPRINGS PUBLIC LIBRARY 1307 N. Commerce Dr. Ste 140 Saratoga Springs UT 84045

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General Information

Purpose

The purpose of this manual is for the protection and safety of every employee in case of unusual situations. This booklet is an effort to protect you as a valued employee, our Library customers, and Library property. The intent of these procedures is to ensure that emergency, security-, or medical-related incidents within the Library are dealt with in a safe and effective manner and that they are reported to the appropriate personnel within the Library and to the proper authorities.

These situations can include:

- Impending bad environmental conditions such as a hurricane or wildfire.
- Over a foot of snow-fall in a short period.
- System and software outages.
- Fire alarm is sounding.
- Electricity is out.
- Heating or cooling is not available.
- Flooding effects roads or other transportation.
- The governor declares an emergency asking people to stay home.

This is broken down into:

- Non-Threat Response
- Threat Response
- Natural Disaster
- Weather Advisories
- Special Event Emergency Procedures

These guidelines apply to all employees of the Saratoga Springs Public Library. All personnel are expected to carry out these guidelines as instructed. In all cases, human safety is more important than that of objects or property. Note that each situation is different, so always use common sense when following these procedures.

Terminology

Throughout this policy, the words “Library Director” refers to the Director of the Library or their designee. “Librarian-in-Charge” refers to the Senior Librarian, Librarian or Library Assistant on shift.

Revision History

Date	Revision Information
May 20, 2025	

Approval

We approve this version of the Library Response Plan.

_____	_____
{Name and Library}	Date
_____	_____
{Name and Human Resources}	Date
_____	_____
{Name and Attorney’s Office}	Date
_____	_____
{Name and Administration}	Date

Definitions

APPROPRIATE PERIOD OF TIME

This period of time is defined as forty-eight (48) hours from the completion of the incident.

AUTOMATED EXTERNAL DIFIBRILLATOR (AED)

A device designed for individuals without medical training to shock a heart rhythm.

CIRCULATION/HELP DESK

This is identified as the Library's front desk, where most customers go for service and will have a dedicated staff person during all business hours.

CARDIOPULMONARY RESUSCITATION (CPR)

CPR – or Cardiopulmonary Resuscitation – is an emergency lifesaving procedure performed when the heart stops beating; immediate CPR can double or triple chances of survival after cardiac arrest.

EMERGENCY ACTION PLAN

Abbreviated as (EAP) used specifically in the Event Management Plans submitted for Special Events.

EMERGENCY ALERT STATION

Emergency Alert Stations abbreviated (EAS) is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service providers, and direct broadcast satellite providers to provide the communications capability to the President to address the American public during a national emergency.

ESSENTIAL EMPLOYEES

Each division and office of the City is responsible for identifying employees who are essential, and are required to report to work despite a closure.

EVENT MANAGEMENT PLAN

Abbreviated as (EMP), Event Management Plans must be turned into the City for Special Events at least thirty (30) days in advance. These plans are only required for events held offsite from the Library.

FLOOD

Unusual and rapid accumulation or runoff of surface waters from any source; or Mudslides (i.e., mudflows) which are proximately caused by flooding and are akin to a river of liquid and flowing mud on the surfaces of normally dry land areas, as when earth is carried by a current of water and deposited along the path of the current.

INCIDENT REPORT

Included in Appendix A. The Saratoga Springs Public Library Incident Report to be filled out by staff in various situations from customer encounters to emergency situations.

LIBRARIAN-IN-CHARGE

This person is identified as the Librarian or a Library Assistant on shift.

LIBRARY DIRECTOR

Throughout this policy, the word "Library Director" refers to the Director of the Library or their designee.

NATIONAL WEATHER SERVICE (NWS)

The National Weather Service (NWS) is a government department that is tasked with providing weather forecasts, warnings of hazardous weather, and other weather-related products to organizations and the public for the purposes of protection, safety, and general information.

SABOTAGE

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations.

SAFETY DATA SHEETS (SDS)

Safety data sheets are a standardized document that contains crucial occupational safety and health information. It is mandated by the International Hazard Communication Standard (HCS).

SAFETY OF OPERATIONS ADVISORY COMMITTEE

Safety of Operations Advisory Committee is a committee of employees who can or will meet to determine if offices will postpone opening, close early, and/or be closed due to hazardous conditions.

SNOW EMERGENCY

In order to clarify the definition of the snow emergency, the following definitions have been used. For severe weather where no county-wide declaration is made, the City will assess the need for a delay or closing based on several variables such as: road conditions, driving visibility, forecast conditions, temperature, ice, and public meeting calendar considerations, etc.

The policy is as follows:

- Level I SNOW ADVISORY--Generally one (1) to four (4) inches of accumulation on the road. Roadways are hazardous with blowing and drifting snow.
- Level II SNOW ALERT--Generally four (4) to eight (8) inches accumulation of snow on the road.
- Level III HEAVY SNOW EVENT--Generally eight (8) to twelve (12) inches accumulation of snow on the road.

- Level IV SNOW EMERGENCY--Generally twelve (12) or more inches of snow on the road. No one should be out during these conditions unless it is absolutely necessary to travel.

SNOW WATCH

Declared when the National Weather Service predicts the possibility of heavy snow accumulation.

SNOW WARNING

Declared when the National Weather Service predicts large volumes of snow.

UTAH DEPARTMENT OF TRANSPORTATION (UDOT)

The Utah State Department of Transportation that helps to maintain the roads, public transit, and more.

VANDALISM

Vandalism is the willful or malicious destruction or defacement of public or private property.

WINTER STORM WARNING

A winter storm warning is a hazardous weather statement issued by Weather Forecast Offices of the National Weather Service in the United States to alert the public that a winter storm is occurring or is about to occur in the area, usually within thirty-six (36) hours of the storm's onset.

WINTER WEATHER CLOSURE

All business hours for public facing services are cancelled for the time period specified, and only essential employees are to report to work. Declared only by the Safety Operations Advisory Committee.

Library Director Responsibilities

Conduct the Document Review

These guidelines are to be reviewed on an as-needed basis and at a minimum annually.

Provide Employee Training

All employees are to be trained on this document at least once per year. New employees are to be trained on this plan within thirty (30) days of commencing employment.

It is recommended that permanent adult staff (both full-time and part-time) be trained to use the Automated External Defibrillator (AED), basic first aid and to perform cardiopulmonary resuscitation (CPR) within six (6) months of their hire date.

Designate a Chain of Command

The person in charge at the time an emergency situation occurs will remain in charge until someone higher up in the chain of command arrives and relieves them or until local authorities arrive and take command of the situation.

The Saratoga Springs Public Library personnel chain of command in the following order: Director, Senior Librarian, Librarian, Library Assistant, Library Clerk III, and other staff according to seniority. When referencing Librarian-in-Charge utilize this order.

Verify that all Employees

- Understand that employees are not expected to place themselves in imminent danger or risk their lives to carry out these procedures.
- Know where the fire alarm boxes and fire extinguishers are located and how to use them.
- Know where the First Aid Kits and AEDs are located.
- Know what to do when a fire alarm is heard.
- Know the layout of their floor and the building itself in order to be able to evacuate to safety.
- Know where to assemble in case of building evacuation or if the building is rendered unavailable.
- Are familiar with all the employees in their area.
 - An updated list should be kept and accessible at a supervisor's desk.
- Let their supervisor know of any special needs or assistance that they may require during an emergency.
- Understand that this is not a public document and its contents should not be shared with the public.
- All members of Library staff should be issued a Pocket Response Plan for the Library.

Commented [MG1]: I understand why I see this in other handbooks, however I'm concerned if there is a liability with identifying a disability.

Commented [MG2R1]: Found this in other documents
• Understand any special needs of those in their area. Is there someone who is physically impaired such as; deafness, blindness, someone who is confined to a wheelchair or has mobility problems? If so, an employee should be assigned to assist them in case evacuation is necessary.

How to Report an Emergency

All staff members of the Saratoga Springs Public Library are empowered to call 911 without a supervisor's permission.

An employee witnessing a safety-, security-, or medical-related incident in or near the Library should:

1. Secure your immediate safety.
2. If possible, ensure the safety of those around you.
3. If necessary and possible, leave the area.
4. Inform the additional staff member on shift that you need immediate assistance.
5. Call 911.
 - a) Provide as much information and detail as possible about:
 - i. Incident description
 - ii. Location
 - iii. Injuries
 - iv. Current situation
 - v. Address and telephone number of Library: 1307 N. Commerce Dr. Ste 140, Saratoga Springs UT 84045; Phone 801.766.6513.
 - b) Follow the Dispatcher's instructions.
 - i. DO NOT HANG UP UNTIL DIRECTED TO DO SO by emergency personnel.
6. Notify the Library Director of the incident.
 - a) Provide information and details per the above.
 - b) Follow the instructions of the Library Director.
 - c) Fill out the Incident Report Form included as Appendix A.
 - i. All Incident Report Forms relating to an accident, injury, or call to 911 must be turned into the Office & Facilities Administrator within an appropriate period of time. For the purposes of this document, "Appropriate Period of Time" is defined as forty-eight (48) hours from the completion of the incident.

Emergency Signal

In an emergency situation where you cannot specifically communicate the need for assistance to other staff on shift, attempt to catch the attention of the other staff member on shift using their last name or following hand signal for danger, help and/or S.O.S., they can then help to evacuate the facility while you remain on the line.



Incident Report

The Saratoga Springs Public Library Incident Report is to be filled out by staff in various situations, from unruly customer encounters to emergency situations. This enables us to better respond to customer encounters, emergency issues, and to document situations in a manner that is appropriate for further training.

Other Emergency Information

- All card-accessed exterior doors are locked by use of electromagnetic devices.
 - In the event of a power failure, doors can be secured and unsecured using the keyed lock.
 - If the computerized security system fails, reentering the building would require opening the door by hand. The Library Director or Facilities & Office Administrator have keys to access the facility.
- All card-accessed doors automatically unlock when the fire alarm goes off.
- All buildings have fire alarms.
- Elevators have an “emergency only” telephone in the event the elevator malfunctions. The help button will automatically call the switchboard and the elevator company’s twenty-four (24) hour monitoring system on a sequential basis with the elevator company being the last number dialed.
- Every employee should be aware of all building exits and vacate the building if the fire alarm goes off.
- Do not use elevators in an emergency situation!
- Walk, do not run!
- Employees wearing high heels should remove them to reduce the risk of falling.

Commented [MG3]: Not a feature of our current system but it should be.

Commented [MG4]: Unsure if that’s the case, all of ours require a key automatically. Is that something that can happen and/or should?

My Building or Area's Emergency Information

The information below is to be completed by the individual employee who possesses this document:

My building is:	Saratoga Springs Public Library
My area/floor is:	1 st
Nearest First Aid Kit is located:	Behind the circulation desk, in the bottom drawer labeled "First Aid."
Nearest Defibrillator (AED) is located:	Behind the circulation desk, hanging on the wall.
Nearest Fire Alarm pull station is located:	Above the indoor book drop.
Nearest emergency exits are located:	South door for the book drop, or the regular front door.
Person(s) in my area trained in CPR are:	All permanent full and part time staff.
People in my area needing help during evacuations are:	Customers.
Notes and other information	

Write in the date the above information was last reviewed/revised/confirmed:

Date	By

Emergency Kit

The following items are sealed in the Library's emergency kit kept in a trash can in the mechanical closet under the server and should not be used for any other purpose. An annual review of these items should be conducted prior to November 1st of each year.

- Plastic sheets or heavy plastic trash bags (to protect equipment)
- Screwdrivers (to disconnect equipment if necessary)
- Absorbent socks for leaks
- Flashlight and batteries

Other Items:

- Snow shovel and ice melt kept in the dedicated space within the department
- Winter gloves are issued to each employee
- Other items deemed necessary

Commented [CS5]: I had Rachel inventory this recently. Check on accuracy.

Commented [CS6]: In a trash can

Commented [CS7]:

Commented [MG8]: Chelsea should do this annually.

Commented [MG9R8]: Safety Officer

Commented [CS10]: Not in the Emergency Trash Can

Emergency Contacts

Contact:	Telephone number:
Police / Fire / Ambulance - Emergency	911
Police – non-emergency	801.798.5600
Library Director, Melissa Grygla	Office: 801.766.6513 Ext. 141 Cell: 530.526.0496
Office & Facilities Administrator, Allison Cowder	Office 801.766.9793 Ext. 110 Cell: 801.592.2755
Assistant City Manager, Owen Jackson	Office 801.766.9793 Ext. 112 Cell: 801.232.0294
Public Relations Specialist & Events Supervisor, AnnElise Harrison	Office 801.766.9793 Ext. 190 Cell: 801.703.8006
Senior Librarian, Carl Sachs	Cell: 254.458.6002
Librarian, Cass Kleinlein	Cell: 682-557-1182
Library Assistant, Chelsea Rains	Cell: 951.816.9195
Library Assistant, Isabella Bailey-Palafox	Cell: 801.910.4538
Library Assistant, Taffi Pugh	Cell: 208.989.2741

*All Members of Library staff should be issued a Pocket Response Plan for the Library and copies should be kept at all service points in an emergency folder

Evacuation and Assembly

During an evacuation, go to the following areas:

If you are in/on:	Go to:	In case of bad weather:
1307 N Commerce Dr. Ste 140. Saratoga Springs, UT 84045	The brick wall on the south west side of the building.	Have the person on desk bring the umbrella.

Detailed evacuation and assembly information is shown on pages 13-17. These guidelines will be printed and put in all service points within the Library in an emergency folder.

Evacuation Procedures

IMPORTANT: Any time you hear the fire or evacuation alarm, assume it is NOT a test. Evacuate immediately and meet at your designated assembly area.

1. Evacuation Reminders:
 - a. Quickly and safely evacuating the building is the first consideration.
 - b. Always check doors for heat before opening.
 - c. Exit through the nearest doorway. If exit is blocked, use the next closest exit situated away from the emergency.
 - d. Do not use the elevators!
 - e. Walk, do not run!
 - f. Individuals wearing high heels should remove them to reduce the risk of falling.
2. In the event the fire alarm sounds, there is a bomb threat, or other reason to evacuate, please direct our customers to exit the building. Instruct everyone to leave by way of the nearest exit (and if necessary, walk down the stairs) to their predetermined meeting place outside.
 - a. There are no options for staying in the building or finishing what a customer is doing.
3. Begin Securing the Building:
 - a. All Library business is to be suspended immediately. All Library materials are to be put down and left where they are.
 - i. The person assigned to the Circulation/Help Desk will lock their computer and direct people outside.
 - ii. The second person in the building should walk through the Library, directing customers to exit the building and guide them out.
 - iii. Staff members must assist unattended children to ensure their safety during the evacuation. Make certain they leave with a parent or with a police officer.
 - b. Only if time and safety permit:
 - i. If time permits, take your employee ID badge with you as you exit the building, and if possible, bring your personal keys and wallet.
4. Once the building is empty, do not let others in.
 - a. Verify that no one is remaining in the building. Check between the rows of shelving. Check bathrooms, employee work rooms, and offices to ensure everyone has been evacuated.
 - b. If possible, put "Do Not Enter" signs on the doors.
 - c. Leave the doors unlocked so that emergency personnel (police and/or fire) can enter.

5. Once at the Assembly Area:

Evacuation of a Person with a Disability

Prior to an emergency:

This topic should be discussed in the planning stage. Agreement should be reached regarding how long the person giving assistance is expected to wait for the first responders to arrive. Such discussion is important because waiting too long can endanger more lives. If someone is willing to delay their own evacuation to assist a person with an impairment in an emergency, planning how long that wait might be is wise and reasonable.

People with mobility impairments need to know if there is a usable circulation path (a continuous and unobstructed way of travel from any point in a building or structure to a public way) from the building they are in. If there is not a usable circulation path, their plans will require alternative routes and methods of evacuation to be put in place.

Library Employees with a disability are advised to contact the Library Director to “self-identify” if assistance is needed when evacuating a building. Employees are encouraged to consult with the City of Saratoga Springs Human Resources Department regarding confidentiality of information.

It is suggested that employees with a disability discuss or find out which of their coworkers would be willing to assist in event of an emergency evacuation if assistance is needed.

Commented [MG11]: Laura- Thoughts on this? It's what other Counties and Libraries had but I want to ensure it's appropriate.

The following are the areas of refuge (temporary haven from the effects of a fire or other emergency) where mobility impaired persons can assemble as a last resort, pending assistance from staff or first responders:

- By the emergency exit door in the young adult fiction space on the south side of the building.

While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.

Assisting a Person with a Disability in an Evacuation Situation

People with disabilities may require assistance from others.

- However, always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
- Ask how they can best be assisted or moved, and whether they have any special considerations.

The following guidelines are suggested for individuals who can safely assist a person with a disability:

Person with a Hearing Impairment

- Alert the individual to an emergency and offer to assist with their evacuation.
- Generally speaking, a person with a hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

Person with Blindness or Visual Impairment

- Alert the individual impaired to an emergency and assist with their evacuation.
- Generally speaking, a person with a visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
- Do not grasp the arm or touch the body of a person with a visual impairment; ask if they would like to hold onto your arm as you exit.
- Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right).

Evacuating a Person with an Injury or Disability Yourself

- Evacuating a person with an injury or disability yourself is a last resort. Consider your options and risks of injuring yourself and others in an evacuation attempt.
- Do not make an emergency situation worse. Evacuations may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

Waiting with a Person

- Waiting with the person with an impairment for first responders would likely be a last choice when there is an imminent threat to people in the building.

- While first responders do their best to get to a site and the particular location of those needing their assistance, there is no way to predict how long any given area will remain a safe haven under emergency conditions.



Emergency Alert System

The Emergency Alert Station (EAS) system is a national public warning system that requires broadcasters, cable television systems, wireless cable systems, satellite digital audio radio service providers, and direct broadcast satellite providers to provide the communications capability to the President to address the American public during a national emergency. The system also may be used by state and local authorities to deliver important emergency information, such as AMBER alerts and weather information targeted to specific areas.

Activation of EAS within the State of Utah may be made at the request of the Governor, Director of the Utah Emergency Management Agency, Utah State Police, or the National Weather Service.

All local broadcast and cable systems which have voluntarily joined the EAS program monitor the State Primary, State Alternate Facilities, and National (NOAA) Radio.

State Primary Facility: KSL NewsradioSalt Lake City (AM 1160, FM 102.7)

Source of Be Ready Utah EAS information (December 2023) included below and at the following link: <https://drive.google.com/file/d/1vDy38Pi3Tx-3MpVMG4xX5uENh-KWNjrU/view>

Commented [CS12]: Is this the date of the website or of the download?



Emergency Communications

Accurate information allows you to make *informed* decisions.



What information do I need in an emergency?

- Nature of the emergency: "What's going on?"
- Severity: "How bad is it?"
- Areas affected: "Where is it happening?"
- Estimated duration: "How long will it last?"
- Evacuate or shelter-in-place: "Should I stay or go?"
- Additional instructions from authorities: "What else?"
- Status of family members: "How and where is everyone?"
- Status of neighbors: "We're OK. How can I help others?"

WATCH: Be Prepared. Issued well in advance to alert the public of the possibility of a particular weather-related hazard (e.g., tornado watch, flash flood watch). Occurrence, location, and timing may still be uncertain.

ADVISORY: Be Aware. Issued for weather that causes significant inconveniences and if caution is not exercised, could lead to life-threatening situations. Significant events are occurring, imminent, or have a very high probability of occurrence.

WARNING: Take Immediate Action! Issued when a weather or flood hazard is imminent or already occurring (e.g., tornado warning, flash flood warning). Conditions are posing a threat to life or property.

Emergency Information Sources

Emergency Alert System (EAS): Standard AM/FM radio. Utah region - KSL 1160 AM, 102.7 FM

Wireless Emergency Alerts (WEA): Emergency alerts sent to mobile phones in a specific geographical area.

NOAA weather radio and tone alert radio: Receives notifications for weather hazards and other non-weather alerts. Visit www.nws.noaa.gov/nwr/ for more information.

Social media: Follow state, county, city, law

enforcement, fire rescue, and other emergency response and management authorities in your area on Facebook, Twitter, and other social media.

Highway message boards: Watch for alerts and messages about safety, road hazards, and alternate routes.

Route alerting: Response personnel go to neighborhoods and give emergency information via loud-speaker or door-to-door.

Know the emergency communications plans for your city, schools, and places of employment.

✓ **Make a Plan** ✓ **Get a Kit** ✓ **Be Informed** ✓ **Get Involved**
For more preparedness information: BeReady.Utah.gov



Access additional brochures
at the Be Ready Utah Library

dem.utah.gov



Dealing With News Media and Public Inquiries

The Library will follow the City of Saratoga Springs Personnel Policies and Procedures Addendum A: Communications.

The City of Saratoga Springs Personnel Policies and Procedures states the following:

“It is the goal of the City to be honest and collaborative with media outlets and to disseminate accurate information promptly. To achieve these goals, the City limits those who can speak on its behalf. The City’s Public Relations staff shall be notified of all media inquiries as soon as possible. All press releases, media notices, media outreach, and advisories must be coordinated with the Public Relations staff and approved by the Public Relations Specialist, City Manager, or Assistant City Manager. In addition to responding to media inquiries, the Public Relations staff looks for opportunities where issuing a news release may be beneficial.”

Library Specific Guidelines:

The City Manager, Assistant City Manager, or Public Relations Specialist is the only person authorized to release information on behalf of the Library. This spokesperson will coordinate information and information release with the Library Director, law enforcement personnel, emergency medical personnel, health department staff, and Saratoga Springs officials, as required.

During and after an emergency situation, Library employees:

- Will NOT respond to media or public information requests.
- Will refer all public and media inquiries and information requests to the Public Relations Specialist.
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation. This includes communicating via social media platforms.

Non-Threat Response

If there is ever a point in one of these situations where it is unsafe to remain in the facility, please evacuate the facility. In any event that results in a closure, the Library will override overdue fines on items returned late due to our closure, will extend due dates, and the date to pick up holds. In all instances, the Library staff will work with the City's Public Relations Specialist to announce the information in the best manner possible, given the situation.

Below are some specific response guidelines. However, in all emergency situations needs will vary and employees should ask the Librarian-in-Charge if there are any additional specific directions and/or needs.

Door Alarm

The emergency exit doors in the Library are alarmed by individual door alarms. We do use the south emergency exit door to empty the book drop.

Depending on the situation it may be necessary to modify these guidelines; common sense should prevail.

General Information

- If the door alarm goes off and a staff person did not notify you that they were emptying the book drop, check the door.
- Each door has a different tone for the alarm.
- Everyone has a responsibility to ensure that our customers are safe and the building is appropriately secured.

General Reminders

- Follow any instructions given by the Librarian-in-Charge on shift.
- An Incident Report is not required unless there is another issue as a result of the door alarm.

Door Alarm Guidelines

Customer Use

In the event that a door alarm goes off at either of the Library's emergency exits.

Staff will:

1. Take the next available opportunity to leave the Circulation/Help Desk or ask their second person on shift to check both doors to verify that no children left the building without a parent or guardian and that the doors are still locked and securely closed.
 - a. In the event a child was separated from their parent or guardian and is found outside, please help reunite them with their parent or guardian. Remind the parent or guardian to please make sure their child remains with them inside the Library.
 - b. If a customer used either of the emergency exit doors as an exit, politely remind them about the sign indicating that this is an "Emergency Exit Only."
 - c. If a child used either of the emergency exit doors and a parent or guardian is not found within the Library, contact the Police Department via the non-emergency number. Keep the child with staff behind the Circulation/Help Desk with a toy, coloring activity, or other distracting resource.
 - i. How to respond when law enforcement arrives:
 1. Communicate the issue to law enforcement as appropriate.
 2. Follow any instructions given by law enforcement.
 3. Once the child has left, fill out an Incident Report.
 - ii. If a parent or guardian arrives before law enforcement arrives:
 1. Call the Police Department via the non-emergency number and notify them of the resolution.
 2. Once the child has left, fill out an Incident Report.

Staff Use

Staff will:

1. Staff using the emergency exit to empty the book drop should notify the other staff on shift before leaving through the south door so that other staff will not begin responding to the emergency alarm.
2. In the event staff were not told about another member of staff exiting the building through the emergency door, they will follow the guidelines outlined above for Door Alarms Guidelines Customer Use.

Employees Not On Shift

If an employee is not on shift when the issue occurs, they may not need to know about it. If the issue occurs and the next staff on shift do need to know, information should be passed along as they trade shifts. An employee coming on shift during a door alarm issue should ask how they can best assist their co-workers or check the door if the other staff present are busy.

Internet

An internet outage is the loss of the internet to an end user. There are many causes of internet outages in a network.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most internet outages are planned maintenance.
- If there is a scheduled outage during business hours, the Library will have the backup system up.
- In the event there is an unplanned outage, please follow the guidelines below.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- During an outage the following will still be impacted:
 - Library Wi-Fi
 - Library Staff Wi-Fi
 - Public Printing Portal (regardless of sent in by email)
 - Public Computers
 - Self-Checks
 - Online Public Access Catalogues (OPACs)
- An Incident Report is not required, unless there is another issue as a result of the internet outage.

Internet Outage Guidelines

Staff will:

1. In the event of an internet outage, please speak with your additional person on shift and request assistance.
2. Explain to customers that our system is currently down due to an internet outage, but that we are pulling out the backup system. If they have a few minutes, we will have most services restored.
 - a. Utilizing a backup laptop from the staff workroom, log into the machine, plug in the RFID pad, connect to the SaraAdmin Wi-Fi network, and restore koha services.
 - b. The self-checkout, print services, and public Wi-Fi will remain unavailable until the Comcast connection is restored.

- c. Post signs on the Library door stating that some services are unavailable.
- d. Work with the Library Assistant on shift, if time allows, to post this information to social media.

Senior staff will:

1. Log into Comcast online through a personal device or call to get an estimated time of the outage.
2. Once you have additional information regarding the anticipated time of the outage, contact the Library Director.
3. If it has not already been done, post signs on the Library door stating that Wi-Fi, public computers, and printing services are unavailable.

Librarian-in-Charge will:

1. If time allows, the Library Assistant on shift, or the Library Director will post this information on social media.
2. If time allows, the Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.
3. If time allows, the Library Assistant on shift, or the Library Director should notify the Information Technology Specialist of the situation.
 - a. This department is currently working on getting a backup system set up over Ethernet so that we can change the network without changing out the device itself.

Employees Not On Shift

If an employee is not on shift when the outage occurs, any information found out by the staff on shift prior to their start time should be passed along as they trade shifts. An employee coming on shift during an internet outage should ask how they can best assist their co-workers.

Koha

A koha outage is the loss of the circulation software in the Library. There are many causes of the software going down.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most outages are planned maintenance. Information regarding this scheduled maintenance will be made available to the public through the Library website, Facebook, and the OPAC.

- There will not be a scheduled outage during business hours.
- In the event there is an unplanned outage, please follow the guidelines below.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- Do not register new accounts.
- Do not take payments on fines or fees.
- Returns:
 - Look through all returns for contents and damage, separate based on what needs to occur once we can check them in.
 - Wait to check them in until the system is back up.
 - This prevents holds from being missed.
- An Incident Report is not required, unless there is another issue as a result of the outage.

Koha Outage Guidelines

Staff will:

1. Start Offline Server Application
 - a. <https://github.com/bywatersolutions/koha-offline-circulation/releases>
 - b. This will retain information for all new checkouts.
 - c. When koha is back online, the Library Assistant on shift, or the Library Director will load the offline transactions.
 - d. DO NOT: Take payments for fines and fees, register new accounts, or check in returned items.
2. Check the dedicated URL for an estimated timeline for the system coming back up.
 - a. If a time is not posted, the Librarian-in-Charge will open a ticket with ByWater Solutions.
 - b. If a time is posted, maintain all services possible until the system is restored.
3. Maintain all services possible.
4. Returns will be accepted.
 - a. Staff will look through returns, following normal procedures.
 - b. Sort returns into groups of items needing checked in, repaired, and damaged.
5. Once koha has been restored:
 - a. Check in all items that were returned during the outage using the "Forgive Overdue Charges" mode.
 - b. In the event of a prolonged outage, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate the issue as they are best able in the specific situation.

Senior staff will:

1. Assist Library staff with organizing workflows for returned items.
2. Assist with customers who need help checking out.

Librarian-in-Charge will:

1. The Library Assistant on shift, or the Library Director will contact ByWater solutions at 888.900.8944.
 - a. In the event of a prolonged outage, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate the issue to the public as they are best able in the specific situation.
2. If time allows, the Library Assistant on shift, or the Library Director will post this information on social media.
3. If time allows, the Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not On Shift

If an employee is not on shift when the outage occurs any information found out by the staff on shift prior to their start time should be passed along as they trade shifts. An employee coming on shift during an outage should ask how they can best assist their co-workers.

Medical Non-Emergency

The Library is equipped with a basic First Aid Kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located in the Circulation/Help Desk in the bottom right-hand drawer labeled "First Aid Kit."

The Library is equipped with an Automated External Defibrillator (AED) and related supplies. The AED is located behind the Circulation/Help Desk on the wall. Extra supplies (face masks, pads, and gloves) are in the drawer with the First Aid Kit.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Use for small customer issues like scrapes, bumps, bruises, vomit, etc.
- When possible, have customers provide their own first aid and just give them supplies.
- Pills should never be administered.

General Reminders

- Follow any instructions given by the senior staff member on shift.

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- Submit an Incident Report in an appropriate period of time.
- In the event of a biohazard event, please contact your senior staff member to ensure you are following all procedures.

Medical Non-Emergency Guidelines

Staff will:

Ensure that the medical issue is not an emergency.

1. Ask an additional person on shift to assist the customer or take over the Circulation/Help desk to provide coverage while the customer is being assisted.
2. However, in the event there is an incident that requires all staff present assist, lock the computer and stop providing service at the Circulation/Help desk.
3. Types of Issues:
 - a. *Scrapes, Bumps, Bruises*
 - i. Ask the customer or someone with them to apply their own band aid or icepack.
 1. Ideally, there will be enough people to handle the injury or issue and maintain the front desk services.
 - b. *Biohazard Exposure*
 - i. Offer the customer assistance with their issues.
 - ii. Ensure that they are okay and do not need assistance dealing with their medical problem.
 - iii. Ask your coworker for assistance.
 1. Cord off the exposed area.
 2. Utilizing the Biohazard Kit in the First Aid Kit drawer, use the proper supplies and equipment to clean up the biohazard.
 - iv. Following the exposure:
 1. If the area is carpet, clean the carpet and/or notify the Facilities & Maintenance Administrator of the issue.
 2. If the area is tile, laminate, or another hard surface, clean that surface and/or notify the Facilities & Maintenance Administrator of the issue.
4. Report the customer, exposure and/or staff injury to the Library Director via an Incident Report. Fill out the appropriate report regarding the situation:
 - a. Incident Report included in Appendix A for volunteers and/or customers.
 - b. Form 122 included in Appendix B for employees or at the link below:
<https://www.hr.utah.edu/forms/lib/E1.pdf>
 - c. If both are injured, fill out both forms.

Senior staff will:

1. Assist the staff on shift with determining what type of incident report may be necessary.
2. Offer to assist the staff on shift with covering the desk as they write up an Incident Report if necessary.

Librarian-in-Charge Will:

1. Process the Incident Report.
 - a. Verify that staff were aware of how to handle the situation and that they felt safe.
 - b. Verify that any cleaning or maintenance that needs to occur following the event has been communicated, completed, and/or scheduled.
 - c. Submit the Incident Report to either the Facilities & Office Administrator and/or Human Resources for employee injuries.
2. Verify that the Facilities & Office Administrator has been notified of the issue and an email has been sent about any additional cleaning that may need scheduled.

Employees Not On Shift

If an employee is not on shift, they should not know about the incident due to confidentiality unless there is a need for further cleaning and/or disinfecting. An employee coming on shift during an incident should ask how they can best assist their co-workers.

Power Outage

A power outage is the loss of the electrical power network supply to an end user. There are many causes of power failures in an electricity network.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Power outages are sometimes preceded by several brownouts and flickering lights. If this occurs, please turn off all computers to prevent issues from occurring.
- Some power outages are pre-planned events. In the event of a planned event during business hours, the Library will notify customers and employees as appropriate.
- Emergency lights will come on to light walkways and exit doors in a power outage.

General Reminders

- Follow any instructions given by the senior staff member on shift.

- An Incident Report is not required unless there is another issue as a result of the power outage.

Power Outage Guidelines

Staff will:

1. In the event of a power outage, please direct our customers to exit the building without Library materials.
 - a. Without power, we cannot check items in or out.
2. Have one (1) person at the front desk, directing people outside.
3. The second person in the building should walk through the Library, directing customers to exit the building.
4. Lock the Library door and, if applicable, the main entrance to the building.
5. Once the building is secure, contact Rocky Mountain Power to get an estimated outage time at 1.877.508.5088.
6. Once you have additional information regarding the time of the outage, contact the Librarian-in-Charge.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library is closed.
7. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a. Over One (1) Hour: If the outage is scheduled to last longer than one (1) hour, post a sign on the front door indicating the Library is closed due to the power outage. Follow the Library's closing procedures, except for closing out your till. Place your money bag in the safe and lock it with a note about the power outage. Go home, knowing your shift has ended early.
 - b. Less than One (1) Hour: If the power outage is estimated to last less than one (1) hour, work by the emergency lights and sunlight on other projects, such as shelf reading, straightening, etc. Reopen when power is restored.
 - c. Less than One (1) Hour (within fifteen-twenty (15-20) minutes of closing): Post a sign on the front door indicating the Library was closed early due to the power outage. Follow the Library's closing procedures, except for closing out your till. Place your money bag in the safe and lock it with a note about the power outage. Go home, knowing your shift has ended early.

Librarian-in-Charge will:

1. In the event of a prolonged outage, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate the issue to the public as they are best able in the specific situation.
 - a. The Librarian-in-Charge will either need to do this remotely, or in the event of a regional power outage notify the Library Director who will do so prior to the Library reopening.
2. If time allows, the Library Assistant on shift, or the Library Director will to post this information on social media.
3. If time allows, the Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.
4. If possible, the Library Assistant on shift, or the Library Director should notify the City Manager, Assistant City Manager, Office & Facilities Administrator, and Information Technology Department of the situation in the event that the outage may have caused damage to systems and/or equipment.

Employees Not On Shift

If an employee is not on shift but is scheduled to work that day, the Librarian-in-Charge should have notified them of a closure due to power issues. An employee coming on shift during a power outage should ask how they can best assist their co-workers.

Sabotage and/or Vandalism

Sabotage is the destruction of Library property (buildings, materials, books) or other treacherous action intended to obstruct, hinder, or defeat normal operations.

Vandalism is the willful or malicious destruction or defacement of public or private property.

Depending on the situation it may be necessary to modify these guidelines; common sense should prevail.

General Information

- In the event there is an act vandalism and/or sabotage that interferes with other customer's use of the facility, we will need to arrange repairs and/or cover the objectionable content.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- An Incident Report is required for actions resulting in asking the customer to leave the premises.

Sabotage & Vandalism Guidelines

Staff will:

1. If you observe malicious actions or notice damage that you determine to be sabotage or vandalism:
 - a. Customer Present
 - i. Ask the customer to follow the Code of Conduct and explain how what they are doing violates the Code of Conduct.
 1. Report it immediately to your supervisor or the Library Director so if repairs are needed they can be scheduled.
 - ii. Have a coworker remind the customer about the Code of Conduct.
 - iii. If the customer does not cease in their actions, report it immediately to a Library Assistant or the Library Director.
 1. Include as much information as possible in your conversation with this next person.
 2. They will move onto the next step of the Code of Conduct.
 - iv. In the event that a Library Assistant or the Library Director is unavailable, consider reporting it to the police.
 - b. Customer No Longer Present
 - i. Report the damage and/or issue to the Library Director.
2. For issues resulting in asking the customer to leave the facility or a call to police fill out an Incident Report regarding the situation.
 - i. Include as much information as possible.

Senior staff will:

1. Assist the staff on shift with determining what type of incident report may be necessary.
2. Offer to assist the staff on shift with covering the desk as they write up an Incident Report if necessary.

Librarian-in-Charge will:

1. Process the Incident Report.
 - a. Verify that staff were aware of how to handle the situation and that they felt safe.
 - b. Verify that any cleaning or maintenance that needs to occur following the event has been communicated, completed and/or scheduled.
 - c. Submit the Incident Report to either the Facilities & Office Administrator and/or Human Resources if employees were exposed to inappropriate content.
2. Verify that the Facilities & Office Administrator has been notified of the issue and an email has been sent about any additional cleaning that may need scheduled.

Toxic Events: Chemical Spills and Inappropriate Use of Hazardous Substances

A toxic event, spill, and/or inappropriate use of materials should not typically occur. However, when working with children, anything is possible regarding the usage of supplies.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Begin programs using specific supplies with a warning about the proper use of the supplies.
- Safety data sheets are sheets that inform users of what steps to take if they were exposed to a substance.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- Safety Data Sheets (SDS) are located behind the Library's Circulation/Help desk.
 - Instructions on how to use Safety Data Sheets are located in the SDS file and at the below link:
<https://www.osha.gov/sites/default/files/publications/OSHA3514.pdf>
- Ask your coworkers for assistance.
- An Incident Report is required.

Toxic Events: Chemical Spills & Inappropriate Use of a Substance Guidelines

Staff will:

1. If something comes in contact with your skin, immediately flush the affected area with clear water.
 - a. Check the SDS to ensure you are following instructions.
 - i. Follow instructions on the safety data sheet for that chemical, substance, and/or supply.
 - b. If necessary and possible, use chemical shower.
 - c. Call 911 and/or ask for any medical assistance necessary.
 - d. If necessary, have a second person assist you with responding to the issue, spill, or other occurrence.
 - e. If there is any possible danger, evacuate your area.
2. Clean up, if possible.
 - a. If the area is carpet, clean the carpet and/or notify the Facilities & Maintenance Administrator of the issue.

Commented [MG13]: The shower in the new design meets that requirement correct?

- b. If the area is tile, laminate, or another hard surface, clean that surface and/or notify the Facilities & Maintenance Administrator of the issue.
3. Notify your supervisor of the extent and location of the spill and if you've cleaned it up or any other details. Fill out the appropriate report regarding the situation:
 - a. Incident Report included in Appendix A for customer misuse.
 - b. Form 122 included in Appendix B for employees or at the link below:
<https://www.hr.utah.edu/forms/lib/E1.pdf>.
 - c. If both are injured, fill out both forms.

Senior staff will:

1. Provide guidance in regards to cleaning, interpreting the SDS, and the location of supplies.
2. Assist the staff on shift with determining what type of Incident Report may be necessary.
3. Offer to assist the staff on shift with covering the desk as they write up an Incident Report, if necessary.

Librarian-in-Charge will:

1. Process the Incident Report.
 - a. Verify that any customers and/or staff involved are okay.
 - b. Verify that any cleaning or maintenance that needs to occur following the event has been communicated, completed, and/or scheduled.
 - c. Submit the Incident Report and follow-up details to either the Facilities & Office Administrator, Assistant City Manager, and/or Human Resources.
2. Verify that the Facilities & Maintenance Administrator has been notified of the issue and any necessary cleaning has been completed.

Employees Not On Shift

If an employee is not on shift when the spill or misuse occurred, the individuals leaving should pass along any important information about cleaning as they trade shifts. An employee coming on shift during an outage should ask how they can best assist their co-workers.

Unaccompanied Youth

Due to the Free-Range Parenting Law put into place in Utah in 2018, the Library cannot place an age limit on unaccompanied children. The Library can, however, enforce the Code of Conduct. This up-to-date policy is located on the Library website and distributed to all staff via email when changes are made.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Library staff is not responsible for the supervision of children left unattended.
- Library staff can enforce the Code of Conduct.

General Reminders

- The Library is a public building; staff cannot be responsible for children who are unattended. It is the decision of a child's parent, guardian and/or caregiver to leave them unattended in a public space.
- Consider the safety and comfort of all customers first. Make the best judgment for each individual situation. Staff are empowered to use their discretion to evaluate and handle each situation in an appropriate and effective manner, so long as Library policies are complied.
- Consider the situation and environment in each circumstance (e.g. daylight as opposed to dark). Make the best judgment for each individual situation.
- If the youth appears to be in danger, call for appropriate assistance.
- Under no circumstances should a staff member ever drive a youth home, nor should a youth be left unattended outside the Library after it has closed.
- A staff member shall never touch a youth unnecessarily or use physical force of any kind.
- No minor should ever be left alone with a single staff member who is not related to them.
 - Two (2) staff members should wait with the child, in the Library, until law enforcement, or the parent, guardian, or caregiver arrives.
 - At no time should a staff member be alone, or out of view, with the child.

Unaccompanied Youth Guidelines

Staff will likely encounter all of the following:

Being Asked to Leave Children Unattended

1. If a parent or guardian comes into the Library and says "Is it ok to leave my kids here?"
 - a. **Suggested language:** "The Library is a public building. Library staff cannot be responsible for children who are unattended. It is your decision as their parent, guardian and/or caregivers to leave them."

Unattended Youth during Open Hours

If you notice a child violating the Library Rules of Conduct:

1. Ask the child if they are with someone; if they are, help them find the person they are with; if they are alone and violating a behavior policy, please address the issue politely and calmly.
2. If the youth continues violating a behavior policy, please ask the youth if they have a phone number so staff can call their home or caregiver. Notify the parent, guardian, or caregiver of the behavior policy issues, and ask how long it will be before they arrive. Let the adult know staff will be calling law enforcement if they are not able to collect their child within thirty (30) minutes.
 - a. Two (2) staff members should wait with the child, in the Library, until law enforcement, or the parent, guardian, or caregiver arrives. At no time should a staff member be alone, or out of view, with the child.
3. When a parent, guardian, or caregiver arrives to pick up the child, make every effort to talk with the individual about ensuring their youth follows the Rules of Conduct.
4. Submit an Incident Report with names and contact information to the Library Director to track if this occurs again.

Disturbances caused by an unattended youth:

1. If a disturbance with an unattended youth escalates to the point of needing the youth to leave the Library and the parent, guardian, or caregiver has not arrived or is unable to be contacted, contact the police department.
 - a. **Suggested language:** “We have a child without a guardian that is causing a disturbance, would you please assist us?”

Unattended Youth at Closing

1. Best Practices: Be proactive.
2. As part of closing procedures, ask any unaccompanied youth if they are with someone or if they need to use the phone, because the Library will be closing in a few minutes. Incorporate this into closing announcements, starting at thirty (30) minutes before closing, and repeat as necessary.
3. Make every effort to talk to the parent, guardian and/or caregivers’ when they pick up the child/children.
4. If a parent, guardian, or caregiver cannot be reached and the Library is closed, call local authorities within ten (10) minutes of closing.
 - o Two (2) staff should wait with the child, in the Library, until law enforcement, or the parent, guardian, or caregiver arrives. At no time should a staff member be alone, or out of view, with the child.
 - o Notify law enforcement if a caregiver shows up first.
 - o When the parent, guardian, caregiver, or law enforcement officer arrives, give the individual taking responsibility for the minor a copy of the attached letter in Appendix D Unaccompanied Youth Letter Draft.

5. Submit an Incident Report to the Library Director with names and contact information in the event this occurs again.
 - o Repeat instances of leaving youths unattended at closing are a refusal to comply with staff requests, and can result in loss of Library privileges per the Rules of Conduct.

Senior staff will:

1. Provide guidance in regards to following guidelines for this type of situation.
2. Contact the Librarian-in-Charge if they are not on shift.
3. Offer to assist the staff with filling out the Incident Report.

Librarian-in-Charge will:

1. Process the Incident Report.
 - a. Verify that customer and/or their parent, guardian and/or caregivers understand the ramifications of leaving a child unattended and the possible issues for staff, other members of the public, and their child.
 - b. Submit the report and, if necessary, any follow-up details to the Facilities & Maintenance Administrator and Assistant City Manager.
 - c. Verify that the Facilities & Maintenance Administrator has been notified of any issues related to cleaning or damage that may have occurred.

Employees Not On Shift

Employees not on shift, should not be aware of the issue unless there have been multiple issues with the particular customer. An employee should not be coming on shift at close.

Unruly Customers

Unruly customers can be not only bad for the Library, but they can also pose a danger to staff and other customers. The following provides guidance for unruly customers.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most customers just want to be heard.
- Listen and respond empathetically.
- In the event the customer escalates the situation, ask another member of staff to assist you.
- In the event that an event escalates beyond your control, employees are empowered to dial 911.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- Have another employee assist you in the situation.
- An Incident Report is required.
- Under no circumstances should Library staff engage customers in a shouting match or become involved in a physical altercation. Defuse or walk away from a potentially violent situation and call the police.
- Throughout the event, don't lose your cool; remain calm and keep your composure.
- Don't argue. Speak slowly and quietly no matter how loud or confrontational the customer becomes.
- Don't take anything an angry customer says personally! It's never about you. Stay calm.

Unruly Customers Guidelines

Staff will:

1. Inform another employee of the situation.
 - a. At any point during the interaction, use the emergency hand signal and/or an employee's last name in a sentence to get another employee's attention.
2. Get the Library Assistant on shift or the most senior person available to deal with the situation.
3. Assess the situation and assess the person's degree of volatility. Call the police if you believe the person will "snap."
4. Try to diffuse the situation; if appropriate, empathize and apologize; ask them what the problem is or what they want.
5. Give a polite warning about the Code of Conduct and provide them a copy of the policy; remind them they are in a Library where peace and quiet are necessary.
 - a. If this does not work, ask them to leave. Be polite, but be firm. If the person(s) does not leave, walk away and contact the police.
 - b. If an unruly customer does not calm down, becomes abusive, or is getting/acting violent:
 - i. Turn the other cheek and back away. The best way to deal with a violent person is to get out of the situation as fast as possible without causing a big scene. Some people get violent when things aren't going the way they had planned.
 - ii. Say as little as possible to avoid making the person angrier.
 - iii. Do not try to apprehend this person yourself.
 - iv. Call the police (911), then ensure the safety of other customers and employees.
6. For issues resulting in asking the customer to leave the facility or a call to police, fill out an Incident Report regarding the situation.
 - a. Include as much information as possible.

Senior staff will do any or all of the following:

1. Provide guidance in regards to following guidelines for this type of situation.
2. Step in and take over the situation if appropriate and/or possible.
3. Contact the Librarian-in-Charge if they are not on shift.
4. Offer to assist staff with filling out the Incident Report.

Librarian-in-Charge will:

1. Verify that staff present are okay and/or have been provided any help necessary from the Police and/or Fire Department.
2. Process the Incident Report.
 - a. Speak to the staff members present during the incident to evaluate the situation.
 - b. If needed, consult with the City Attorney's Office and/or the Assistant City Manager to determine what actions might be necessary and/or appropriate to follow up with the customer.
 - c. Verify that the Facilities & Maintenance Administrator has been notified of any issues related to cleaning or damage that may have occurred.
 - d. Submit the report and, if necessary, any follow-up details to the Facilities & Maintenance Administrator, City Attorney's Office, Human Resources, and Assistant City Manager.
 - e. Communicate any findings, recommendations, or policy enforcement necessary to the customer regarding the encounter in writing via email or a letter and/or over a recorded phone call.

Employees Not On Shift

If an employee is not on shift when the incident occurs, pass along any information that may be necessary to ensure staff and customer safety. However, remember if the incident is resolved, Library staff should maintain customer confidentiality. An employee coming on shift during an unruly customer encounter should ask how they can best assist their co-workers and/or call 911 should they deem such actions necessary.

Water Leak

A water leak can occur in many ways via the doors, windows, foundation, pipes and/or in other methods.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most water leaks occur during a storm.
- In the event there is a leak, there is an emergency kit in the Library's mechanical closet. This kit includes gloves, paper towels, absorbent socks, etc.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- General supplies are kept in the mechanical closet and the locked cabinet next to the front entrance to the Library.
- An Incident Report should be filled out and submitted so that senior staff know to repair or fix the issue.

Water Leak Guidelines

Staff will:

1. Remain calm.
2. Notify the Librarian-in-Charge and/or senior staff on shift.
 - a. Give the exact location and severity of the leak.
 - b. Indicate whether any part of the collection is involved or in imminent danger.
 - c. If possible, take photographs of the area leaking.
3. Do not walk in standing water, which may have contact with wiring and may be electrified.
 - a. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
4. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously.
5. Be prepared to help as directed in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage:
 - a. Cover shelf ranges with plastic sheeting.
 - b. Carefully move materials out of the emergency area.
 - c. Do not remove already wet books from shelves.
6. Fill out the appropriate Incident Report regarding the situation.
7. If there is the possibility of a closure for repairs, follow directions given by the Librarian-in-Charge.
 - a. Check with the Librarian-in-Charge for further instructions.
 - b. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.

- c. If directed to do so, post signs on the Library door stating that services are unavailable or that the Library is closed.
- d. Staff will be informed on the plans for repairs and/or returning to work by their supervisor.

Senior staff will (do any or all of the following):

- 1. Provide guidance in regards to following guidelines for this type of situation.
- 2. Step in and take over the situation, if appropriate and/or possible.
- 3. Contact the Librarian-in-Charge if they are not on shift.
- 4. Offer to assist the staff with filling out the Incident Report.

Librarian-in-Charge will:

- 1. Verify that staff present are okay and that there is not an immediate need for evacuation.
 - a. Give further direction on what to use from the emergency kit to help prevent damage from the collection.
 - b. Assist with any clean up, photography or collecting details needed for the Incident Report.
- 2. Process the Incident Report.
 - a. Verify that the Facilities & Maintenance Administrator has been notified of the issue and any cleaning or damage that may need to happen.
 - b. Submit the report and, if necessary, any follow-up details to the Facilities & Maintenance Administrator.
- 3. Determine if there is the possibility of a closure for repairs.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - i. If ongoing cleanup and/or maintenance of the collection is required, collect photos and item details for the future insurance reports.
 - b. If possible and necessary, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. If time allows, the Library Assistant on shift, or Library Director will post this information on social media.
 - d. If time allows, the Library Assistant on shift, or Library Director can work with the City's Public Relations Specialist to distribute this information.
 - e. If time allows and it is necessary because equipment may have been damaged, the Library Assistant on shift, or Library Director on shift should notify the Information Technology Specialist.
 - f. The Library Assistant or Library Director should notify the Library Board of the situation.

- g. Staff will be informed on the plans for repairs and/or returning to work by their supervisor.

Employees Not On Shift

If an employee is not on shift when leak occurred the individuals leaving should pass along any important information about cleaning, where the issue is, and what they have done regarding the issue as they trade shifts. An employee coming on shift during a water leak issue should ask how they can best assist their co-workers.

Water Outage

A water outage is the loss of the water supply to an end user. There are many causes of water outages in a water system.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most water outages are planned maintenance.
- If there is a scheduled outage during business hours, the Library will close for the outage.
- In the event there is an unplanned outage, please follow the guidelines below.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- An Incident Report is not required unless there is another issue as a result of the water outage.

Water Outage Guidelines

Staff will:

1. In the event of a water outage, ensure all staff are aware of the issue.
2. Please direct our customers to exit the building.
 - a. In this case, they can check out their Library materials prior to leaving.
3. Lock the Library entrance and, if applicable, the main entrance to the building.
4. Have one (1) person at the front desk checking people out until customers are gone from the building.
5. Get another member of staff to contact the following number to get an estimated outage time.

- a. Contact City's emergency phone at 801.404.2468 to get an estimated outage time.
 - b. Once you have additional information regarding the anticipated time of the outage, contact the Library Assistant on shift or the Library Director.
6. Follow any directions given by the Librarian-in-Charge. Any of the following situations are possible:
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. You may be directed to post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. Outage over one (1) Hour: If the outage is scheduled to last longer than one (1) hour, post a sign on the front door indicating the Library is closed due to the water outage and go home, knowing your shift has ended early.
 - i. Follow regular closing procedures in regards to electronics, money, etc.
 - d. Outage less than one (1) Hour: If the water outage is estimated to last less than one (1) hour, work on other projects, such as shelf reading, straightening, etc. Reopen the Library when the water has been restored.
 - e. Outage Less than one (1) Hour (within fifteen-twenty (15-20) minutes of closing): Post a sign on the front door indicating the Library was closed early due to the water outage and go home, knowing your shift has ended early.
 - i. Follow regular closing procedures in regards to electronics, money, etc.

Librarian-in-Charge will:

1. In the event of a prolonged outage, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate the issue to the public as they are best able in the specific situation.
 - a. The Librarian-in-Charge will either need to do this remotely, or notify the Library Director who will do so prior to the Library reopening.
2. Ensure signs are posted on the Library door stating that services are unavailable or that the Library is closed.
3. Contact the Library Director with any details you have found to receive directions regarding what should be done. Any of the following are possible:
 - a. Outage over one (1) Hour: If the outage is scheduled to last longer than one (1) hour, post a sign on the front door indicating the Library is closed due to the water outage and go home, knowing your shift has ended early.
 - i. Follow regular closing procedures in regards to electronics, money, etc.
 - b. Outage less than one (1) Hour: If the water outage is estimated to last less than one (1) hour, work on other projects, such as shelf reading, straightening, etc. Reopen the Library when the water has been restored.

- c. Outage Less than 1 Hour (within 15-20 minutes of closing): Post a sign on the front door indicating the Library was closed early due to the water outage and go home, knowing your shift has ended early.
 - i. Follow regular closing procedures in regards to electronics, money, etc.
4. If time allows, the Library Assistant on shift, or the Library Director will post this information on social media.
5. If time allows, the Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.
6. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator.

Employees Not On Shift

If an employee is not on shift but is scheduled to work that day the Library Director or Librarian-in-Charge should have notified them of a closure due to a water outage. An employee coming on shift during a water outage should ask how they can best assist their co-workers.

Xpress Bill Pay

An Xpress Bill Pay outage is the loss of the payment software used by the City. There are many causes of the software going down.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Most outages are planned maintenance. Information regarding this scheduled maintenance will be made available ahead of time via email notifications and their website.
- There will not be a scheduled outage during business hours.
- In the event there is an unplanned outage, please follow the guidelines below.

General Reminders

- Follow any instructions given by the senior staff member on shift.
- Do not take credit or debit card payments on fines or fees.
- An Incident Report is not required unless there is another issue as a result of the outage.

Xpress Bill Pay Outage Guidelines

Staff will:

1. Do not accept payments on accounts unless the payment is made in cash or with a check.
2. Get the Library Assistant on shift or the Library Director, unless there is not one on shift. In the event they are not on shift:
 - a. Contact Xpress bill pay at 800.768.7295 ext. 1 to confirm the outage and when the system will be restored.
 - b. Email the Library Assistant on shift or the Library Director and the City Treasurer to inform them of the outage and the anticipated system restoration time.
3. Maintain all services possible. Apologize to customers who are trying to pay fines, but cannot due to the system outage.
4. Bill Library cards for any appropriate fees regarding printing.
5. Use your best judgement to override checkout limitations due to overdue fines above \$10.00 until Xpress Bill Pay is back up.
 - a. Do not override for accounts sent to collections.
 - b. Fill out an Incident Report if someone tries to pay or has issues with the system being down that results in an unruly customer situation.

Librarian-in-Charge will:

1. Contact Xpress bill pay at 800.768-7295 ext. 1 to confirm the outage and when the system will be restored.
2. Email and speak to the Library staff on shift and email the City Treasurer to inform them of the outage and the anticipated system restoration time.

Employees Not On Shift

If an employee is not on shift when the outage occurs, any information found out by the staff on shift prior to their start time should be passed along as they trade shifts. An employee coming on shift during an outage should be notified about the outage by their coworker.

Natural Disaster

These types of disasters may or may not impact the Library.

- If the Library's facility is in any way impacted by the emergency; follow the Threat Response Guidelines for that emergency.
- If there is a community wide emergency, please take note of how the Library may provide support in the incident.
- Some natural disasters can be anticipated and may impact services prior to the incident.

The Library may be closed for a period of time if there is a community wide natural disaster. In that event, the Library Director, Public Relations Specialist, and Assistant City Manager will

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communicate the plans for closure and/or using the space. Any materials lost as a result of the disaster can be turned into insurance for replacement.

Earthquake

An earthquake is a sudden and violent shaking of the ground, sometimes causing great destruction, as a result of movements within the earth's crust or volcanic action.

However, in all emergency situations needs will vary and employees should ask the senior member of staff if there are additional specific directions and/or needs.

General Information

- In the event of a City Wide Event, contact your supervisor to determine if you need to report to assist with the situation.
- Library staff can help provide assistance with making plans, tracking data, and resources during an event.

General Reminders

- The Library may serve as staging station for an emergency situation.
- The Library may serve as a refuge if indicated by emergency responders.
- Library staff are all FEMA certified in IS-200.C; IS-100.C; IS-700.B; and IS-800.D.
- Follow any instructions given by Police and Fire personnel.

Earthquake Guidelines

Library Closed

Staff will:

1. Assure themselves of their own safety and wellbeing.
2. Check in with your supervisor regarding availability, continued need to work, and/or any issues in relation to the disaster.
3. Continue to monitor your Emergency Alert System (EAS) and other news media for official warnings, messages, and instructions.
 - a. Utah EAS Systems are listed on Page 10.
4. If you are called back to work in a facility being used by emergency responders.
 - a. Follow any instruction given by Police, Fire and senior staff if the facility is being used by Emergency Responders.
 - b. The Library may serve as staging station for an emergency situation.

- c. The Library may serve as a refuge if indicated by emergency responders and/or may see an increase of customers trying to access the internet, make phone calls, conduct personal business, etc.

Librarian-in-Charge will:

1. Check with their supervisor regarding any instructions and relay the information through the phone tree.

Library Open

Staff will:

1. Drop! Cover! Hold on!
 - a. Immediately drop to the ground or floor where you are.
 - b. Take cover under the nearest desk or table.
 - c. Hold on to something sturdy until shaking stops.
2. After the earthquake, if safe to do so, evacuate the building as described in the Evacuation procedures.
 - a. Remain alert for aftershocks.
 - b. Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
 - c. Do not re-enter until the building has been declared structurally sound.
 - d. Be aware of the potential for flooding or an explosion after the event.
3. Go to your Assembly Area.
 - a. Dial 911 to report any emergencies related that need medical attention.
 - b. Once at the Assembly Area, supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify firefighters, police officers, etc.
 - c. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - d. Do not leave the areas without supervisor permission.
 - e. Listen to local radio stations for instructions.
4. Stay in your Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by your supervisor.
5. Directions regarding what to do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.

- c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Librarian-in-Charge will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, and/or other immediate needs.
2. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Dial 911 or direct a specific member of staff to do so to report any emergencies related that need medical attention.
 - b. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - c. Listen to local radio stations for instructions.
 - d. Do not leave the area without supervisor permission.
 - d. Follow any directions given by emergency responders and/or the Assistant City Manager.
6. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for broken water pipes or shorting electrical circuits.
 - b. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air.
 - c. Shut off utilities at main valves or meter boxes.
 - d. Turn off appliances.
 - e. Ensure that sewage lines are intact before running water or flushing toilets.
7. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
8. Before reopening the facility to the public, ensure a building official has cleared it for operations.
9. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
10. Follow any directions given by the emergency responders and/or your supervisor.
11. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.

- a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
- b. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- c. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- d. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event of a City Wide Event, contact your supervisor to determine if you need to report to assist with the situation. Employees not on shift should be notified if they are reassigned to the specific incident or if they will be working their regular schedule. If not, they should report to work like normal.

Explosion

An explosion is likely to occur as the result of a bomb threat, terrorist action or following another natural disaster.

However, in all emergency situations, needs will vary and employees should ask the senior member of staff if there are additional specific directions and/or needs.

General Information

- In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation.
- Library staff can help provide assistance with making plans, tracking data, and resources during an event.

General Reminders

- The Library may serve as staging station for an emergency situation.
- The Library may serve as a refuge if indicated by emergency responders.
- Library staff are all FEMA certified in IS-200.C; IS-100.C; IS-700.B; and IS-800.D.
- Follow any instructions given by Police and Fire personnel.

Explosion Guidelines

Library Closed

Staff will:

1. Assure themselves of their own safety and wellbeing.
2. Check in with your supervisor regarding availability, continued need to work, and/or any issues in relation to the disaster.
3. Continue to monitor your Emergency Alert System (EAS) and other news media for official warnings, messages, and instructions.
 - a. Utah EAS System are listed on Page 10.
4. If you are called back to work in a facility being used by emergency responders.
 - a. Follow any instruction given by Police, Fire, and senior staff if the facility is being used by emergency responders.
 - b. The Library may serve as staging station for an emergency situation.
 - c. The Library may serve as a refuge if indicated by emergency responders and/or may see an increase of customers trying to access the internet, make phone calls, conduct personal business, etc.

Librarian-in-Charge will:

1. Check with their supervisor regarding any instructions and relay this information through the phone tree.

Library Open

Staff will:

1. Drop! Cover! Hold on!
 - a. Immediately drop to the ground or floor where you are.
 - b. Take cover under the nearest desk or table.
 - c. Hold on to something sturdy until shaking stops.
2. Be prepared for possible further explosion.
3. Crawl under a table or desk.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Be guided by the senior staff.
 - a. If evacuation is ordered, go to a designated area (see map).
 - i. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
 - ii. Open doors carefully. Watch for falling objects.
 - iii. Do not use elevators.
 - iv. Do not use matches or lighters.
 - v. Avoid using telephones.

- vi. Do not spread rumors.
- 6. Go to your Assembly Area.
 - a. Dial 911 to report any emergencies related that need medical attention.
 - b. Once at the Assembly Area, supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify firefighters, police officers, etc.
 - c. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - d. Do not leave the area without supervisor permission.
 - e. Listen to local radio stations for instructions.
- 7. Stay in your Assembly Area until you receive further instructions. Do not return to your building unless permission is given to do so by your supervisor.
- 8. Directions regarding what do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Librarian-in-Charge will:

- 1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
- 2. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Dial 911 or direct a specific member of staff to do so to report any emergencies related that need medical attention.
 - b. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - c. Listen to local radio stations for instructions.
 - d. Do not leave the area without supervisor permission.
 - e. Follow any directions given by emergency responders and/or the Assistant City Manager.
- 3. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for broken water pipes or shorting electrical circuits.

- b. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air.
 - c. Shut off utilities at main valves or meter boxes.
 - d. Turn off appliances.
 - e. Ensure that sewage lines are intact before running water or flushing toilets.
- 4. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
- 5. Before reopening the facility to the public, ensure a building official has cleared it for operations.
- 6. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
- 7. Follow any directions given by the emergency responders and/or your supervisor.
- 8. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - d. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event of a City Wide Event, contact your supervisor to determine if you need to report to assist with the situation. Employees not on shift should be notified if they are reassigned to the specific incident or if they will be working their regular schedule. If not, they should report to work like normal.

Flooding and Mudslides

The definition of a flood from FEMA is:

"A general and temporary condition of partial or complete inundation of 2 or more acres of normally dry land area or of 2 or more properties (at least 1 of which is the policyholder's property) from:

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1. Overflow of inland or tidal waters; or
2. Unusual and rapid accumulation or runoff of surface waters from any source; or
3. Mudslides (i.e., mudflows) which are proximately caused by flooding and are akin to a river of liquid and flowing mud on the surfaces of normally dry land areas, as when earth is carried by a current of water and deposited along the path of the current.; or
4. Collapse or subsidence of land along the shore of a lake or similar body of water as a result of erosion or undermining caused by waves or currents of water exceeding anticipated cyclical levels that result in a flood as defined above.

A flood inundates a floodplain. Most floods fall into three major categories: riverine flooding, coastal flooding, and shallow flooding. Alluvial fan flooding is another type of flooding more common in the mountainous western states.”

<https://www.fema.gov/glossary/flood>

General Information

- In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation.
- If the Library is open during the situation, follow any emergency guidelines necessary to deal with the situation.
- Library staff can help provide assistance with making plans, tracking data, and resources during an event.

General Reminders

- The Library may serve as staging station for an emergency situation.
- The Library may serve as a refuge if indicated by emergency responders.
- Library staff are all FEMA certified in IS-200.C; IS-100.C; IS-700.B; and IS-800.D.
- Follow any instructions given by Police and Fire personnel.

Flooding and Mudslide Guidelines

Library Closed

Staff will:

1. Assure themselves of their own safety and wellbeing.
2. Check in with your supervisor regarding availability, continued need to work, and/or any issues in relation to the disaster.
3. Continue to monitor your Emergency Alert System (EAS) and other news media for official warnings, messages, and instructions.

- a. Utah EAS Stations are listed on Page 10.
4. If you are called back to work in a facility being used by emergency responders.
 - a. Follow any instruction given by Police, Fire, and senior staff if the facility is being used by emergency responders.
 - b. The Library may serve as staging station for an emergency situation.
 - c. The Library may serve as a refuge if indicated by emergency responders and/or may see an increase of customers trying to access the internet, make phone calls, conduct personal business, etc.

Librarian-in-Charge will:

1. Check with their supervisor regarding any instructions and relay this information through the phone tree.

Library Open

Staff will:

1. Continue operations if the facility is not impacted.
2. If the facility is impacted:
3. Remain calm.
4. Notify the Librarian-in-Charge and/or senior staff on shift.
 - a. Give information regarding the severity of the situation.
 - b. Indicate whether the water is entering the facility and/or if there is imminent danger.
 - c. Do not walk in standing water which may have contact with wiring and may be electrified.
 - i. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
5. Be prepared to help as directed in moving customers onto the second floor of the facility and/or evacuating the building, if possible.
 - a. If evacuation is called for, go to your Assembly Area.
 - i. Once at the Assembly Area, supervisors shall take a head count to make sure everyone is out of the building and accounted for. They will then notify firefighters, police officers, etc.
 - ii. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - iii. Do not leave the areas without supervisor permission.
 - iv. Listen to local radio stations for instructions.
 - v. As soon as it is safe to do so, notify your supervisor of the situation.
 - b. If moving to higher floors in the facility is the recommended course of action, move customers and staff to a higher location.

6. Call 911 when it is safe to do so. Information you should provide to law enforcement or the 911 Operator:
 - a. Location of the individuals impacted.
 - b. Type of emergency.
 - c. Do not hang up until you are directed to do so.
7. How to respond when law enforcement arrives:
 - a. Follow any instructions given to you by emergency personnel.
 - b. Avoid pointing, screaming, or yelling.
 - c. Stay in your Assembly Area until you receive further instructions.
8. Directions regarding what do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will (do any or all of the following):

1. Provide guidance in regards to following guidelines for this type of situation.
2. Step in and take over the situation if appropriate and/or possible.
3. Contact the Librarian-in-Charge if they are not on shift.
4. Directions regarding what do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a) If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b) If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c) It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Librarian-in-Charge will:

1. Do not delay in making a decision regarding evacuating and/or moving to higher ground.
2. Follow guidance of emergency operators in evacuating the building or moving to a higher level in the facility.

3. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
 - a. At the Assembly Area or the higher floor, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Dial 911 or direct a specific member of staff to do so to report any emergencies related that need medical attention.
 - c. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - d. Listen to local radio stations for instructions.
 - e. Do not leave the area without supervisor permission.
 - f. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Before reopening the facility to the public, ensure a building official has cleared it for operations.
6. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
 - b. Follow any directions given by the emergency responders and/or your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
7. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - a. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - b. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - c. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation. Employees not on shift should be notified if they are reassigned to the

specific incident or if they will be working their regular schedule. If not, they should report to work like normal.

Hurricane or Tornado

A tornado is a rapidly rotating column of air that forms within the land. A hurricane is a rapidly rotating storm characterized by a low-pressure center that originates from warm waters. Of the two, a tornado is more likely to impact the region we are located in.

However, in all emergency situations needs will vary and employees should ask the senior member of staff if there are additional specific directions and/or needs.

General Information

- In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation.
- If the Library is open during the situation, follow any emergency guidelines necessary to deal with the situation.
- Library staff can help provide assistance with making plans, tracking data, and resources during an event.
- Typically, in the event of a tornado there is a Shelter-in-Place warning. They are infrequent in this area; however, they have occurred in the past-thus there are emergency guidelines.

General Reminders

- The Library may serve as staging station for an emergency situation.
- The Library may serve as a refuge if indicated by emergency responders.
- Library staff are all FEMA certified in IS-200.C; IS-100.C; IS-700.B; and IS-800.D.
- Follow any instructions given by Police and Fire personnel.

Hurricane or Tornado Guidelines

Library Closed

Staff will:

1. Assure themselves of their own safety and wellbeing.
2. Check in with your supervisor regarding availability, continued need to work, and/or any issues in relation to the disaster.
3. Continue to monitor your EAS Station and other news media for official warnings, messages, and instructions.

- a. Utah EAS Stations are listed on Page 10.
4. If you are called back to work in a facility being used by emergency responders.
 - a. Follow any instruction given by Police, Fire and senior staff if the facility is being used by emergency responders.
 - b. The Library may serve as staging station for an emergency situation.
 - c. The Library may serve as a refuge if indicated by emergency responders and/or may see an increase of customers trying to access the internet, make phone calls, conduct personal business, etc.

Librarian-in-Charge will:

1. Check with their supervisor regarding any instructions and relay this information through the phone tree.

Library Open

The following are steps to be taken only when instructed to Shelter-in-Place and the Library is open.

Staff will:

1. If instructed by public safety officials, you should immediately go indoors.
2. Close and lock all doors and windows. Locking is preferred since it generally ensures that the door or window is shut tight.
3. Close drapes, blinds, and window shades.
4. Protect windows with pre-drilled plywood sheets, if available.
5. Go to a room in the center of your building with the fewest windows and doors.
6. Stay away from windows, doors, outside walls, and corners as they tend to attract debris.
7. Use your arms to protect your head and neck.
8. Avoid elevators.
9. It is ideal to have a hard-wired telephone in the room you select. Cellular telephone equipment may be overwhelmed during an emergency.
10. Do not call your local fire or police departments (9-1-1) for information. Public Safety workers will need their lines open for emergency use. Call your local Emergency Management Office, which is available 24/7 to respond to your questions.
11. Continue to monitor your EAS station and other news media for official warnings, messages, and instructions.
12. Utah EAS Stations are listed on Page 10.
13. Stay inside until officials say otherwise.
14. Be aware of the potential for flooding or an explosion after the event.
15. If you are in your vehicle and are advised to Shelter-in-Place, and are very close to home, your office, or a public building, go there immediately. If you are caught outside

or in a vehicle and shelter is not available, lie flat in a nearby ditch or low-lying area away from the vehicle or crouch near a strong building.

16. Check the building for safety and/or determine if evacuation is necessary.
 - a. Check for broken water pipes or shorting electrical circuits.
 - b. Do not use a match, candle, or lighter to find your way, since there may be flammable gas in the air.
 - c. Shut off utilities at main valves or meter boxes.
 - d. Turn off appliances.
 - e. Ensure that sewage lines are intact before running water or flushing toilets.
 - f. Do not walk in standing water which may have contact with wiring and may be electrified.
 - i. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
17. Notify the Librarian-in-Charge and/or senior staff on shift.
 - a. Give information regarding the severity of the situation.
 - b. Indicate whether there are injuries and/or if there is imminent danger.
18. Directions regarding what do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will (do any or all of the following):

1. Provide guidance in regards to following guidelines for this type of situation.
2. Step in and take over the situation if appropriate and/or possible.
3. Contact the Librarian-in-Charge if they are not on shift.
4. Directions regarding what do are posted below and dependent on the time the facility will be impacted. Any and all of the following are possible.
 - a) If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval go home knowing your shift has ended early.
 - b) If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.

- c) It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Librarian-in-Charge will:

1. Follow guidance of emergency operators in evacuating the building.
2. Assist with helping staff Shelter-in-Place within the building.
3. After the event has passed, check the building for safety and/or determine if evacuation is necessary.
 - a. Check for broken water pipes or shorting electrical circuits.
 - b. Do not use a match, candle, or lighter to find your way, since there may be flammable gas in the air.
 - c. Shut off utilities at main valves or meter boxes.
 - d. Turn off appliances.
 - e. Ensure that sewage lines are intact before running water or flushing toilets.
 - f. Do not walk in standing water which may have contact with wiring and may be electrified.
 - i. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
4. After the event has passed provide guidance in relation to evacuating the building, administering first aid, or other immediate needs. Do not delay in making a decision regarding evacuating if the facility may have damage that makes it unsafe to remain inside.
 - a. In a safe place, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Dial 911 or direct a specific member of staff to do so to report any emergencies related that need medical attention.
 - c. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
 - d. Listen to local radio stations for instructions.
 - e. Do not leave the area without supervisor permission.
 - f. Follow any directions given by emergency responders and/or the Assistant City Manager.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.

- b. Follow any directions given by the emergency responders and/or your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
- 8. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - a. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - b. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - c. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation. Employees not on shift should be notified if they are reassigned to the specific incident or if they will be working their regular schedule. If not, they should report to work like normal.

Wildfire

A wildfire, forest fire, bushfire, wildland fire or rural fire is an unplanned, uncontrolled and unpredictable fire in an area of combustible vegetation.

However, in all emergency situations needs will vary and employees should ask the senior member of staff if there are additional specific directions and/or needs.

General Information

- In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation.
- If the Library is open during the situation, follow any emergency guidelines necessary to deal with the situation.
- Library staff can help provide assistance with making plans, tracking data, and resources during an event.
- Typically, in the event of a wildfire a planned evacuation alert is made ahead of time.

General Reminders

- The Library may serve as staging station for an emergency situation.
- The Library may serve as a refuge if indicated by emergency responders.
- Library staff are all FEMA certified in IS-200.C; IS-100.C; IS-700.B; and IS-800.D.
- Follow any instructions given by Police and Fire personnel.

Wildfire Guidelines

Library Closed

Staff will:

1. Assure themselves of their own safety and wellbeing.
2. Check in with your supervisor regarding availability, continued need to work, and/or any issues in relation to the disaster.
3. Continue to monitor your EAS Stations and other news media for official warnings, messages, and instructions.
 - a. Utah EAS Stations are listed on Page 10.
4. If you are called back to work in a facility being used by emergency responders.
 - a. Follow any instruction given by Police, Fire, and senior staff if the facility is being used by emergency responders.
 - b. The Library may serve as staging station for an emergency situation.
 - c. The Library may serve as a refuge if indicated by emergency responders and/or may see an increase of customers trying to access the internet, make phone calls, conduct personal business, etc.

Librarian-in-Charge will:

1. Check with their supervisor regarding any instructions and relay this information through the phone tree.

Library Open

Staff will:

1. If an evacuation of the area is called for by emergency personnel and there are guests or Library customers in the building, the employee associated with the guest(s) should guide them out.
2. In the event of a wildfire evacuation, please direct our customers to exit the building without Library materials.
 - a. We cannot check items in or out.
3. Have one (1) person at the front desk directing people outside and locking the money in the safe.

4. The second person in the building should walk through the Library, directing customers to exit the building.
5. Lock the Library door and if applicable, the main entrance to the building.
6. Follow the rest of the Library's closing procedures.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library is closed.
7. Do not call your local fire or police departments (9-1-1) for information. Public Safety workers will need their lines open for emergency use. Call your local Emergency Management Office, which is available 24/7 to respond to your questions.
8. Continue to monitor your EAS Stations and other news media for official warnings, messages, and instructions.
 - a. Utah EAS Stations are listed on Page 10.
9. Clock out and evacuate the building yourself.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. Work with the Library Assistant on shift or the Library Director to post this information on social media, if time allows.
 - i. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.
 - d. A Library Assistant or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.
10. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a. If there was a fire with damage, the Library will remain closed for a period of time which will be determined. Go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.
 - d. In any of these situations, a Library Assistant on shift or the Library Director will work to properly notice information on social media, if time allows. A Library

Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Senior staff will (do any or all of the following):

1. Provide guidance in regards to following guidelines for this type of situation.
2. Step in and take over the situation if appropriate and/or possible.
3. Contact the Librarian-in-Charge if they are not on shift.
4. Clock out and evacuate the building yourself.
 - a) In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b) If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c) Work with a Library Assistant on shift or the Library Director to post this information on social media, if time allows.
 - i. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.
 - d) A Library Assistant or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.
5. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a) If there was a fire with damage, the Library will remain closed for a period of time which will be determined. Go home knowing your shift has ended early.
 - b) If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c) It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.
 - d) In any of these situations, a Library Assistant on shift or the Library Director will work to properly notice information on social media, if time allows. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Follow guidance of emergency operators in evacuating the building.
2. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation by email.

3. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - a. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - b. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - c. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.
4. Before reopening the facility to the public, ensure there are no issues related to the incident in the building.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
 - b. Follow any directions given by the emergency responders and/or your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
6. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a. If there was a fire with damage, the Library will remain closed for a period of time which will be determined.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. In any of these situations, a Library Assistant on shift or the Library Director will work to properly notice information on social media, if time allows. The Library Assistant or Library Director can work with the City's Public Relations Specialist to distribute the information.

Employees Not on Shift

In the event of a City-Wide Event, contact your supervisor to determine if you need to report to assist with the situation. Employees not on shift should be notified if they are reassigned to the specific incident or if they will be working their regular schedule. If not, they should report to work like normal.

Special Events

Special Events can include private events, sport events, public events, fairs and festivals held outside of the Library.

General Information

- All Special Events should have an Event Management Plan (EMP) on file.
- The City does have a Special Event Permit Application on the website with instructions <https://www.saratogasprings-ut.gov/785/Special-Event-Permit-Application>
- Event Management Plans should include the following section which are included under general reminders: lost and found, how to acquire medical assistance, parking, and accessibility recommendations.

General Reminders

- Special Events over a specific size will require emergency personnel on site.
- Information regarding lost and found, medical assistance, parking, and accessibility at City Sponsored events is included in the General Reminders for Special Events.
- Follow any instructions given by Police and Fire personnel in an emergency situation.

Event Management Plan Requirements for Outdoor Events

Lost and Found

- All lost and found items must to be given to a City employee.
- Inform your supervisor and coworkers of the lost item and place it in a dedicated lost and found to be retained for thirty (30) days.

Medical Assistance

- If anyone (guests, staff, vendors, visitors, etc.) has a medical emergency, notify a City employee responsible to manning the event, who will immediately contact Emergency Medical Services.
- There must always be a Public Safety presence at Special Events, but if no officer is visible in the immediate area, remain calm and loudly call out for “**911 and Public Safety**”.
 - If you require medical care, inform someone nearby that you need medical attention immediately. Please have someone (coworker, family, etc.) contact your supervisor as soon as possible.
 - For minor injuries, a Public Safety Officer can access a First Aid Kit from the Event’s First Aid or City Information booth.

- Emergency Medical Services must be called for any injury requiring more than a small bandage (even if needed by the Public Safety Officer).

Parking and Accessibility

- All staff (including volunteers) can park in the space identified in the EMP, when available.
 - If necessary, you will be issued a parking plaque that must be visible for event management staff or volunteers to grant you access to the space.
 - Although the many parking areas have surveillance, lock your doors, close your windows, and make sure no valuables are visible. Arrow signs will guide you to the event.
- An escort back to a vehicle after the event is available to all. Simply ask any Public Safety Officer on duty.
- Access Cards to the building can be issued to staff members upon request. These cards will function only for the duration of the user's shift, during the current special event. Do not share the card. They are to be returned at the end of the shift to your supervisor or a Public Safety Officer. They are not disposable. If the access card is misplaced, please inform your supervisor immediately so it can be deactivated. Likewise, inform your supervisor if the card is damaged.
- Wheelchair and Electric Scooter: If a guest appears to genuinely need (or requests) a wheelchair (or the one electric scooter available), inform your supervisor, or ask a Public Safety Officer for assistance.

Commented [MG14]: This may be something we want included in this for a future facility, however we do not have a current need for it.

Commented [MG15]: I believe we require they provide this for themselves. However, AnnE correct me if I'm wrong.

Dark Outdoor Events

In case of an event that begins or takes place outdoors when it is dark.

- The city will provide light for City Sponsored events. The City will require light be provided for other Special Events.
- Light sources include:
 - Light poles at the venue.
 - The Light Tower – for during the event such as the Christmas Tree Lighting or when the event ends, such as the movie night.
 - Under the Pavilion(s).

Event Cancellation Weather Criteria

Event Supervisors will be watching the weather and will alert volunteers of incoming weather issues. Volunteers will help supervisors and alert customers and vendors of incoming weather.

Rain

1. Vendors will be alerted of impending rain.
2. Outdoor events will not be canceled until it begins to rain.
3. Help vendors lower awnings and pack up inventory as quickly as possible.

4. Help control traffic (pedestrian and vehicle) as vendors are removed.
5. All bounce houses will be deflated.
 - a. Bounce houses will not be able to be inflated without the event supervisor's permission.
6. Vendors can choose whether to remove or hold out for weather to improve.

Wind

1. Outdoor events will be canceled if a tornado alert is issued or if sustained winds are estimated at thirty-five (35) miles per hour or more.
2. Volunteers will help vendors lower awnings and keep them from blowing away.
3. Help them pack up inventory as quickly as possible.
4. Help control traffic (pedestrian and vehicle) as vendors are removed.
5. All bounce houses will be deflated.
 - a. Bounce houses will not be inflated again until winds die down and the event supervisor gives permission.
6. Vendors can choose whether to remove or hold out for weather to improve.

Lightning

1. Outdoor events will be canceled if lightning is detected six (6) miles or less from the event.
2. Announcement will be made over the sound system to have everyone vacate the event and go to their cars or homes as soon as possible.
3. We will use the thirty-thirty (30-30) method to determine distance of lightning.
 - a. To utilize this method, the weather watcher begins counting when a lightning flash is spotted. The counting is stopped when the associated clap of thunder is heard. The number of seconds elapsed between the flash of lightning and bang of thunder is then divided by five (5.) This number then represents the distance, in miles, from the lightning hit. For example, when the Flash-to-Bang count reaches thirty (30) seconds, the lightning has struck six (6) miles away. The thirty-thirty (30-30) rule states that when the Flash-to-Bang count is thirty (30) seconds or below, all activity should be stopped and all individuals should seek a safe shelter.
 - b. The other component of the thirty-thirty (30-30) rule involves waiting thirty (30) minutes after the last lightning flash is seen or the last roll of thunder is heard to resume activity. It may seem safe to return to activity after the storm has passed, but this is not true. Lightning can and does strike at least ten (10) miles away from the storm even after the clouds have moved on. This phenomenon is known as a "bolt out of the blue". Therefore, every time lightning is seen or thunder is heard, the thirty (30) minute clock should be reset.

Emergency Guidelines

All Special Events should have an Event Management Plan which may include the following situations:

Evacuation Procedure

1. Whether an actual fire emergency is confirmed or not, if the fire alarm sounds all occupants (guests, staff, vendors, visitors, etc.) MUST evacuate the building urgently, but orderly, through the nearest exit. Personal items nearby should be taken, if possible. Assist evacuees with mobility limitations per their instructions.
2. Do not use the elevators, nor let anyone else do so. Elevators will automatically go to the lower level, where the doors will open and the system will shut down. If you are stuck in an elevator, stay calm and press the emergency button, or pick up the telephone. Follow the instructions. Listen for people calling out for you and call back to them.
3. Everyone must be at least one-hundred (100) feet away from the building, crossing streets only at the crosswalks. All staff (including volunteers) will gather at the First Aid tent and/or the location indicated on the specific event's Event Management Plan (EMP) and make contact with a supervisor or person in charge. Unexplained absences must be reported to the Fire Department immediately.
4. Public Safety Officers will check the entire building or facility to confirm no one is left behind before exiting themselves.
5. Fire Extinguishers are strategically mounted on the walls throughout the buildings used for events. Extinguishing is a priority, so they should only be used on visible fires impeding the evacuation, and by staff trained to use them.
6. Power Failures will cause emergency backup lights and wall mounted flashlights to activate. Follow the instructions for the Fire alarm evacuation procedure as described above.

Missing and/or Lost Individual

- The Missing Person File contains records for individuals reported missing in the following categories:
 - Disability (MKE/EMD): a person of any age who is missing and under proven physical/mental disability or is senile, thereby subjecting themselves or others to personal and immediate danger.
 - Endangered (MKE/EME): a person of any age who is missing under circumstances indicating that their physical safety may be in danger.
 - Involuntary (MKE/EMI): a person of any age who is missing under circumstances indicating that the disappearance may not have been voluntary, i.e., abduction or kidnapping.
 - Juvenile (MKE/EMJ): a person who is missing and not declared emancipated as defined by the laws of their state of residence and does not meet any of the

entry criteria set forth in the Disability, Endangered, Involuntary, or Catastrophe Victim categories.

- Catastrophe victim (MKE/EMV): a person of any age who is missing after a catastrophe.
- Other (MKE/EMO): a person not meeting the criteria for entry in any other category who is missing and (1) for whom there is a reasonable concern for their safety or (2) a person who is under age 21 and declared emancipated by the laws of their state of residence.

Juvenile

1. We will use the Code Adam Program. The Code Adam Program identifies a five (5) step process. These steps are as follows:
2. If an individual reports that a child is missing, staff shall obtain a detailed and accurate description of the child.
3. The trained staff uses whatever means of communication (in-house telephone, radio and/or an all-call page) to initiate the Code Adam alert. Staff will describe the child's physical features and clothing. The alert will indicate to the designated employees to monitor the parking lot, and those leaving the venue, while other employees begin looking for the child within the venue.
 - a. If the child is not found within ten (10) minutes, alert law enforcement.
 - b. If the child is found and appears to have been merely lost, the child shall be reunited with their parent/guardian.
 - c. If the child is found accompanied by someone other than a parent or legal guardian, staff shall attempt to delay their departure without putting the child, staff, or patrons in harm's way. Law enforcement should be notified and provided with detailed description of the person accompanying the child.
4. When approached by a parent/guardian that has become separated from their child, staff should ask the following to obtain a more thorough description of child:
 - a. Gender
 - b. Race
 - c. Age
 - d. Eye and hair color
 - e. Height
 - f. Weight
 - g. Clothes worn (including shoes)
 - h. Any distinguishing characteristics
 - i. Location or area last seen
5. If a lost individual is brought to a volunteer or staff member, the individual will be taken to the Civic Event Tent and a description of the child's age, gender, and clothing will be given to staff to announce over the event sound system.

Adults and Individuals with a Disability

1. If an individual reports that a person is missing, staff shall obtain a detailed and accurate description of the individual.
2. The trained staff uses whatever means of communication (in-house telephone, radio, and/or an all-call page) to initiate the Code Silver alert. Staff will describe the individual's physical features and clothing. The alert will indicate to the designated employees to monitor the parking lot, and those leaving the venue, while other employees begin looking for the individual within the venue.
 - a. If the individual is not found within ten (10) minutes, alert law enforcement.
 - b. If the individual is found and appears to have been merely lost, the individual shall be reunited with their party.
3. When approached by a individual who has been separated from their party, staff should ask the following to obtain a more thorough description of the individual:
 - a. Gender
 - b. Race
 - c. Age
 - d. Eye and hair color
 - e. Height
 - f. Weight
 - g. Clothes worn (including shoes)
 - h. Any distinguishing characteristics
 - i. Location or area last seen
4. If a lost party is brought to a volunteer or staff member, the individual will be taken to the Civic Event tent and a description of the individual age, gender and clothing will be given to staff to announce over the event sound system.

Emergency Action Plan

The events may require that there be an emergency/information booth that will be set up at events. If it is required, the EMP will identify where this booth will be located for each event and will typically include the following.

Simple First Aid

Staff will:

Ensure that the medical issues is not an emergency.

1. Ask an additional person on shift to assist the customer or take over the Civic Event Tent or City tent.
 - a. When possible, have the person apply their own Band-Aid and/or ice pack.
2. However, in the event there is an incident that requires all staff present. Complete the incident report after assisting the person experiencing the issue.
3. Types of Issues
 - a. **Scrapes, Bumps, Bruises**

- i. Ask the customer or someone with them to apply their own band aid or icepack.
 1. If possible, there will be enough people to handle the injury or issue and maintain the event.

b. Biohazard Exposure

- i. Offer the customer assistance with their issues.
 - ii. Ensure that they are okay and do not need assistance dealing with their medical problem.
 - iii. Ask your coworker for assistance.
 1. Cord off the exposed area.
 - iv. Following the exposure:
 1. If there was damage and/or facility issues related to the illness and/or injury, report this issue to the owner of the property.
 2. If there is only a need for cleaning or using a Biohazard Kit, report this issue to the owner of the property.
4. Report the customer, exposure and/or staff injury to the event supervisor via an Incident Report. Fill out the appropriate report regarding the situation:
- a. Incident Report included in Appendix A for volunteers and/or customers.
 - b. Form 122 included in Appendix B for employee's or at the link below <https://www.hr.utah.edu/forms/lib/E1.pdf>
 - c. If both are injured, fill out both forms.

Senior staff will:

1. Assist the staff on shift with determining what type of incident report may be necessary.
2. Offer to assist the staff on shift with covering the event.

Librarian-in-Charge will:

1. Process the Incident Report.
2. Verify that the Facilities & Maintenance Administrator and/or Parks personnel has been notified of the issue and any cleaning necessary has been completed.

Serious Injury

Staff will:

In the event of a medical emergency:

1. Ask the other staff member(s) at the event to assist you with the situation.
2. There must always be a Public Safety presence at Special Events, but if no officer is visible in the immediate area, remain calm and loudly call out for **"911 and Public Safety"**.
3. If the emergency personnel are not on site, call 911
 - a. If dialing 911 is necessary, please direct a specific person to make the phone call while you do your best to assist in the manner you feel comfortable with in handling the situation.

- b. Provide the 911 dispatcher with any information that they request.
 - c. Follow the dispatcher's directions.
 - d. Do not hang up until directed to do so by the dispatcher.
 - e. Staff should clear the area around the injured person(s), keeping onlookers away, and maintain a clear entrance to the building for emergency personnel.
 - i. Provide any first aid assistance that you are capable of/qualified to provide
 - ii. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
 - iii. Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
 - f. Avoid unnecessary conversations with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock.
 - g. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
 - h. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
- 4. If needed, or if advised by emergency personnel, staff will evacuate and/or close the facility to the public until the medical emergency is resolved.
 - 5. Report the customer and/or staff injury to the Event Manager.
 - a. In the event of a prolonged or early closure of the event, participants will be instructed to leave.
 - b. Work with the Event Manager to post this information on social media, if time allows.
 - i. The Event Manager can work with the City's Public Relations Specialist to distribute this information.
 - 6. Directions regarding what do are posted below and dependent on the time the event will be impacted.
 - a. If there was damage and/or facility issues related to the illness and/or injury, report this issue to the owner of the property.
 - b. If there is only a need for cleaning or using a Biohazard Kit, report this issue to the owner of the property.
 - 7. Report the customer, exposure, and/or staff injury to the Event Supervisor. Follow any instructions given.
 - a. Call the Library Director, or designee, for incidents related to bodily fluids, dismemberment, or death so they are reported immediately and proper protocol is followed.
 - i. If the report is related to dismemberment and/or death, it must be submitted in forty-eight (48) hours.
 - 8. Incident Report. Fill out the appropriate report regarding the situation:
 - a. Incident Report included in Appendix A for volunteers and/or customers.

- i. Smaller incidents can have reports dropped in the “Incident Reports” box in the Library Directors office for dedicated staff to respond and file within the appropriate time period.
 - b. Form 122 included in Appendix B for employee’s or at the link below:
<https://www.hr.utah.edu/forms/lib/E1.pdf>
 - c. If both are injured, fill out both forms.
9. The Library Director will turn in the Incident Report or Form 122 to Human Resources, the Facilities & Office Administrator, and/or any other appropriate staff.

Senior staff will:

1. Assist the staff on shift with managing the incident.
2. Offer to assist staff with filling out the necessary Incident Report and/or contacting the Library Director for further instructions.
3. Offer to assist the staff on shift with covering the event as they write up an Incident Report, if necessary.

Librarian-in-Charge will:

1. Process the Incident Report.
2. Verify that the Facilities & Office Administrator, facility, and/or building owner has been notified of the issue and any cleaning necessary has been completed.

Manmade Catastrophe

Active Shooter

Staff will:

1. Evacuate (run)
 - a. Have an escape route and plan in mind.
 - b. Leave your belongings behind.
 - c. Keep your hands visible.
2. Hide out (hide)
 - a. Hide in an area out of the shooter’s view.
 - b. Block entry to your hiding place and lock the doors.
 - c. Silence your cell phone.
3. Take action (fight)
 - a. As a last resort and only when your life is in imminent danger.
 - b. Attempt to incapacitate the shooter.
 - c. Act with physical aggression and throw items at the shooter.

4. Call 911 when it is safe to do so. Important details to communicate to the dispatcher are:
 - a. Location of the active shooter;
 - b. Number of shooters;
 - c. Physical description of shooters;
 - d. Number and type of weapons held by shooters;
 - e. Number of potential victims at the location;
 - f. The location and details of any sustained injuries;
 - g. If we have secondary officers or security officers on duty;
 - h. If known, the locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building.
 - i. Do not hang up until directed to do so by emergency personnel.
5. Report the incident to the senior staff on shift or begin lockdown procedures.
 - a. If a lockdown is necessary, perform the following procedures calmly but firmly with appropriate urgency.
 - b. Announce "Building lockdown" to inform everyone in the building and encourage them to stay in place until further notice. Suspend all services.
 - c. Suggested Language: "Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room."
6. Staff will:
 - a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Secure the interior door.
 - e. Listen for danger.
 - f. If the situation becomes or is violent
 - ii. Lock the room door immediately. Do not open the door for any reason.
 - iii. Turn all lights out (including monitors, projectors).
 - iv. Help everyone remain calm and caution them to remain completely quiet.
 - v. If possible, do not let anyone leave the room.
7. How to respond when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e., bags, cellphone, jackets, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.

- f. Avoid pointing, screaming, or yelling.
8. Staff and customers will remain in safe locations until emergency personnel tells them to evacuate or that the situation has been resolved.
 - a. Do not stop to ask officers for help or direction when evacuating
 - b. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - c. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and Library Director.
9. After the emergency responders arrive and assess the situation, they will be able to provide the "All Clear" to re-open the building or further instructions for remaining in lockdown.
10. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the lockdown has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
11. Staff who were on shift during the lockdown should fill out an "Incident Report" included in Appendix A, with their notes and turn it in to the Library Director.
12. The event will remain closed after the "All Clear" has been given and staff will be remain on shift to answer the questions of emergency personnel and/or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.

Senior staff will:

1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given to evacuate.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
6. Follow any directions given by the emergency responders and/or your supervisor.
7. Staff who were on shift during the lockdown should fill out an "Incident Report" included in Appendix A with their notes and turn it in to the Library Director.

8. The event will remain closed after the “All Clear” has been given and/or staff will remain on site for emergency personnel to questions or will be sent home by their supervisor. Any and all of the following are possible.
 - a. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - d. If time allows, a Library Assistant on shift, or the Library Director can work with the City’s Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given to evacuate.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
6. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify the staff on shift during the event have the support they need to process and recover from the event.
7. Any and all of the following are possible.
 - a. If there was damage or injury, the event will be cancelled, the staff will remain on site for the emergency responder’s investigation, and/or with supervisor approval, go home knowing your shift has ended early.

- b. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.

Bomb Threat

Staff will:

If you receive a bomb threat in person (verbally):

1. If the perpetrator leaves, note which direction they went.
2. Evacuate immediately.
3. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
4. Notify the Library Director.
5. Write down the threat exactly as it was communicated.
6. Note the description of the person who made the threat.

If you are informed about a bomb threat by another staff member:

1. Evacuate immediately.
2. Call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
3. Notify the Library Director.

If you receive a bomb threat in person (written):

1. Handle the document as little as possible.
2. If the perpetrator leaves, note which direction they went.
3. Evacuate immediately.
4. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
5. Notify the Library Director.
6. Write down the threat exactly as it was written on another sheet of paper and note the following:
 - a. Date, time, and location the document was found.
 - b. Any situations or conditions that surround the discovery/delivery.
 - c. Full names of any personnel who saw the threat.
 - d. Call Postal Inspectors at 877.876.2455 if the item was received in the mail.
 - e. Secure the original threat; DO NOT alter the item in any way.
 - i. If small/removable, place in a bag or envelope.
 - ii. If large/stationary, secure the location.
 - f. Note the description of the person who delivered the threat.

If you receive an emailed threat:

1. Leave the message open on the computer.
2. Evacuate immediately.

3. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
4. Notify the Library Director.
5. Print, photograph, or copy the message and subject line, note the date and time.

If you receive a bomb threat by telephone:

1. Keep the caller on the line as long as possible so that the call may be traced.
2. Push the record button on your phone if there is one.
3. DO NOT transfer the call or interrupt the caller.
4. Notify the Library Director.
5. Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
6. Follow the instructions on the Bomb Threat Call Procedures on the next page.
7. Fill out the telephone bomb threat checklist as you are on the phone, or as soon as possible (ASAP) after the call is over.
8. Attempt to catch the attention of the other staff member on shift using their last name or following hand signal for danger, help and/or S.O.S., they can then help to evacuate the facility while you remain on the line.



BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Phone Number Where
Hung Up: Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Female
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Male
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

Other Information:



Homeland
Security

8. How to respond when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e. bags, jackets, cellphones, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
9. Staff and customers will remain in safe locations until emergency personnel gives the "All clear" or that the situation has been resolved.
 - a. Do not stop to ask officers for help or direction when evacuating.
 - b. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - c. Make detailed notes including names, what happened, time, location, etc.
 - d. All important information must be submitted to the Police and Library Director.
10. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the all clear has been given and the situation has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
11. Staff who were on shift during the threat should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
12. The Library will remain closed after the "all clear" has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
13. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown, should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
10. The Library will remain closed after the "all clear" has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
11. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - e. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout a process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
6. Staff who were on shift during the incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify that staff on shift during the event have the support they need to process and recover from the event.
7. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.

- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Threat Response

Commented [MG16]: All response guidelines need reformatted to follow the same guideline process.

Below are some specific threat response guidelines. However, in all emergency situations needs will vary and employees should ask the senior member of staff if there are additional specific directions and/or needs.

Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

The Library will go into lockdown. Staff and customers are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and customers safe.

Library staff CANNOT restrain customers from leaving the building during a lockdown. It is a request that helps in protecting everyone, but it is not a requirement. However, staff will lock all doors and refuse admittance into the building, with the exception of Public Safety, Police Officers, First Responders and Emergency Officers. No one is permitted to enter a Library building during a lockdown. It is only after the building has been given an "all clear" that it can re-open to the public and resume normal operations.

Characteristics of an active shooter situation:

- Victims are selected at random.
- The event is unpredictable and evolves quickly.
- Law enforcement is usually required to end an active shooter situation.

Coping with an active shooter situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- Attempt to take the active shooter down as a last resort.

In the event of an active shooter situation, one of the following actions is recommended:

EVACUATE (RUN)

- Have an escape route and plan in mind.

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Revised May 20, 2025

Saratoga Springs Public Library

- Leave your belongings behind.
- Keep your hands visible.

HIDE OUT (HIDE)

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.

TAKE ACTION (FIGHT)

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the shooter.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Follow any instruction given by Police, Fire, and senior staff.
- In an appropriate period of time, submit an "Incident Report."
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an "Incident Report."
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.
- An active shooter situation typically requires Police and/or emergency responders' presence to halt.

Active Shooter Lockdown Guidelines

Staff will:

1. EVACUATE (RUN)
 - a. Have an escape route and plan in mind
 - b. Leave your belongings behind
 - c. Keep your hands visible
2. HIDE OUT (HIDE)
 - a. Hide in an area out of the shooter's view

- b. Block entry to your hiding place and lock the doors
- c. Silence your cell phone
- 3. TAKE ACTION (FIGHT)
 - a. As a last resort and only when your life is in imminent danger
 - b. Attempt to incapacitate the shooter
 - c. Act with physical aggression and throw items at the shooter
- 4. Call 911 when it is safe to do so. Important details to communicate to the dispatcher are:
 - a. Location of the active shooter;
 - b. Number of shooters;
 - c. Physical description of shooters;
 - d. Number and type of weapons held by shooters;
 - e. Number of potential victims at the location;
 - f. The location and details of any sustained injuries;
 - g. If we have secondary officers or security officers on duty;
 - h. If known, the locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building;
 - i. Do not hang up until directed to do so by emergency personnel.
- 5. Report the incident to the senior staff on shift or begin lockdown procedures.
 - a. If a lockdown is necessary, perform the following procedures calmly but firmly with appropriate urgency.
 - b. Announce "Building Lockdown" to inform everyone in the building and encourage them to stay in place until further notice. Suspend all services.
 - c. Suggested Language: "Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room."
- 6. Staff will:
 - a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Secure the interior door.
 - e. Listen for danger.
 - f. Stay:
 - i. Lock the room door immediately. Do not open the door for any reason.
 - ii. Turn all lights out (including monitors and/or projectors).
 - iii. Help everyone remain calm and caution them to remain completely quiet.
 - iv. If possible, do not let anyone leave the room.
- 7. How to respond when law enforcement arrives:

- a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e., bags, jackets, cellphones, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
8. Staff and customers will remain in safe locations until emergency personnel tell them to evacuate or that the situation has been resolved.
 - a. Do not stop to ask officers for help or direction when evacuating
 - b. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - c. If possible, monitor the surveillance system to let Police and Public Safety in the building upon arrival.
 - d. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and Library Director.
9. After the emergency responders arrive and assess the situation, they will be able to provide the “all clear” to re-open the building or further instructions for remaining in lockdown.
10. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the Lockdown has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
11. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
12. The Library will remain closed after the “all clear” has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
13. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a location by emergency responders. Once we have additional information

Commented [MG17]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will:

1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given to evacuate.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
10. The Library will remain closed after the "all clear" has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
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 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.

- c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
- d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

- 1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
- 2. Once emergency responders have arrived, follow any direction you are given to evacuate.
- 3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
- 4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
- 5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
- 6. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify the staff on shift during the event have the support they need to process and recover from the event.
 - i. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.

- ii. Post signs on the Library door stating that services are unavailable or that the Library closed.
7. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

While we should be able to readily communicate to all staff and customers within a building during a lockdown situation, staff may be in transit and be unaware of a lockdown in progress. If you come to a building that is apparently in lockdown, and/or there is an active shooter please do one of the following:

EVACUATE (RUN)

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

HIDE OUT (HIDE)

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.

TAKE ACTION (FIGHT)

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the shooter.

Once you are safe, dial 911 to ensure the incident has been reported. After you have done this, you may contact your supervisor for further direction. If you do not receive an answer, you may try calling the City Utility Billing Department at 801.766.9793 to find out if the building is currently on lockdown. If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Bomb Threat

A bomb threat is usually a verbal or written threat to detonate an explosive or incendiary device that can cause property damage, death, or injuries. Most of these threats are intended to cause disruption, revenge, or to play a practical joke, rather than warn of a real device. However, all threats should be considered viable and emergency evacuation procedures should be followed.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Follow any instructions given by Police and Fire personnel.
- All employees have the authorization to being a building evacuation.
- Staff staging location is the Emergency Assembly Location identified in the Evacuation Procedures.
- General guidance can be found at:
<https://www.cisa.gov/sites/default/files/publications/Bomb-Threat-Guidance-Quad-Fold.pdf>.

General Reminders

- Follow Police and Fire instructions.
- In an appropriate period of time, submit an Incident Report.
- Do not discuss the threat with other staff.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Bomb Threat Guidelines

Staff will:

If you receive a bomb threat in person (verbally):

1. If the perpetrator leaves, note which direction they went.

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2. Evacuate immediately.
3. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
4. Notify the Library Director.
5. Write down the threat exactly as it was communicated.
6. Note the description of the person who made the threat.

If you are informed about a bomb threat by another staff member:

1. Evacuate immediately.
2. Call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
3. Notify the Library Director.

If you receive a bomb threat in person (written):

1. Handle the document as little as possible.
2. If the perpetrator leaves, note which direction they went.
3. Evacuate immediately.
4. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
5. Notify the Library Director.
6. Write down the threat exactly as it was written on another sheet of paper and note the following:
 - a. Date, time, and location the document was found.
 - b. Any situations or conditions that surround the discovery/delivery.
 - c. Full names of any personnel who saw the threat.
 - d. Call Postal Inspectors at 877.876.2455 if the item was received in the mail.
 - e. Secure the original threat; do not alter the item in any way.
 - i. If small/removable, place in a bag or envelope.
 - ii. If large/stationary, secure the location.
 - f. Note the description of the person who delivered the threat.

If you receive an emailed threat:

1. Leave the message open on the computer.
2. Evacuate immediately.
3. Call the police or have someone call the police by dialing 911. Do not hang up until directed to do so by emergency personnel.
4. Notify the Library Director.
5. Print, photograph, or copy the message and subject line, note the date and time.

If you receive a bomb threat by telephone:

1. Keep the caller on the line as long as possible so that the call may be traced.
2. Push the record button on your phone if there is one.

3. DO NOT transfer the call or interrupt the caller.
4. Notify the Library Director.
5. Call or have someone nearby call 911. Do not hang up until directed to do so by emergency personnel.
6. Follow the instructions on the Bomb Threat Call Procedures on the next page.
7. Fill out the telephone bomb threat checklist as you are on the phone, or as soon as possible (ASAP) after the call is over.
8. Attempt to catch the attention of the other staff member on shift using their last name or following hand signal for danger, help and/or S.O.S., they can then help to evacuate the facility while you remain on the line.



BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Phone Number Where
Hung Up: Call Received:

Ask Caller:

- Where is the bomb located?
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

Caller's Voice

- ☐ Accent
- ☐ Angry
- ☐ Calm
- ☐ Clearing throat
- ☐ Coughing
- ☐ Cracking voice
- ☐ Crying
- ☐ Deep
- ☐ Deep breathing
- ☐ Disguised
- ☐ Distinct
- ☐ Excited
- ☐ Female
- ☐ Laughter
- ☐ Lisp
- ☐ Loud
- ☐ Male
- ☐ Nasal
- ☐ Normal
- ☐ Ragged
- ☐ Rapid
- ☐ Raspy
- ☐ Slow
- ☐ Slurred
- ☐ Soft
- ☐ Stutter

Background Sounds:

- ☐ Animal Noises
- ☐ House Noises
- ☐ Kitchen Noises
- ☐ Street Noises
- ☐ Booth
- ☐ PA system
- ☐ Conversation
- ☐ Music
- ☐ Motor
- ☐ Clear
- ☐ Static
- ☐ Office machinery
- ☐ Factory machinery
- ☐ Local
- ☐ Long distance

Threat Language:

- ☐ Incoherent
- ☐ Message read
- ☐ Taped
- ☐ Irrational
- ☐ Profane
- ☐ Well-spoken

Other Information:



Homeland
Security

8. How to respond when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e. bags, jackets, cellphones, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
9. Staff and customers will remain in safe locations until emergency personnel gives the "all clear" or that the situation has been resolved.
 - a. Do not stop to ask officers for help or direction when evacuating.
 - b. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - c. If possible, monitor the surveillance system to let Police and Public Safety in the building upon arrival.
 - d. Make detailed notes including names, what happened, time, location, etc.
 - e. All important information must be submitted to the Police and Library Director.
10. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the lockdown has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
11. Staff who were on shift during the threat should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
12. The Library will remain closed after the "all clear" has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
13. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Commented [MG18]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

Senior staff will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout a process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
10. The Library will remain closed after the "all clear" has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.
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 - b. If there was no damage and the building has been cleared by a Building Official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.

- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout a process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
6. Staff who were on shift during the incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - i. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
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- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event that a DO NOT ENTER sign is posted on the building; please contact your supervisor.

If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Fire and Carbon Monoxide Alarm

A fire alarm system is a building system designed to detect and alert occupants and emergency forces of the presence of smoke, fire, carbon monoxide, or other fire-related emergencies. Fire alarm systems are required in most commercial buildings. They may include smoke detectors, heat detectors, and manual fire alarm activation devices, all of which are connected to a Fire Alarm Control Panel (FACP) normally found in an electrical room or panel room. Fire alarm systems generally use visual and audio signalization to warn the occupants of the building. Some fire alarm systems may also disable elevators, which under most circumstances, are unsafe to use during a fire.

Depending on the situation it may be necessary to modify these guidelines; common sense should prevail.

General Information

- Use of a Fire Extinguisher

Fire Extinguisher Use: Remember "PASS"

Pull the pin on the extinguisher handle

Aim low at the base of the fire

Squeeze the handle

Spray from side to side

- Staff are empowered to begin the evacuation process whenever the fire alarm goes off.
- IMPORTANT: Any time you hear the fire alarm, assume it is NOT a test. Evacuate immediately and meet at your designated Assembly Area
- If you notice or cause a fire, pull the nearest fire alarm.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an "Incident Report."
- IMPORTANT: Any time you hear the fire alarm assume it is NOT a test. Evacuate immediately and meet at your designated Assembly Area.

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- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Fire and Carbon Monoxide Guidelines

Staff will:

1. If you notice or cause a fire, pull the nearest fire alarm. Call 911.
 - a. If the fire is small, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety.
 - b. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).
 - c. Notify your supervisor of the location and extent of the fire.
 - d. Evacuate your area if you are unable to put out the fire.
 - i. Do not close doors and windows behind you to confine the fire.
2. If there are guests or library customers in the building, the employee associated with the guest(s) should guide them out.
3. In the event of a fire alarm, please direct our customers to exit the building without Library materials.
 - a. We cannot check items in or out.
4. Have one (1) person at the front desk directing people outside and locking the money in the safe.
5. The second person in the building should walk through the Library, directing customers to exit the building.
6. Do not lock the Library door and, if applicable, the main entrance to the building.
7. Evacuate the building through the nearest exit.
 - a. If there is smoke: Crawl or stay as low to the floor as possible
 - b. If there is smoke: Use a wet cloth, if possible, to cover your nose and mouth.
 - c. Always check doors for heat before opening. Use the back of your hand to feel the upper, lower, and middle parts of closed doors.
 - d. If the door is not hot, brace yourself against it and open slowly.
 - e. If the door is hot, do not open it. Look for another way out.
 - f. If your clothes catch fire, do not run. **STOP-DROP-AND-ROLL** to put out the fire.
8. Do not use the elevators!
9. Walk, do not run! Individuals wearing high heels should remove them to reduce the risk of falling.
10. Go to your predetermined Assembly Area.
11. Never go back into a burning building.
12. Once at the Assembly Area, supervisors should take a head count to make sure everyone is out of the building and accounted for. They will then notify firefighters, police officers, etc.
13. Stay in your Assembly Area until you receive further instructions.

14. Once you have evacuated, check with the Library Director or senior member of staff on shift regarding what to do.
15. Once you have additional information regarding the reason for evacuation, contact the Library Director.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. Work with a Library Assistant on shift or the Library Director to post this information on social media, if time allows.
 - i. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.
 - d. The Library Assistant or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.
16. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a. If there was a fire with damage, the Library will remain closed for a period of time which will be determined. With supervisor permission, go home knowing your shift has ended early.
 - b. If there was no fire, please reenter the building and resume services once emergency responders have cleared the building.
 - c. In either situation, a Library Assistant on shift or the Library Director will work to properly notice information on social media, if time allows.

Senior staff will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.

- a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
10. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with evacuating the building. Provide guidance in relation to evacuating the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.

6. Staff who were on shift during the incident, should fill out an “Incident Report” included in Appendix A with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. Post signs on the Library door stating that services are unavailable or that the Library closed.
7. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City’s Public Relations Specialist to distribute this information.

Employees Not on Shift

In the event that a DO NOT ENTER sign is posted on the building please contact your supervisor.

If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Lockdown

Lockdown is a response when there is an immediate threat to anyone in the building.

Staff and customers are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and customers safe.

Library staff CANNOT restrain customers from leaving the building during a lockdown. It is a request that helps in protecting everyone, but it is not a requirement. However, staff will lock all doors and refuse admittance into the building. With the exception of Public Safety, Police Officers, First Responders, and Emergency Officers, no one is permitted to enter the Library building during a lockdown. It is only after the building has been given an “all clear” that it can re-open to the public and resume normal operations.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- When to activate a building lockdown – Notification from law enforcement, Administration staff, Public Safety, gunfire, armed person on premises, and any life safety threat.
- The following employees have the authorization to generate a building lockdown – Library Director and/or Person-in-Charge.
- Prior to an emergency building lockdown – all staff are instructed to review these procedures, attend the staff training, and become familiar with their worksite, specifically looking for all exits and identifying potential safe locations within the building.
- Staff staging locations will be the same staging locations as your severe weather staging location (Meeting room, restroom, or any other location with less or no glass) unless otherwise identified.
- Staff will be shown the emergency exits, how to secure them, the location of the building keys, disaster kits, fire extinguishers, etc.
- The following activities are NOT acceptable during a building lockdown: Activating a fire alarm, publicly posting lockdown procedures, talking to the media and/or posting on social media, allowing unauthorized person(s) in the building, leaving without authorization from your supervisor (unless to escape a visible threat), etc.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an Incident Report.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Lockdown Guidelines

Staff will:

1. If a lockdown is necessary, perform the following procedures calmly but firmly with appropriate urgency.
 - a. Announce "Building lockdown" to inform everyone in the building and encourage them to stay in place until further notice. Suspend all services.
 - b. Suggested Language: "Attention: We are in a lockdown situation. Initiate lockdown procedure now. Staff will guide you to the nearest safe room."
2. Secure all exterior doors, upper and lower levels.
3. Call 911 and inform the dispatcher of the situation. Important details to communicate to the dispatcher are:
 - a. The building has been placed in lockdown and will remain closed until we can confirm that the threat has passed;
 - b. The location and details of the threat;
 - c. The location and details of any sustained injuries;
 - d. If we have secondary officers or security officers on duty;
 - e. The locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building;
 - f. Do not hang up until directed to do so by emergency personnel.
4. Upon hearing a lockdown announcement staff will:
 - a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Listen for danger.
 - e. No immediate violence:
 - i. Take a "quick peek" into the hallway; collect anyone from common areas.
 - f. Violence
 - i. Lock the room door immediately. Do not open the door for any reason.
 - ii. Turn all lights out (including monitors and/or projectors).
 - iii. Help everyone remain calm and caution them to remain completely quiet.
 - iv. If possible, do not let anyone leave the room.
5. Staff and customers will remain in safe locations until emergency personnel tells them the situation has been resolved.
 - a. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - b. If possible, monitor the surveillance system to let Police and Public Safety in the building upon arrival.

Commented [MG19]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

- c. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and the Library Director.
- 8. How to respond when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e. bags, jackets, cellphone, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
- 6. After the Police arrive and assess the situation, they will be able to provide the “all clear” to re-open the building or further instructions for remaining in lockdown.
- 7. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the lockdown has ended.
- 9. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
- 10. The Library may close or remain opened after the All Clear has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
 - c. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - d. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - e. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will:

- 1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
- 2. Once emergency responders have arrived, follow any direction you are given to evacuate.
- 3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.

- a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
10. The Library may close or remain opened after the "all clear" has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.
11. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with locking down the building. Provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given to evacuate.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials if it is safe to do so take photographs for reporting and insurance purposes.
6. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.
 - c. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. Post signs on the Library door stating that services are unavailable or that the Library closed.
7. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.

- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

While we should be able to readily communicate to all staff and customers within a building during a lockdown situation, staff may be in transit and be unaware of a lockdown in progress. If you come to a building that is apparently in lockdown, (i.e. the doors locked during normal operating hours and no one is visible) you should not report to work. A supervisor on shift should have contacted you and advised you not to report to work.

If you do arrive at the Library and the building is in lockdown, get in your car and immediately leave the premises. Once you have arrived at a safe location contact your supervisor, in the event you do not receive an answer, you may try calling the City Utility Billing Department at 801.766.9793 to find out if the building is currently on lockdown. If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Lockout

Lockout refers to securing the building so that no one may enter. The purpose of a lockout is to keep staff and customers safe.

Generally, this means that there is a situation outside the Library building requiring the Library to take extra security measures. Situations such as an explosion outside the building, a hazardous materials leak outside the building, or a violent situation near the Library.

Staff and customers are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- When to activate a building lockout – Notification from law enforcement, Administration staff, and/or Public Safety, for situations occurring outside the Library, but nearby.

- The following employees have the authorization to generate a building lockout– Library Director and/or Person-in-Charge.
- Prior to an emergency building lockout – all staff are instructed to review these procedures, attend the staff training and become familiar with their worksite, specifically looking for all exits and identifying potential safe locations within the building.
- Staff staging locations will be the same staging locations as your lockdown staging location (Meeting room, restrooms or any other location with less or no glass) unless otherwise identified.
- Staff will be shown the emergency exits, how to secure them, the location of the building keys, disaster kits, fire extinguishers, etc.
- The following activities are NOT acceptable during a building lockout: Activating a fire alarm, publicly posting lockout procedures, talking to the media and/or posting on social media, allowing unauthorized person(s) in the building, leaving without authorization from your supervisor (unless to escape a visible threat), etc.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an Incident Report.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Lockout Guidelines

Staff will:

1. The Library Director, or designee, will:
 - a. Announce to the customers:
 - b. "Attention: We are in a lockout situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to "exit" doors: please lock them and post your DO NOT ENTER signs."
2. Secure all exterior doors, upper and lower levels.
3. Call 911 and inform the dispatcher of the situation. Important details to communicate to the dispatcher are:
 - a. The building has been placed in lockout and will remain closed until we can confirm that the threat has passed;
 - b. The location and details of the threat;
 - c. The location and details of any sustained injuries;
 - d. If we have secondary officers or security officers on duty;
 - e. The locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building;

- f. Do not hang up until directed to do so by emergency personnel.
- 4. Upon hearing a lockdown announcement staff will:
 - a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Staff will pull down the window shades.
 - e. Staff will put do not enter signs from their emergency kit on the entrances to the building.
- 5. Staff and customers will remain in safe locations until emergency personnel tells them the situation has been resolved.
 - a. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - b. If possible, monitor the surveillance system to let Police and/or Public Safety in the building upon arrival.
 - c. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and Library Director.
- 8. How to respond if/when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e. bags, jackets, cellphones, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
- 9. After the Police provide the “all clear” to re-open the building or further instructions for remaining in lockdown.
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the lockdown has ended.
- 10. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
- 11. The Library may close or remain opened after the “all clear” has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.

Commented [MG20]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

- c. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
- d. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
- e. It is possible the Library may be closed for a period of time and/or used as a staging location by emergency responders. Once we have additional information regarding the situation and ongoing plans, your supervisor will notify you of a work plan.

Senior staff will:

1. Assist with locking out the building. Provide guidance in relation to moving customers to less visible areas, administering first aid, or other immediate needs.
2. If/when emergency responders have arrived, follow any direction you are given to evacuate or resume operations.
 - a. If emergency responders call for evacuation, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
3. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
4. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Before reopening the facility to the public, ensure a building official has cleared it for operations.
6. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
7. Follow any directions given by the emergency responders and/or your supervisor.
8. Staff who were on shift during the lockout should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
9. The Library may close or remain opened after the "all clear" has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. Post signs on the Library door stating that services are unavailable or that the Library closed.

10. Any and all of the following are possible.

- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
- b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
- c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
- d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with locking out the building. Provide guidance in relation to locking out the building, administering first aid, or other immediate needs.
2. If/when emergency responders have arrived, follow any direction you are given to evacuate.
 - a. If evacuation is called for, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
3. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
4. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
5. Staff who were on shift during the lockout should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that staff on shift have received any essential medical care.

- c. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. Post signs on the Library door stating that services are unavailable or that the Library closed.
6. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

While we should be able to readily communicate to all staff and customers within a building during a lockout situation, staff may be in transit and be unaware of a lockout in progress. If you come to a building that is apparently in lockout, (i.e. the doors locked during normal operating hours and no one is visible) **you may use your key to enter.**

Commented [MG21]: Lockout employees enter to get away from unsafe incident.

However, if the employee entry is the public access door, do not use your key, leave and make contact with your supervisor. After entering through the employee entry/exit doors, make sure the door is locked behind you and do not let anyone else in. If you do not have a key, return to your vehicle and call the location you are trying to enter to see why the doors are locked, if possible.

If you do not receive an answer, you may try calling the City's Utility Billing Department 801.766-9793 to find out if the building is currently on lockout. If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Medical Emergency

A medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health, sometimes referred to as a situation risking "life or limb".

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- The Library is equipped with a very small, basic First Aid Kit containing items such as bandages, gauze, cold packs, and antibiotic ointment. The kit is located behind the Circulation/Help Desk in the bottom right-hand drawer labeled "First Aid Kit."
- The building is equipped with an Automated External Defibrillator (AED) and related supplies. The AED is located in behind the Circulation/Help Desk on the wall. Extra supplies (face masks, pads, gloves) are in the drawer with the First Aid Kit.
- CPR-certified staff may choose to perform CPR when indicated, and must continue until emergency personnel arrive.

General Reminders

- Follow any instructions given by Police, Fire, and your supervisor.
- When in doubt about the nature and/or severity of a medical problem, staff should call 911 immediately.
- In an appropriate period of time, submit an "Incident Report."
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Medical Emergency Guidelines

Staff will:

1. Ask the other staff member(s) in the building to assist them with the situation.
2. If possible, there will be enough people to handle the injury or issue and maintain the front desk services.
 - a. However, in the event there is an incident that requires all staff present, lock the computer and stop providing service at the front desk. Complete the Incident Report after assisting the person experiencing the issue.
3. Call 911
 - a. If dialing 911 is necessary, please direct a specific person to make the phone call while you do your best to assist in the manner you feel comfortable with in handling the situation.
 - b. Provide the 911 dispatcher with any information that they request.
 - c. Follow the dispatcher's directions.

- d. Do not hang up until directed to do so by the dispatcher.
- 4. Staff should clear the area around the injured person(s), keeping onlookers away, and maintain a clear entrance to the building for emergency personnel.
 - a. Provide any first aid assistance that you are capable of/qualified to provide.
 - b. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
 - c. Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
- 5. Avoid unnecessary conversation, with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock.
- 6. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
- 7. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
- 8. If needed, or if advised by emergency personnel, staff will evacuate and/or close the Library to the public until the medical emergency is resolved.
- 9. Report the customer and/or staff injury to the Library Director.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - b. If possible post signs on the Library door stating that services are unavailable or that the Library is closed.
 - c. Work with the Library Director to post this information on social media, if time allows.
 - i. The Library Director can work with the City's Public Relations Specialist to distribute this information.
 - d. The Library Director should notify the Assistant City Manager and Office & Facilities Administrator of the situation and any additional details regarding clean up or work that needs done to resume services.
- 10. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
 - a. If there was damage and/or facility issue related to the illness and/or injury, the Library may remain closed for a period of time which will be determined. If this is the case, the Library Director will send you home, knowing your shift has ended early.
 - b. If there was is only a need for cleaning or using a Biohazard Kit a dedicated staff member will be directed to use the kit, while the other staff resume services.
- 11. Fill out the appropriate report regarding the situation:
 - a. Call the Library Director, or designee, for incidents related to bodily fluids, dismemberment, or death so they are reported immediately and proper protocol is followed.

- i. If the report is related to dismemberment and/or death, it must be submitted within forty-eight (48) hours.
- b. Incident Report included in Appendix A.
 - i. Smaller incidents can have reports dropped in the "Incident Reports" box in the Library Directors office for dedicated staff to respond and file within the appropriate time period.
- c. Form 122 included in Appendix B for employees or at the link below:
<https://www.hr.utah.edu/forms/lib/E1.pdf>

Commented [MG22]: Laura- is it 48 or 72 hours to turn this report into HR? Sent email 12/04/2023 MG

Senior staff will:

1. Assist with either handling the injury or issue and maintain the front desk services.
 - a. However, in the event there is an incident that requires all staff present, lock the computer and stop providing service at the front desk. Complete the incident report after assisting the person experiencing the issue.
2. Staff should clear the area around the injured person(s), keeping onlookers away, and maintain a clear entrance to the building for emergency personnel.
 - a. Provide any first aid assistance that you are capable of/qualified to provide.
 - b. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
 - c. Exception: CPR-certified staff will perform CPR when indicated, and must continue until emergency personnel arrive.
3. Avoid unnecessary conversations with or about the ill or injured person. You might add to the person's distress or fears, increasing the risk of medical shock.
4. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
5. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
6. If needed, or if advised by emergency personnel, staff will evacuate and/or close the Library to the public until the medical emergency is resolved.
7. If/when emergency responders have arrived follow any direction you are given to evacuate or resume operations.
 - a. If emergency responders call for evacuation, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
8. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
9. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
10. Follow any directions given by the emergency responders and/or your supervisor.

11. Staff who were on shift and assisted with the medical emergency should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
12. The Library may close or remain open after the incident.
 - a. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - b. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - c. Post signs on the Library door stating that services are unavailable or that the Library closed.
13. Any and all of the following are possible.
 - a. If there was damage or the facility needs extensive cleaning, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with administering first aid and/or ongoing operations.
2. If/when emergency responders have arrived, follow any direction you are given to evacuate.
 - a. If evacuation is called for, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
3. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.

4. Staff who were directly involved with the emergency should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that any additional needs for cleaning and or maintenance in the facility are delegated and/or reported to the Facilities & Office Administrator.
 - c. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - d. Post signs on the Library door stating that services are unavailable or that the Library closed.
5. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage but you were sent home the day of the incident, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

Employees just coming on shift during a medical emergency should check with the senior member of staff regarding what they should do to be of assistance. Employees leaving for the day should not leave until their supervisor has approved their absence.

Suicide Attempt

Suicide attempt is an immediate threat of self-harm by any individual.

The Library will go into lockdown. Staff and customers are secured in designated rooms throughout the building and should not be allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and customers safe.

Library staff CANNOT restrain customers from leaving the building during a lockdown. It is a request that helps in protecting everyone, but it is not a requirement. However, staff will lock all doors and refuse admittance into the building. With the exception of Public Safety, Police Officers, First Responders and Emergency Officers, no one is permitted to enter a Library building during a Lockdown. It is only after the building has been given an “all clear” that it can re-open to the public and resume normal operations.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- When to activate a building lockdown – Notification from law enforcement, Administration staff, Public Safety, gunfire, armed person on premises, and any life safety threat.
- The following employees have the authorization to generate a building lockdown – Library Director and/or Person-in-Charge.
- Prior to an emergency building lockdown – all staff are instructed to review these procedures, attend the staff training and become familiar with their worksite, specifically looking for all exits and identifying potential safe locations within the building.
- Staff staging locations will be the same staging locations as your severe weather staging location (Meeting room, restrooms, or any other location with less or no glass) unless otherwise identified.
- Staff will be shown the emergency exits, how to secure them, the location of the building keys, disaster kit, fire extinguishers, etc.
- The following activities are NOT acceptable during a building lockdown: Activating a fire alarm, publicly posting lockdown procedures, talking to the media and/or posting on social media, allowing unauthorized person(s) in the building, leaving without authorization from your supervisor (unless to escape a viable threat), etc.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an Incident Report.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Suicide Attempt Lockdown Guidelines

1. Avoid or discretely remove yourself from the area where the confrontation is occurring.

2. Call 911 and inform the dispatcher of the situation. Important details to communicate to the dispatcher are:
 - a. The location and details of the threat;
 - b. The location and details of any sustained injuries;
 - c. If we have secondary officers or security officers on duty;
 - d. The locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building;
 - e. Do not hang up until directed to do so by emergency personnel.
3. Report the incident to the Library Director or begin quietly evacuating the immediate area.
 - a. If a lockdown is necessary, perform the following procedures calmly, but firmly with appropriate urgency.
 - b. Use the hand signal indicating distress to other nearby staff that an evacuation is needed.
4. Secure all exterior doors, upper and lower levels.
5. Staff will:
 - a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Listen for danger.
 - e. No immediate violence:
 - i. Take a “quick peek” into the hallway; collect anyone from common areas.
 - f. Violence
 - i. Lock the room door immediately. Do not open the door for any reason.
 - ii. Turn all lights out (including monitors and/or projectors).
 - iii. Help everyone remain calm and caution them to remain completely quiet.
 - iv. If possible, do not let anyone leave the room.
6. Staff and customers will remain in safe locations until emergency personnel tells them the situation has been resolved.
 - a. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - b. If possible, monitor the surveillance system to let Police and Public Safety in the building upon arrival.
 - c. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and Library Director.

Commented [MG23]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

7. After the emergency responders arrive and assess the situation, they will be able to provide the “all clear” to re-open the building or further instructions for remaining in lockdown.
8. All Clear
 - a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the Lockdown has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
9. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
10. Staff may then resume services after the “all clear” has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.

Senior staff will:

1. Assist with locking down the building. Provide guidance in relation to locking down the building or other immediate needs.
2. Once emergency responders have arrived, follow any direction you are given.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
5. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
6. Before reopening the facility to the public, ensure a building official has cleared it for operations.
7. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
8. Follow any directions given by the emergency responders and/or your supervisor.
9. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
10. The Library may close or remain opened after the “all clear” has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - a. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.

- b. Post signs on the Library door stating that services are unavailable or that the Library closed.
11. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with and provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
2. Once emergency responders have arrived follow, any direction you are given to evacuate.
3. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
5. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
6. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.

- c. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - d. Verify that staff on shift have received any essential medical care.
 - e. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - f. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - g. Post signs on the Library door stating that services are unavailable or that the Library closed.
7. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

While we should be able to readily communicate to all staff and customers within a building during a lockdown situation, staff may be in transit and be unaware of a lockdown in progress. If you come to a building that is apparently in lockdown, (i.e. the doors locked during normal operating hours and no one is visible) you should not report to work. A supervisor on shift should have contacted you and advised you not to report to work.

If you do arrive at the Library and the building is in lockdown, get in your car and immediately leave the premises. Once you have arrived at a safe location contact your supervisor. In the event you do not receive an answer, you may try calling the City Utility Billing Department at 801.766.9793 to find out if the building is currently on lockdown. If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Suspicious Package or Mail

Dangerous and/or suspicious mail includes mail bombs, hoax devices, suspicious substances, or any matter that may cause harm. The likelihood of anyone receiving a harmful biological or chemical agent is extremely rare. Postal Inspectors within the Dangerous Mail Investigations Program are specially trained to recognize the common characteristics of suspicious mail and use an array of specialized screening equipment to identify and mitigate threats to postal infrastructure, its employees, and the general public.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

Signs of a suspicious package:

- | | | |
|---------------------|-----------------------|---------------------|
| • No return address | • Poor handwriting | • Excessive postage |
| • Misspelled words | • Stains | • Incorrect titles |
| • Strange odor | • Foreign postage | • Strange sounds |
| • Restrictive notes | • Unexpected delivery | |

- Ensure that if you handled the package you wash your hands with soap and water.
- Notify your supervisor immediately.

General Reminders

- Follow any instructions given by Police, Fire, and your supervisor.
- In an appropriate period of time, submit an Incident Report.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Suspicious Packages Guidelines

Signs of a suspicious package:

- | | | |
|---------------------|-----------------------|---------------------|
| • No return address | • Poor handwriting | • Excessive postage |
| • Misspelled words | • Stains | • Incorrect titles |
| • Strange odor | • Foreign postage | • Strange sounds |
| • Restrictive notes | • Unexpected delivery | |

Staff will:

1. For suspicious packages and letters, if you are unable to verify mail contents with the addressee or sender:

- a. Do not open it.
 - b. Treat it as suspect.
 - c. Isolate it—don't handle it.
2. Ensure that all persons who have touched it wash their hands with soap and water.
3. Notify your supervisor immediately.
4. Call the police department by dialing 911.
6. How to respond if/when law enforcement arrives:
 - a. Remain calm and follow instructions.
 - b. Put down any items in your hands (i.e. bags, jackets, cellphones, etc.).
 - c. Raise hands and spread fingers.
 - d. Keep hands visible at all times.
 - e. Avoid quick movements toward officers such as holding on to them for safety.
 - f. Avoid pointing, screaming, or yelling.
5. Fill out an Incident Report included in Appendix A regarding the situation.
6. List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
7. Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
8. Shower with soap and water as soon as possible.
9. Call a Postal Inspector at 877.876.2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

Senior staff will:

1. Assist with either handling the issue, and/or maintain the front desk services.
 - a. However, in the event there is an incident that requires all staff present, lock the computer and stop providing service at the front desk. Complete the Incident Report after assisting the person experiencing the issue.
2. If needed, or if advised by emergency personnel, staff will evacuate and/or close the Library to the public until the emergency is resolved.
3. If/when emergency responders have arrived, follow any direction you are given to evacuate or resume operations.
 - a. If emergency responders call for evacuation, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
4. Follow any directions given by the emergency responders and/or your supervisor.
5. Staff who were on shift and assisted with the incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
6. The Library may close or remain open during and after the incident.

- a. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - b. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - c. Post signs on the Library door stating that services are unavailable or that the Library closed.
7. Any and all of the following are possible.
- a. If there was damage or the facility needs extensive cleaning, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

- 1. Assist with either handling the issue and/or or and maintain the front desk services.
 - a. However, in the event there is an incident that requires all staff present, lock the computer and stop providing service at the front desk. Complete the Incident Report after assisting the person experiencing the issue
- 2. If/when emergency responders have arrived, follow any direction you are given to evacuate.
 - a. If evacuation is called for, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
- 3. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
- 4. Staff who were directly involved in the initial incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.

- a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - b. Verify that any additional needs for cleaning and or maintenance in the facility are delegated and/or reported to the Facilities & Office Administrator.
 - c. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - d. Post signs on the Library door stating that services are unavailable or that the Library closed.
5. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage but you were sent home the day of the incident, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

Employees just coming on shift during a suspicious package experience should check with the senior member of staff regarding what they should do to be of assistance. Employees leaving for the day should not leave until their supervisor has approved their absence.

Terrorist Act of Contamination: Chemical, Biological, or Radiological

These are typically targeted attacks. The types of contaminants most likely to be used by terrorists are biological and chemical agents that are accessible, not easily susceptible to degradation, and that overcome the dilution, filtration, and disinfection aspects of the drinking water process.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

General Information

- **Biological threats may include the following substances**
 - Chemical: Any substance designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals, or their precursors, such as mustard gas, nerve agents, and sarin gas.
 - Biological: Any substance involving a disease organism, such as smallpox, botulism toxin, anthrax, and ricin.
 - Radiological: Any substance designed to release radiation.
- Ensure that if you are contaminated you wash your hands with soap and water.
- Call 911.
- Notify your supervisor immediately.

General Reminders

- Follow any instructions given by Police, Fire, and your supervisor.
- In an appropriate period of time, submit an Incident Report and/or Form 122.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Guidelines for Chemical, Biological, or Radiological Contamination

Staff will:

1. Isolate it—don't handle it.
2. Pull the nearest fire alarm and/or notify your supervisor and/or coworker of the location and the issue.
 - a. In an emergency situation where you cannot specifically communicate the need for assistance to other staff on shift attempt to catch the attention of the other staff member on shift using their last name or following hand signal for danger, help and/or S.O.S., they can then help to evacuate the facility while you remain on the line.



3. Call 911.
 - a. Do not hang up until directed to do so by emergency personnel.
4. Library Director, or designee, will:
 - a. Announce to the customers:
 - b. "Attention: We are in a lockdown situation. Please stay in the building and wait for further instructions. Staff will guide you to the nearest safe room. Staff closest to "exit" doors: please lock them and post your DO NOT ENTER signs."
 - c. Staff will put "DO NOT ENTER" signs from their emergency kit on the entrances to the building.
5. If an evacuation is ordered by emergency personnel, evacuate the building through the nearest exit.
 - a. In the event of an evacuation, please direct our customers to exit the building without Library materials.
 - i. We cannot check items in or out.
 - b. Have one (1) person at the front desk directing people outside and locking the money in the safe.
 - c. The second person in the building should walk through the Library, directing customers to exit the building.
6. Once you have evacuated check with the Library Director or senior member of staff on shift regarding what to do.
 - a. Lock the Library door and if applicable, the main entrance to the building.
 - b. Post "DO NOT ENTER" signs on the main entry doors.
 - c. Go to your predetermined Assembly Area.
7. Once at the Assembly Area, supervisors should take a head count to make sure everyone is out of the building and accounted for. They will then notify firefighters, police officers, etc.
 - a. Begin collecting the information of the customers who were in the facility during or at the time of the event.
 - b. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
8. Stay in your Assembly Area until you receive further instructions from emergency personnel.
 - a. Staff and customers will remain in safe locations until emergency personnel tell them the situation has concluded, they are needed for treatment, and/or that it is safe to leave the premises.
9. After the emergency responders provide the "all clear" to re-open the building or further instructions are provided.
 - a. All Clear
 - i. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the situation has ended.

- b. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - i. If possible post signs on the Library door stating that services are unavailable or that the Library is closed.
 - ii. Work with the Library Director to post this information on social media, the website, and phone recording, if time allows.
 - 1. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.
 - c. A Library Assistant or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.
10. Directions regarding what do are posted below and dependent on the time the facility will be impacted.
- a. If there was damage or responders feel it will take longer to evaluate the situation, but have allowed those who were present at the event to leave, the Library will remain closed for a period of time which will be determined. With supervisor permission, go home knowing your shift has ended early.
 - b. If there was no event response needed from emergency responders, please reenter the building and resume services once emergency responders have cleared the building.
 - c. In either situation, a Library Assistant on shift or the Library Director will work to properly notice information on social media, if time allows. A Library Assistant or the Library Director can work with the City's Public Relations Specialist to distribute this information.
 - d. Staff who were on shift during the attack should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - i. If staff were injured during this situation, we should also fill out a Form 122, included in Appendix B.
 - e. Staff may then resume services after the "all clear" has been given or be sent home by their supervisor for the day knowing their shift has ended.

Senior staff will:

- 1. Assist with evacuating the building, providing first aid, and/or report the incident to emergency responders.
- 2. If/when emergency responders have arrived, follow any direction you are given to evacuate or resume operations.
 - a. If emergency responders call for evacuation, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
- 3. Follow any directions given by the emergency responders and/or your supervisor.
- 4. Staff who were on shift and assisted with the incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.

5. The Library may close or remain open during and after the incident.
 - a. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - b. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - c. Post signs on the Library door stating that services are unavailable or that the Library closed.
6. Any and all of the following are possible.
 - a. If there was damage or the facility needs extensive cleaning, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

1. Assist with evacuating the building.
2. If/when emergency responders have arrived, follow any direction you are given to evacuate.
 - a. If evacuation is called for, at the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - b. Follow any directions given by emergency responders and/or the Assistant City Manager.
3. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
4. Staff who were directly involved in the initial incident should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - a. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.

- b. Verify that any additional needs for cleaning and or maintenance in the facility are delegated and/or reported to the Facilities & Office Administrator.
 - c. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - d. Post signs on the Library door stating that services are unavailable or that the Library closed.
5. Any and all of the following are possible.
- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage but you were sent home the day of the incident, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
 - d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
 - f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
 - g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Workplace Violence

Workplace violence is immediate threat to anyone in the building by another employee and/or customer.

The Library will go into lockdown. Staff and customers are secured in designated rooms throughout the building and should not be allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and customers safe.

Library staff CANNOT restrain customers from leaving the building during a lockdown. It is a request that helps in protecting everyone, but it is not a requirement. However, staff will lock all doors and refuse admittance into the building. With the exception of Public Safety, Police Officers, First Responders and Emergency Officers, no one is permitted to enter a Library building during a Lockdown. It is only after the building has been given an "all clear" that it can re-open to the public and resume normal operations.

Depending on the situation, it may be necessary to modify these guidelines; common sense should prevail.

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Revised May 20, 2025

Saratoga Springs Public Library

General Information

- When to activate a building lockdown – Notification from law enforcement, Administration staff, Public Safety, gunfire, armed person on premises, and any life safety threat.
- The following employees have the authorization to generate a building lockdown – Library Director and/or Person-in-Charge.
- Prior to an emergency building lockdown – all staff are instructed to review these procedures, attend the staff training and become familiar with their worksite, specifically looking for all exits and identifying potential safe locations within the building.
- Staff staging locations will be the same staging locations as your severe weather staging location (Meeting room, restrooms, or any other location with less or no glass) unless otherwise identified.
- Staff will be shown the emergency exits, how to secure them, the location of the building keys, disaster kit, fire extinguishers, etc.
- The following activities are NOT acceptable during a building lockdown: Activating a fire alarm, publicly posting lockdown procedures, talking to the media and/or posting on social media, allowing unauthorized person(s) in the building, leaving without authorization from your supervisor (unless to escape a viable threat), etc.

General Reminders

- Follow any instructions given by Police and Fire personnel.
- In an appropriate period of time, submit an Incident Report.
- In the event the building cannot be reopened, the Library Director will give further instructions for possible relocations and/or dismissal.

Workplace Violence Lockdown Guidelines

11. Avoid or discretely remove yourself from the area where the confrontation is occurring.
12. Call 911 and inform the dispatcher of the situation. Important details to communicate to the dispatcher are:
 - a. The location and details of the threat;
 - b. The location and details of any sustained injuries;
 - c. If we have secondary officers or security officers on duty;
 - d. The locations throughout the building that are currently occupied by people to determine if we need to move them to a specific meeting area within the building;
 - e. Do not hang up until directed to do so by emergency personnel.
13. Report the incident to the Library Director or begin quietly evacuating the immediate area.

- a. If a lockdown is necessary, perform the following procedures calmly, but firmly with appropriate urgency.
 - b. Use the hand signal indicating distress to other nearby staff that an evacuation is needed.
14. Secure all exterior doors, upper and lower levels.
15. Staff will:
- a. Comply immediately with a request to lock down the building.
 - b. Move to a safe area.
 - c. Move customers to a part of the building where their visibility to a threatening person is minimized (away from door and windows) and where doors can be secured behind them. Examples of these locations are:
 - i. Use the single user bathrooms and/or employee workrooms.
 - d. Listen for danger.
 - e. No immediate violence:
 - i. Take a “quick peek” into the hallway; collect anyone from common areas.
 - f. Violence
 - i. Lock the room door immediately. Do not open the door for any reason.
 - ii. Turn all lights out (including monitors and/or projectors).
 - iii. Help everyone remain calm and caution them to remain completely quiet.
 - iv. If possible, do not let anyone leave the room.
16. Staff and customers will remain in safe locations until emergency personnel tells them the situation has been resolved.
- a. As soon as it can be done safely, call the Library Director, who will inform the Public Relations Specialist and Office & Facilities Administrator.
 - b. If possible, monitor the surveillance system to let Police and Public Safety in the building upon arrival.
 - c. Make detailed notes including names, what happened, time, location, etc.
 - i. All important information must be submitted to the Police and Library Director.
17. After the emergency responders arrive and assess the situation, they will be able to provide the “all clear” to re-open the building or further instructions for remaining in lockdown.
18. All Clear
- a. Notify the Library Director, Public Relations Specialist, and Office & Facilities Administrator that the Lockdown has ended.
 - b. After the threat has passed, let your supervisor know that you are safe.
19. Staff who were on shift during the lockdown should fill out an “Incident Report,” included in Appendix A, with their notes and turn it in to the Library Director.
20. Staff may then resume services after the “all clear” has been given or be sent home for the day knowing their shift has ended and they will receive further details when the Office & Facilities Administrator has evaluated the situation.

Commented [MG24]: Currently we do not have a system that lets our departmental staff see this. It is something that should be addressed in future locations.

Senior staff will:

12. Assist with locking down the building. Provide guidance in relation to locking down the building or other immediate needs.
13. Once emergency responders have arrived, follow any direction you are given.
14. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
15. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Check for damage to the facility.
 - b. Photograph any damage found.
 - c. Submit this documentation to the Library Director via email.
16. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
17. Before reopening the facility to the public, ensure a building official has cleared it for operations.
18. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
19. Follow any directions given by the emergency responders and/or your supervisor.
20. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
21. The Library may close or remain opened after the "all clear" has been given. If employees are sent home for the day knowing their shift has ended, they will receive further details when the Office & Facilities Administrator has evaluated the situation.
 - h. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - i. Post signs on the Library door stating that services are unavailable or that the Library closed.
22. Any and all of the following are possible.
 - a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
 - b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
 - c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.

- d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Librarian-in-Charge will:

- 8. Assist with and provide guidance in relation to locking down the building, administering first aid, or other immediate needs.
- 9. Once emergency responders have arrived follow, any direction you are given to evacuate.
- 10. At the Assembly Area, take a head count of employees and volunteers. Report any absences to emergency responders.
 - a. Follow any directions given by emergency responders and/or the Assistant City Manager.
- 11. If reentry to the facility is recommended by a building official and/or emergency responders:
 - a. Evaluate the building for damage and work with the Office & Facilities Administrator to repair damage.
 - b. The Library Director should notify the City Manager, Assistant City Manager, and Office & Facilities Administrator of any issues onsite and the current status of the situation.
- 12. Report any facility issues to the Library Director and Facilities & Office Administrator.
 - a. Throughout the process of evaluating a facility and/or materials, if it is safe to do so, take photographs for reporting and insurance purposes.
- 13. Staff who were on shift during the lockdown should fill out an "Incident Report," included in Appendix A, with their notes and turn it in to the Library Director.
 - j. Follow up on any issues and turn in the documentation to Human Resources, Assistant City Manager, and the City Manager.
 - k. Verify that staff on shift have received any essential medical care.
 - l. Verify that staff on shift during the event have the support they need to process and recover from the event.
 - m. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - n. Post signs on the Library door stating that services are unavailable or that the Library closed.
- 14. Any and all of the following are possible.

- a. If there was damage, the Library will remain closed for a period of time which will be determined. With supervisor approval, go home knowing your shift has ended early.
- b. If there was no damage and the building has been cleared by a building official, you will be notified of when to return to work by your supervisor.
- c. Once we have additional information regarding the situation and ongoing plans, you will help distribute this information to the departmental phone tree.
- d. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
- e. If possible, post signs on the Library door stating that services are unavailable or that the Library is closed.
- f. If time allows, a Library Assistant on shift, or the Library Director will post this information on social media.
- g. If time allows, a Library Assistant on shift, or the Library Director can work with the City's Public Relations Specialist to distribute this information.

Employees Not on Shift

While we should be able to readily communicate to all staff and customers within a building during a lockdown situation, staff may be in transit and be unaware of a lockdown in progress. If you come to a building that is apparently in lockdown, (i.e. the doors locked during normal operating hours and no one is visible) you should not report to work. A supervisor on shift should have contacted you and advised you not to report to work.

If you do arrive at the Library and the building is in lockdown, get in your car and immediately leave the premises. Once you have arrived at a safe location contact your supervisor. In the event you do not receive an answer, you may try calling the City Utility Billing Department at 801.766.9793 to find out if the building is currently on lockdown. If you do not have a cell phone or vehicle, seek shelter in a nearby location until the threat has passed. Use your best judgment based on your surroundings and understanding of normal activity around your location.

Weather Related

Snow Removal

Snow removal or snow clearing is the job of removing snow after a snowfall to make travel easier and safer. This is done by both individual households and by governments and institutions.

Snow removal or snow clearing is the job of removing snow after and/or during snowfall to make travel easier and safer. Snow removal is not only the primary responsibility of the Office & Facilities Administrators team. All customer service positions should ensure that they plan accordingly for snow and have the appropriate clothing to assist with this responsibility.

In the event of a snow or ice storm that will affect safe travel around the City, either on foot or in vehicles, the Police shift supervisor will notify Public Safety Dispatch. The dispatcher will contact personnel for the Public Works Department by text, email, or telephone and will also advise the Director of Public Safety, or designee. The Public Works department will manage personnel to effect snow removal as necessary.

General Information

- Plan accordingly for snow, both at home and at work.
- In the event of snow, the Library staff will help to shovel walks into and from the Library.
- If you have a physical limitation and cannot shovel snow, please speak to your supervisor ahead of time to see what can be worked out.

General Reminders

- For removal of snow from parking lots please contact Public Works at 801.404.2468.
- Snow needs removed after 4 PM Monday-Thursday and all day on Friday and Saturday.
- Check the walks hourly.

Guidelines for Snow Removal from the Library

Staff will:

1. Plan accordingly for storms and snow removal to arrive at work on time.
2. Ensure they have planned appropriately for snow removal while at work.
3. Communicate if you have a physical limitation and cannot shovel snow ahead of time.
4. Check the walks every hour during a storm (or more often if needed) to clear them and ensure that ice melt is down.
5. Log this information on the snow removal log.
6. Do not take a book cart out on the snow, it creates ice.

Librarian-in-Charge will:

1. Ensure that staff are aware of where the shovel and ice melt are located at within the Library.
2. Provide all staff members with a pair of gloves to shovel and/or empty the drops with.
3. Provide information regarding the City's snow removal processes and contact information for public works for snow removal from parking lots.

City Offices & Buildings

In the event of a snow or ice storm that will affect safe travel around the City, either on foot or in vehicles, the Police shift supervisor will notify Public Safety Dispatch. The dispatcher will contact personnel for the Public Works Department by text, email, or telephone and will also advise the Director of Public Safety or designee. The Public Works department will manage personnel to effect snow removal as necessary.

Facilities staff shovels snow when they arrive in the morning, however, the ongoing removal of snow throughout the day is the responsibility of all City staff on shift. Remove snow from all sidewalks, steps, handicap ramps, and curb cuts. Salt and log these duties as necessary in each location. Every effort should be made to keep sidewalks clear for customers accessing facilities during business hours.

For removal of snow from parking lots please contact Public Works at 801.404.2468.

Road Priorities (Informational Only)

Commented [MG25]: I input this for information it's what public works has listed, but may be informational for guidelines.

During snow storms the city crew operates as many as five (5) snowplows, removing snow and salting roads around the clock if necessary. The Public Works Department plows approximately ninety (90) miles of road equating to one hundred and eighty (180) miles of plowing. Our goal is to keep the streets safe for travel through the winter months. In order to achieve this, the Public Works Department has prioritized a sequence in which the roads will be plowed and salted. View the [Snow Removal Routes Map](#) to view the priority of streets.

State Road 73, Redwood Road, Mountain View Corridor from Redwood to Pioneer Crossing are the three (3) main arterial streets in the City, are maintained by the Utah Department of Transportation (UDOT):

- First priority will be collector streets which make up a basic network for the higher volume traffic. In addition, streets serving schools, municipal buildings, and selected streets on steep grades are included.
- Second priorities are the main secondary routes through the subdivisions connecting to the collector streets.
- Third priority will be remaining city streets and unpaved roadways.

Please take note that during severe storms, the Public Works Department may only get to the priority streets as those roads must remain as clear as possible. Second and third priority will get cleared, however, it may take a couple days after a large storm to get to them. It is also not

the position of the City of Saratoga Springs to maintain a bare pavement policy on every street after a snowstorm given the many other duties of the Public Works Department.

For questions or concerns regarding the snow plow policy, please contact the Public Works Department.

Employees Not on Shift

In the event of a snow storm, check with the staff on shift regarding the list time we shoveled when you arrive at work. If your shift is cancelled and/or there is a planned closure, the Library Director will let you know. If it is unsafe for you to report to work due to driving conditions, please notify your supervisor.

Winter Storm Warning

A winter storm warning is a hazardous weather statement issued by Weather Forecast Offices of the National Weather Service in the United States to alert the public that a winter storm is occurring or is about to occur in the area, usually within thirty-six (36) hours of the storm's onset.

General Information

- Plan accordingly for snow, both at home and at work.
- In the event of snow, the Library staff will help to shovel walks into and from the Library.
- If you have a physical limitation and cannot shovel snow, please speak to your supervisor ahead of time to see what can be worked out.
- SNOW EMERGENCY: In order to clarify the definition of the snow emergency, the following definitions have been used. For severe weather where no county-wide declaration is made, the City will assess the need for a delay or closing based on several variables such as: road conditions, driving visibility, forecast conditions, temperature, ice, public meeting calendar considerations, etc.
 - The guidelines are as follows:
 - Level I SNOW ADVISORY—Generally one (1) to four (4) inches of accumulation on the road. Roadways are hazardous with blowing and drifting snow.
 - Level II SNOW ALERT--Generally four (4) to eight (8) inches accumulation of snow on the road.
 - Level III HEAVY SNOW EVENT--Generally eight (8) to twelve (12) inches accumulation of snow on the road
 - Level IV SNOW EMERGENCY--Generally 12 or more inches of snow on the road. No one should be out during these conditions unless it is absolutely necessary to travel.

- **ESSENTIAL EMPLOYEES:** Each division, department, and office of the City is responsible for identifying employees who are essential, and are required to report to work despite a closure.

General Reminders

- For removal of snow from City parking lots please contact Public Works at 801.404.2468.
- Snow needs removed after 3 PM Monday-Thursday and all day on Friday and Saturday.
- Check the walks hourly.
- If at any point you feel it is unsafe for you to report to work, please notify your supervisor.

Winter Storm Warning Guidelines

Staff will:

1. Plan to work their regularly scheduled shifts.
2. Dress appropriately.
3. If at any point in time you feel it is unsafe for you to come into work, please reach out to your supervisor.

Librarian-in-Charge will:

1. Confirm with the Assistant City Manager the business hours of the Library if the City Manager and/or the Governor's Office has recommended a closure or late start.
2. Dress appropriately.
3. Plan to cover shifts that other employees will be unable to cover due to the winter storm.

Closing Decision Recommended by the Safety of Operations Advisory Committee

1. In the event of a National, State, or Wasatch Front weather advisory, the Library Director will work with the Assistant City Manager and/or Public Relations Specialist, if the City manager has made a closure decision (whether this is to remain open, closed or modify business hours) regarding the best solution for maintaining operations safely.
 - a. The Library does not typically modify operational hours due to snow.
 - b. If we close early, follow closing procedures like normal and leave at the planned time, knowing your shift has ended early.
2. A Librarian on shift and/or the Library Director will confirm this schedule.
 - a. If we open late, confirm the opening schedule and come into the Library thirty (30) minutes prior to opening to follow opening procedures, knowing that your shift will be short.
 - i. A Librarian on shift and/or the Library Director will confirm this schedule.

- b. If we do not open, a Librarian on shift and/or the Library Director will reach out to confirm your shifts and our business hours.
 - i. Once we have additional information regarding the closure, we will do the following:
 1. Post signs on the Library door, if possible, stating that services are unavailable or that the Library is closed and during what time the Library will be closed.
 2. Work with a Librarian on shift or the Library Director to post this information on social media, if time allows.
 3. A Librarian or the Library Director can work with the City's PR Specialist to distribute this information.
 4. A Librarian or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.
- c. In the event of a prolonged or early closure, the Library will extend the due dates of items, block out the date as a fine accrual date, and communicate this closure as they are best able in the specific situation.
 - i. Post signs on the Library door, if possible, stating that services are unavailable or that the Library is closed and during what time the Library will be closed.
 - ii. Work with a Librarian on shift or the Library Director to post this information on social media, if time allows.
 - iii. A Librarian or the Library Director can work with the City's PR Specialist to distribute this information.
 - iv. A Librarian or the Library Director should notify the Assistant City Manager, IT Department, and Office & Facilities Administrator of the situation.

Employees Not on Shift

In the event of a winter storm warning while we are open, check with the staff on shift regarding the last time we shoveled upon your arrival at work. If your shift is cancelled and/or there is a planned closure, the Library Director will let you know. If it is unsafe for you to report to work due to driving conditions, please notify your supervisor.

Appendix A Incident Report



Saratoga Springs Public Library
Incident Report

All sections of this report must be filled out and signed by a City employee.

Date: _____ Time: _____ Location: _____

Program/Event: _____

Information of persons involved in the incident (and guardian, if minor is involved):

Name: _____ Library Card Number: _____

Address: _____ Phone Number: _____

Email Address: _____ Involvement: _____

Name: _____ Library Card Number: _____

Address: _____ Phone Number: _____

Email Address: _____ Involvement: _____

Description of Incident:

Action Taken (Circle any, if applicable):

Refused Assistance	First Aid Only	Called EMS/Police
Required Guardian Call	Waived Fines	Item Search Request
Policy Violation	Escalated to Supervisor	Accommodation for Disability
Provided Request for Reconsideration of Library Material		
Second Staff Evaluation of Damaged Item		

Staff in Building (List Names): _____

Staff who assisted or witnessed the incident (if applicable): _____

Other Important Information:

Staff Comfort Level. Please identify your level of comfort with the situation and incident detailed. (Circle one):

<p>Employee Involved</p> <p>Green: Managed and felt safe.</p> <p>Yellow: Backed up by staff on shift, but did not feel safe.</p> <p>Red: Did not feel safe and supported.</p>
--

<p>Staff who Assisted</p> <p>Green: Managed and felt safe.</p> <p>Yellow: Backed up by staff on shift, but did not feel safe.</p> <p>Red: Did not feel safe and supported.</p>

Primary Employee

Name: _____
Signature: _____
Employee ID: _____
Date: _____

Secondary Employee

Name: _____
Signature: _____
Employee ID: _____
Date: _____

W

Follow Up Needed (Circle One): Yes No

Staff Recommendation(s):

Person Notified Name: _____
Person Notified Signature: _____
Report Received Date: _____

Action(s) Completed:

Form 122

EMPLOYERS FIRST REPORT OF INJURY OR ILLNESS

(Filing this form is not an admission of liability for the claim.)

G E N E R A L	Employer (Name & Address Include Zip)		Carrier/Administrator Claim Number		OSHA Log Number	Report Purpose Code
			Jurisdiction		Jurisdiction Claim Number	
			Insured Report Number			
	Industry Code		Employer FEIN		Location Number	
				Employer's Location Address (If Different)		Phone Number
C A R R I E R I N F O	CARRIER/CLAIMS ADMINISTRATOR		Policy Period		Claims Administrator (Name, Address & Phone Number)	
	Carrier (Name, Address & Phone Number)		To			
	Workers Compensation Fund P.O. Box 2227 Sandy, Utah, 84091 385.351.8000		Check if Appropriate			
	Carrier FEIN		Policy/Self-Insured Number		Administrator FEIN	
		Agent Name and Code Number				
E M P L O Y E E	EMPLOYEE/WAGE		Date of Birth		Social Security Number	Date Hired
	Name (Last, First, Middle) Address (incl. Zip)		Sex <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unknown		Marital Status <input type="checkbox"/> Unmarried/single/Divorced <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Unknown	Occupation / Job Title
	Claimant may need an interpreter: Yes <input type="checkbox"/> No <input type="checkbox"/> Language		Number of Dependents		Employment Status	
	Phone				NCCI Class Code	
O C C U R R E N C E	Rate Per: <input type="checkbox"/> Day <input type="checkbox"/> Month <input type="checkbox"/> Week <input type="checkbox"/> Other		Number of Days Worked/Week		Full Pay For Day of Injury <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Did Salary Continue <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	
	OCCURRENCE/TREATMENT		Time Employee Began Work <input type="checkbox"/> AM <input type="checkbox"/> PM		Date of Injury/Illness	
	Contact Name/Phone Number		Time of Occurrence <input type="checkbox"/> AM <input type="checkbox"/> PM		Last Work Date	
	Did Injury/Illness Exposure Occur on Employer's Premises? Yes <input type="checkbox"/> No <input type="checkbox"/>		Type of Injury/Illness		Part of Body Affected	
O T H E R	Department Or Location Where Accident or Illness Exposure Occurred		All Equipment, Materials, or Chemicals Employee Was Using When Accident Or Illness Exposure Occurred		Cause Of Injury Code	
	Specific Activity The Employee Was Engaged In When The Accident Or Illness Exposure Occurred		Work Process The Employee Was Engaged In When Accident Or Illness Exposure Occurred			
	How Injury or Illness / Abnormal Health Condition Occurred, Describe the Sequence of Events and Include Objects or Substances that Directly Injured The Employee or Made The Employee Ill					
	Date Returned to Work		If Fatal, Give Date of Death		Were Safeguards Or Safety Equipment Provided? YES <input type="checkbox"/> NO <input type="checkbox"/>	
Physician/Health Care Provider (Name & Address)		Hospital (Name & Address)		Were They Used? YES <input type="checkbox"/> NO <input type="checkbox"/>		
Initial Treatment		<input type="checkbox"/> No Medical Treatment <input type="checkbox"/> Minor: By Employer <input type="checkbox"/> Minor: Clinic/Hospital <input type="checkbox"/> Emergency Care <input type="checkbox"/> Hospitalized - 24 hrs <input type="checkbox"/> Future Major Medical/Lost Time Anticipated				
OTHER						
Witnesses (Name & Phone Number)						
Date Administrator Notified		Date Prepared		Preparer's Name & Title		Phone Number

Official Form 122 Revised 2/09

State of Utah • Labor Commission • Division of Industrial Accidents

160 East 300 South • P. O. Box 146610 • Salt Lake City, UT 84114-6610 • Telephone: (801) 530-6800

FAX: (801) 530-6804 • Toll Free: (800) 530-5090 • www.laborcommission.utah.gov

For your protection Utah Law requires notice that worker's compensation fraud is a crime. Please see back of this form for the full fraud statement



FRAUD – “Any person who knowingly presents false or fraudulent underwriting information, files or causes to be filed a false or fraudulent claim for disability compensation or medical benefits, or submits a false or fraudulent report or billing for health care fees or other professional services is guilty of a crime and may be subject to fines and confinement in state prison.”

INSTRUCTIONS TO EMPLOYER

The Employer's First Report of Injury or Illness must be submitted to the Labor Commission, Division of Industrial Accidents, per Sections §34A-2-407 and §34A-3-10B, Utah Code Annotated (U.C.A.). 1997. Each employer shall file the report within seven days after the occurrence, or the employee's notification of the same, which results in medical treatment by a physician, loss of consciousness, loss of work, restriction of work, or transfer to another job. Each employer shall file a subsequent report with the commission of any previously reported injury; or occupational disease that later resulted in death. Also, for your information, Section §34A-6-301(3)(b)(ii) states that each employer shall, within 8 hours of occurrence, notify the Division of Occupational Safety and Health, at (801) 530-6901 or (800) 530-5090, of any; work related fatality; disabling, serious, or significant injury; or occupational disease incident. A serious injury includes; amputation, fractures of major bones (both simple and compound), and hospitalization for medical treatment.

* All information requested on this form is of vital importance. Please answer all items in detail in order to avoid additional correspondence or the return of this report for completion. **Do not enter data in the shaded areas.**

* The box titled “OSHA Log Number” must be filled in with the employer assigned Case Number from OSHA's new 300 Injury Log. The Case Number needs to reflect the year of the injury – for example, your first injury in 2002 should reflect the first injury and the year 00/02 with the next injury being 00202, etc.

* Please provide WAGE information. This information is needed by the insurance company for paying the correct amount on a claim.

* The injury report on file with the Labor Commission, Division of Industrial Accidents, is private information and is only released to parties to the claim.

* Please make sure the **EMPLOYER NAME** is correct, as well as your FEIN # (Federal Tax ID Number). The employer's name should be the same as reported to The Department of Workforce Services and as it appears on your WORKERS' COMPENSATION insurance policy.

* The Labor Commission is to receive an original of this report, **Worker's Compensation Insurance Carrier** gets a **second copy**, the **employee** gets a **third** copy, and the employer gets a **fourth** copy and should maintain a copy of this report.

* Failure to file this report with the Labor Commission or failure to provide the employee with a copy of the report, is a Class C misdemeanor and can also result in a citation and a civil penalty for each violation as per §34A-2-407(7), §34-a-30108(7), §34A-6-302, and §34A-6-307, U.C.A.

* If you dispute the validity of this claim you need to contact your insurance carrier, but you must still file the “Employer's First Report of Injury or Illness” form with the Labor Commission.

* **Reminder:** Inform your injured employee of his/her rights and obligations (as outlined on the back of the employee's copy) of Utah's Workers' Compensation Act.

For Additional Information please contact:
State of Utah – Labor Commission
Division of Industrial Accidents
160 East 300 South, 3rd Floor
P O Box 146610
Salt Lake City, Utah 84114-6610
(801) 530-6800 (800) 530-5090

FRAUD – “Any person who knowingly presents false or fraudulent underwriting information, files or causes to be filed a false or fraudulent claim for disability compensation or medical benefits, or submits a false or fraudulent report or billing for health care fees or other professional services is guilty of a crime and may be subject to fines and confinement in state prison.”

EMPLOYEE INFORMATION

- **INJURY/ILLNESS REPORT:** A report of your injury/occupational illness must be made with your employer. If a report of injury is not filed with your employer or the Labor Commission, Division of Industrial Accidents, within 180 days of the date of your injury/illness, you may lose the right to ever file a claim for workers' compensation benefits for that injury or illness.
- **EMPLOYER'S PHYSICIAN:** If your employer has a company physician or designated clinic for industrial accidents, you **MUST** see the company physician first, or you may not be eligible for workers' compensation benefits. After you have been seen by your employer's physician, you have the right to choose one treating physician.
- **MEDICAL COOPERATION:** You must cooperate with your employer or the insurance carrier in following prescribed medical treatment in order to return to work as quickly as possible.
- **TRAVEL REIMBURSEMENT:** You may be eligible for travel reimbursement to and from approved medical care. You will need to keep records. Contact your insurance carrier regarding travel expenses.
- **REEMPLOYMENT ASSISTANCE:** You may be eligible for reemployment assistance if you are unable to return to work due to an industrial injury. Contact your insurance carrier or the Labor Commission, Division of Industrial Accidents, for further information.
- **MEDICAL EXPENSES:** You are entitled to have all reasonable medical expenses paid that are a result of the injury or illness.
- **COMPENSATION BENEFITS:** You are entitled to 66-2/3 of your wages up to 100% of the state average weekly wage (as of the date of your injury) after 3 days from the date of your injury, if a physician states you are totally unable to work.
 - ☐ If you have sustained a permanent impairment due to the industrial injury or disease, you are entitled to compensation based on the impairment rating as determined by a physician.
 - ☐ If you are permanently totally disabled from working due to the industrial injury, you may need to apply at the Labor Commission, Division of Industrial Accidents, for a hearing to determine if benefits are due.
- **ADDITIONAL ASSISTANCE:** If you are unable to work due to an industrial injury and meet the program's requirements, you may be eligible for other assistance. Agencies you may wish to contact:
 - ☐ Department of Workforce Services for food stamps, cash assistance, medical assistance, or employment assistance.
 - ☐ Social Security for total disability benefits.
- **UNEMPLOYMENT BENEFITS:** If you are able to work, but have been terminated from your job, you need to apply at the nearest Department of Workforce Services employment office within 90 calendar days after you are released from full-time work by your doctor.

Contact your insurance carrier if problems occur during your injury regarding payment of medical bills or compensation benefits. If you need to know who your employer's insurance carrier is, you may ask your employer or contact the Labor Commission, Division of Industrial Accidents.

THIS IS AN IMPORTANT DOCUMENT TO MAINTAIN FOR YOUR RECORDS

Appendix C Evacuation Checklist and Map

Evacuation and Assembly Checklist

Evacuation Procedures

- ☐ Notify staff throughout the building.
- ☐ Staff and the public should exit the building using the two (2) fire stairwells in the building.
- ☐ Staff on the second floor should immediately inform customers to leave the building and then gather at the designated location of the grey wall by the south west side of the parking lot.
- ☐ First floor staff should stop doing business and proceed to evacuation posts.
- ☐ Staff at the front help/circulation desk should designate one (1) person to the front door and the other to walk through.
- ☐ All others on shift are to assist in directing customers out emergency exits or through the front door.
- ☐ The second person on the desk should check restrooms, the office space, as well as other rooms, and direct customers out the emergency exit.
- ☐ Close the doors and put an emergency sign on the outside of the front door.
- ☐ Check all areas to verify they are empty. Look down every stack for customers, especially children.
- ☐ Check restrooms, including staff restrooms; leave these doors open and unlocked.
- ☐ Check offices, workroom, and staff room. Ensure all exterior doors are closed.
- ☐ After building is cleared, prevent others from entering.
- ☐ Assist Police/Fire as requested.

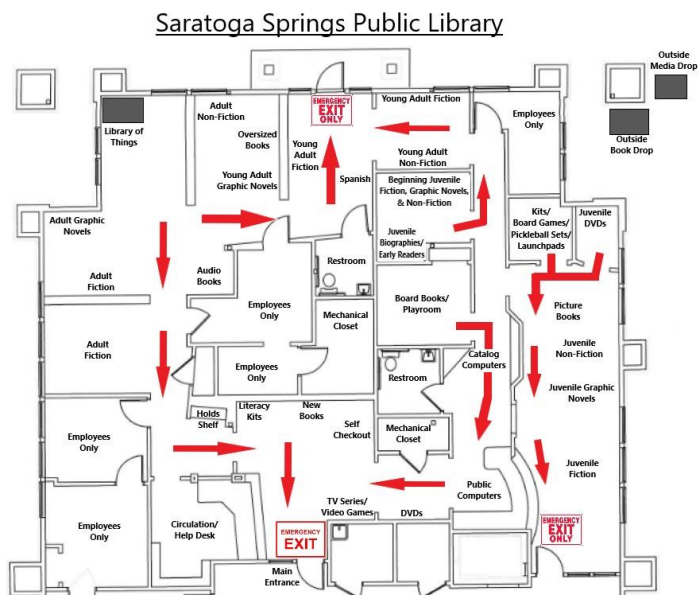
After exiting the building

- ☐ Staff will proceed to the designated meeting spot.
- ☐ Senior staff should verify that all staff and volunteers are accounted for and report status to their supervisor.
- ☐ Contact the Library Director and Public Relations Specialist as soon as you can safely do so. With permission of the person in charge, someone can go to a nearby office to make calls or use a cellphone, if available.

Evacuation Assembly Areas
During an evacuation, please assemble at the following areas:

If you are in/on:	Go to:	In case of bad weather, go to:
Saratoga Springs Public Library 1307 N Commerce Dr. Ste 140, Saratoga Springs, UT 84045	The brick wall on the south west side of the building.	The brick wall on the south west side of the building.

Evacuation Map



Appendix D Unaccompanied Youth Letter Draft

Text of letter to give to the parent/guardian:

Dear Parent or Guardian of Youth Left in the Library at Closing:

The Saratoga Springs Public Library welcomes Library use by youths. Parents and adult caregivers, not Library staff, are responsible for the behavior and safety of their children while on the premises of the Saratoga Springs Public Library.

Our Library hours are Monday-Thursday from 9:00 am- 8:00 pm and Friday-Saturday from 10:00 am – 4:00 pm. Youths should not be left to wait outside when the Library is closed and there is no one to safeguard them.

For their safety, please pick up your youth(s) before the Library closes. The Library will call law enforcement for assistance if children are left unattended at closing time. Repeat instances may result in loss of Library privileges.

We ask for your cooperation as the Library seeks to ensure the comfort, safety and protection of all Library patrons and staff.

Rev. and Approved by the City Attorney 08/2022

Appendix E Draft Operating Handbook

This is a draft operating handbook in case of a prolonged closure event. Please keep it handy for an emergency situation.

If you have specific responsibilities to notify staff and/or secure the Library, please keep it with you when evacuating the building.

Everyone should be familiar with this material and prepared to act appropriately in the event of an emergency situation.

Contents

- Closing Decisions
 - Contact Information for Administration
 - Phone Tree
- Storm Warning Guidelines
 - At Notice of a Winter Storm Warning
 - Library Closing Procedures
- Recovery

Closing Decisions

The Saratoga Springs Public Library will base their decisions regarding preparing and/or closing the Library in the event an emergency in collaboration with the City of Saratoga Springs.

The City of Saratoga Springs Safety of Operations Advisory Committee will make a recommendation regarding if offices will postpone opening, close early, or be closed.

The Director of Public Safety or designee will confer with the following individuals, who together form the Safety of Operations Advisory Committee:

- City Manager, or designee.
- Assistant City Manager, or designee.
- Fire Chief, or designee.
- Police Chief, or designee.
- Office & Facilities Administrator, or designee.
- Public Relations Specialist, or designee.

If the Safety of Operations Advisory Committee determines that offices will postpone opening, close early, or be closed. If the Utah State Department of Transportation and/or Governor's Office have declared a

storm advisory and asked businesses to change their hours of operation, the City personnel who are deemed not essential will modify their departmental hours of operation.

Library facilities will not close for weather related conditions until the Library Director or the Library Director’s designee makes the decision to close, based on information from the above committee.

Contact Information for Library Administration

- 1. Owen Jackson Assistant City Manager
- 2. Allison Cowder Facilities & Office Administrator
- 3. Melissa Grygla Library Director
- 4. Carl Sachs Senior Librarian
- 5. Cassidy Kleinlein Reference Librarian

Emergency Calling Tree

Each person whose name is underlined is responsible for the list indented under their job title. These are the “callers.” If, for any reason, a person with call responsibility cannot make the calls, the caller above that person must take responsibility for those calls. Calling trees should be created prior to emergency events and kept current by primary caller.

Library Director
Librarians & Library Assistants

Senior Librarian
Library Clerks

Library Assistant
Volunteers & Tutors

Storm Warning Guidelines

Closing procedures for the Library, if a decision has been made to close early, open late, and/or there is a prolonged closure.

At Notice of a Winter Storm Warning

- The Library Director meets to discuss preparations.
- All managers will check emergency numbers and review calling tree procedures.
- All Library staff will post public closing notices in case of voluntary or mandatory evacuations.
- Use telephones only to conduct business and for emergency calls.
- All managers will need to communicate via the use of City email whenever possible.
 - Other options include notices on the employee portal, phone calls, and text messaging.
- The Information Technology Department and/or Human Resources will begin posting pertinent links and information on employee portal.
- Staff will be expected to work as scheduled up until the time branches are closed.
 - Library staff should be making personal preparations during off-hours.
- Be proactive and cancel programming when a Weather Advisory is made.
 - Notify all registered participants via email.
 - Modify the calendar of events to reflect the cancellation of programs.
 - Post notices in the Library regarding the cancellation of programs and the dates impacted.
 - Post the cancelled programs notice to the koha OPAC, Library webpage, Library calendar of events, Facebook, Instagram, and other City sites.

When the decision to close the Library is made, the planned closure time will be announced. When closing early or opening late, time is of the essence. Staff will need as much time as possible to attend to personal business and the closing process should not be prolonged. In order to make this possible, preparation will be done in two (2) phases:

Phase I: Preparing for Closure

- In this phase, the Library does as much preparation as possible without totally shutting down public services.
- Empty book and media drops.
 - Continue to empty the drops every hour to prevent issues with damaged items from liquid and/or cold.
- Check in materials.

- Take out the trash and recycling.
- Create and print closure signs with the dates and times of planned closures.
- Post the signs in the following areas:
 - Emergency Exit Door.
 - Window to the Juvenile Fiction Section with the Open/Closed sign.
 - The Help/Circulation Desk.
 - The Library departmental entry door below the Open/Closed sign.
- Remove loose items from grounds and exterior areas (Trash containers, flower pots, flags, etc.)
- Continue removing snow from the walkways and/or work with the Facilities staff to ensure that snow removal is ongoing until the time of closure.
 - Check the walks hourly to ensure the path to the book and media drop for staff and customers is clear.
- The Library Director or Librarian should:
 - Modify due dates so that items are not due on a day the Library is closing early, closed, or opening late.
 - Extend hold dates so holds are not expiring on a day the Library is closing early, closed, or opening late.
 - Post notices in koha, on the Library webpage, Library calendar of events, Facebook, Instagram, and other websites.
 - Send out a notice to all cardholders using the City's website email list to notify customers about the change to service.
 - Work with the IT Specialist to post the closed recording on the telephone line for the Library.
 - There is a prerecorded message for early closures that can be used.
 - Notify the Library Board of the decision to close and what hours and/or services will be impacted.
 - Reach out to the Public Relations Specialist to ensure that announcements are shared to the City of Saratoga Springs social media platforms and on the main City webpage.

Phase II: Closure

In this phase, final preparations are done and the Library is closed.

- Close the Library following the regular closing procedures.
- Ensure the walks are clear and salted.
- If necessary, turn off heat and air conditioning systems.
 - Facilities & Office Administrator should notify us if there is a need for this.
- If necessary, turn off all lights and outlets at breaker boxes, if possible.
 - Facilities & Office Administrator should notify us if there is a need for this.

- If necessary, turn off gas and water at main valves, if possible.
 - Facilities & Office Administrator should notify us if there is a need for this
- Lock all exterior and departmental interior doors if other parts of the City have closed.

Return to Operations

All Staff

The Safety of Operations Advisory Committee will determine and announce when a closure should be planned, including the time when closing early, the time when opening late, and/or if the closure shall span multiple dates.

Staff are expected to keep in touch with their supervisors while the Library is closed.

Supervisors are to use the emergency calling tree to keep information flowing. When possible, staff should monitor the external City of Saratoga Springs website, the employee portal, and/or their work email for information during the closure.

Recovery Team

In the event of a prolonged closure, which is identified as more than seventy-two (72) hours, the following persons are on the recovery team:

- Library Director
- Librarian
- Library Assistant(s)
- Additional staff designated for special duties (To be determined)

The recovery team will meet in October of each year to review this handbook and initiate preparations for the coming storm season.

During a closure, one (1) team member, with a known telephone number, will serve as an information clearinghouse for the others. All members of the recovery team should plan to notify the designated contact member as soon as possible. Team members should plan to report to the Library, or other designated location, when it is planned to do so.

The entire recovery team will concentrate first on damage assessment and, if necessary, building repairs. Once the damage assessment is completed on all branches, the recovery team will divide into a facilities team and a services team.

The Library Director will be responsible for:

- Damage assessment.
- Building repairs (make the building watertight).
- Cleanup (remove moisture from the building).

- Working with the Office & Facilities Administrator regarding any facility issues which may have occurred.
- Communication with staff, Public Relations Specialist, and the public.
- Resume Services.

The Librarians and Library Assistant(s) will be responsible for planning, coordinating and restoring all services including:

- Getting communications, networking, and computer systems online.
- Public service policy and procedure adjustments.
- Emptying the book drop, writing off damaged items, modifying notices, and/or other service issues.

When staff report in, they will receive instructions from the Librarian and Library Assistant(s) concerning work assignments until the Library is back in service. Assignments will be based on priority needs.

Appendix F Damage Assessment

First damage assessment will be done by emergency personnel, City of Saratoga Springs building official, and/or the Library Director. Initial (Rapid) and detailed assessment will be done before the Library recovery team is allowed into the area after the “all clear” is given for the general public. Buildings should have one of the following ratings from a City of Saratoga Springs assessment team:

GREEN (LIMITED ENTRY)

YELLOW (UNSAFE)

RED (DEMOLISH)

WHITE (INSPECTED)

Library Director will work with the Facilities & Office Administrator, or other Library staff members will work in teams of two (2) or three (3) to:

- Assess Damage.
 - Have Facility & Office Administrator and/or their designee assist with this process.
 - Photograph the building and contents.
 - Inventory and photograph damaged equipment and furnishings.
- Arrange repairs to the building with the Facility & Office Administrator and/or their designee.
 - Priority repairs are water-tightness and air conditioning (to help remove humidity).
- Develop a recovery plan for the facility.
 - Determine when staff may return to begin recovery work.
 - Bring networking and computer systems online, if possible.
 - Remove all damaged Library materials; keeping an inventory of all barcode labels from discarded items (or discard in real time, if possible).
 - Maintain detailed records of all costs.
 - Clean, repair, or discard damaged furnishings and equipment, as appropriate.
 - Keep make, model, serial number and barcode number records of all discarded equipment and furnishings, photograph if necessary.
 - Photograph the removal operation.
 - Drain water from any outdoor containers to prevent mosquito breeding.
 - Clean the building and prepare to reopen.
 - Announce through public media/news organizations about Library openings.
- After Re-Opening.
 - Reorder items and/or equipment.
 - File necessary FEMA and/or insurance paperwork with the Facilities & Office Administrator.

Sources of Information and Additional Resources

Organizations

The Massachusetts Emergency Management Agency (MEMA) is the state agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.mass.gov/portal/health-safety/emergencies/>

The Federal Emergency Management Agency (FEMA) is the federal agency responsible for disaster mitigation, preparedness, response, and recovery training.

<http://www.fema.gov/hazard/hazmat/index.shtm>

FEMA also supplies much information about what families and communities can do to be ready for an emergency.

www.ready.gov

The Department of Homeland Security's (DHS) mission is to secure the nation from the many threats we face, ranging from aviation and border security to emergency response, from cyber security analysis to chemical facility inspections.

<http://www.dhs.gov/>

The Department of Homeland Security aims to enhance preparedness through a "whole community" approach by providing training and resources to a broad range of stakeholders on issues such as active shooter awareness, incident response, and workplace violence.

<http://www.dhs.gov/active-shooter-preparedness>

The Department of Education provides information that can help school leaders plan for any emergency, including natural disasters, violent incidents, and terrorist acts. Much of this information can be applied to libraries.

<http://www2.ed.gov/admins/lead/safety/emergencyplan/index.html>

The Federal Bureau of Investigation (FBI) investigates cases related to weapons of mass destruction and terrorist attacks. The site also contains emergency planning information.

<http://www.fbi.gov>

The Occupational Safety and Health Administration (OSHA) is the federal agency charged with the enforcement of safety and health legislation. The site also contains emergency planning and response information.

<http://www.osha.gov>

The U.S. Postal Inspection Service can provide information about establishing secure mail practices and protecting your business.

<http://postalinspectors.uspis.gov/>

The National Fire Protection Association (NFPA) is a clearinghouse for information on fire protection and prevention as well as NFPA standards. NFPA also provides much emergency preparedness and response information.

<http://www.nfpa.org/>

The Center for Disease Control and Prevention (CDC) is a U.S. Public Health Service agency that monitors and works to prevent disease outbreaks. The site also contains emergency planning and response information, including Risk and Crisis Communications information.

<http://www.cdc.gov> and <http://emergency.cdc.gov/erc>

Resource Documents

There are a plethora of emergency planning and emergency response documents available, particularly on the Internet. A few relevant documents include:

The Massachusetts Library System has a disaster plan and policy collection. Some of those documents were used in the preparation of this manual.

<http://guides.masslibsystem.org/content.php?pid=325381&sid=3021872>

The Massachusetts Library Board of Commissioners has a web page with many emergency preparedness documents and links. Some of those documents were used in the preparation of this manual. It also describes the Emergency Assistance Program that provides assistance to libraries, archives, historical societies, and other repositories in the event of an emergency.

<http://mblic.state.ma.us/grants/disaster/index.php>

D-Plan™ The Online Disaster-Planning Tool for Cultural and Civic Institutions

<http://www.dplan.org/>

"How to Plan for Workplace Emergencies and Evacuations" U.S. Department of Labor, Occupational Safety and Health Administration

<http://www.osha.gov/Publications/osh3088.pdf>

Options for Consideration is an Active Shooter Training Video. *Options for Consideration* demonstrates possible actions to take if confronted with an active shooter scenario. The instructive video reviews the choices of evacuating, hiding, or, as an option of last resort, challenging the shooter. The video also shows how to assist authorities once law enforcement enters the scene. This video is available at: <http://www.dhs.gov/video/options-consideration-active-shooter-training-video> or YouTube at:

<http://www.youtube.com/watch?v=ol5EoWBRYmo&feature=youtu.be>

"ACTIVE SHOOTER: How to Respond" U.S. Dept. of Homeland Security

- Booklet: http://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf
- Pocket card: http://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf

- Wall poster: http://www.dhs.gov/xlibrary/assets/active_shooter_poster.pdf

“Crisis and Emergency Risk Communication by Leaders for Leaders” by the Center for Disease Control and Prevention.

Download the Manual: <http://emergency.cdc.gov/erc/leaders.pdf>.

Visit the CDC website and get many helpful documents: <http://emergency.cdc.gov/erc>

Emergency Evacuation Guide for People with Disabilities. The National Fire Protection Association (NFPA). <http://www.nfpa.org/assets/files/pdf/forms/evacuationguide.pdf>