

# Bethlehem Public Library

## Disaster and Recovery Plan

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## **EMERGENCY PROCEDURES**

### **Police / Fire / Rescue call 911**

**Librarian-in-charge will then assume responsibility for managing the emergency situation.**

**Flashlights may be found at each of the service desks.**

### **FIRE**

*The fire alarm controller is located in the maintenance office. It will automatically call the fire department and pinpoint the location of the fire. There are three annunciators—one at each public entrance and one at the staff entrance—which will point to the location of the fire. These alarms will stay on until the fire department turns them off.*

Staff at public service desks should notify all other staff and patrons to leave building through the nearest passable exit as they exit.

Insist that everyone leave the building, but do not get caught up in an argument with a patron. Leave immediately.

*Maintenance staff:* Move circulation counter away from electrical panel. Assist where necessary. Call 911. Reroute traffic if necessary. Post exterior signage.

- Do not handle fire extinguisher unless you have been properly trained.
- Close any interior doors you pass through when you leave.
- **DO NOT STOP FOR PERSONAL BELONGINGS.**
- Library staff will congregate in the main plaza near the parking lot.

\* If the elevator is stuck with someone inside, retrieve the elevator key from the information desk drawer. Insert it into the curved keyhole at the top of the left elevator door. Pry open the outer and inner doors. If the car is stuck between floors, maintenance staff will lower it manually via a valve in the elevator control box.

12/21/2011

## **POWER FAILURE**

**Flashlights may be found at each of the service desks.**

*Public services staff:* Check periodical area, quiet study carrels, fiction and nonfiction stacks, mezzanine and elevator.\* Check alcoves, book stacks, young adult area and quiet study rooms. Insist that everyone leave the building.

*Circulation staff:* Check public rest rooms, community room, board room, story hour room, studio, staff kitchen, staff restrooms and workroom. Insist that everyone leave the building. Go to the entrance doors with a book truck to prevent more patrons from entering and to collect any materials patrons wish to return.

*Maintenance staff or librarian in charge:* Call National Grid (1-800-867-5222) or the Bethlehem Police Department non-emergency number (439-9973) to get an estimate of the outage.

If a power failure occurs during daylight hours, staff will remain in the library at least one hour for the power to return.

If a power failure occurs after dark, staff will wait by the checkout desk for a half-hour for the return of power before declaring an emergency closing.

Maintenance staff will post signs outside informing the public the library is closed.

\* If the elevator is stuck with someone inside, retrieve the elevator key from the information desk drawer. Insert it into the curved keyhole at the top of the left elevator door. Pry open the outer and inner doors. If the car is stuck between floors, maintenance staff will lower it manually via a valve in the elevator control box.

# **TORNADO**

Adapted from NOAA

**Flashlights may be found at each of the service desks.**

*Public services staff:* Check periodical area, quiet study carrels, fiction and nonfiction stacks, mezzanine and elevator, check alcoves, book stacks, young adult area, quiet study and quiet study rooms.

*Circulation staff:* Check public restrooms, community room, board room, story hour room, staff restrooms and workroom.

*BCN-TV staff:* Stay in the studio.

All staff and patrons are to be directed to an enclosed, windowless area in the center of the building – *away from glass*.

- Community Room kitchen
  - Community Room store room
- When these rooms are filled, use
- Public restrooms (men's, women's, ADA)
  - Workroom supply closet

Crouch down and cover your head.

Stay off the elevators

## **RESPONSE AND RECOVERY TEAM**

### **Director/Assistant Director**

- Contact conservator for advice.
- Direct salvage operation.
- Declare area safe after building inspection
- Handle communications with Board and any assisting organizations.
- Address inquiries from press and public.
- Write press releases or make media contacts as necessary
- Coordinate volunteers as necessary.

### **Personnel Administrator:**

- Retrieve human resources files
- Assist with contacting staff

### **Account Clerk II**

- Retrieve inventory and compare to damaged areas and holdings.
- Insure all necessary supplies and maintenance needs are on hand.
- Authorize use of petty cash, credit cards; issue checks
- Coordinate payroll and bill payments

### **Department Head/Circulation and Technical Services:**

- Coordinate operations for collection access
- Consult with Coordinators to schedule staff for reassignment/temporary assignment.
- Coordinate inventory of collection
- Coordinate collection preservation activities
- Coordinate training/train staff in preservation techniques

### **Assistant Director/Adult Services:**

- Assess book collections
- Assess audio and visual collections
- Contact staff; coordinate schedules and duties
- Coordinate programming (if possible) during salvage operations

### **Director/Information Technology Staff and Technology Specialist:**

- Set up off-site location if necessary
- Coordinate inventory of computers and other electronic equipment
- Coordinate salvage of computers and related equipment.
- Take photos/videotape of damage for insurance.

### **Supervisor of Building and Grounds:**

- Coordinate inventory of furniture and equipment
- Coordinate maintenance staff schedules and duties
- Coordinate transportation for supplies and materials
- Coordinate water and power turn off if necessary
- Monitor temperature and humidity levels as necessary

### **President/Board of Trustees**

- Communicate with trustees
- Insure availability of funds
- Represent the library to the community

### **Additional roles to be filled in an emergency:**

(May be filled by any member of the Disaster/Recovery Team)

### **Switchboard operator**

- Make calls to recovery team and volunteers
- Make calls for emergency services
- Change automated greeting
- Contact member libraries and UHLS regarding status
- Recruits additional assistants as necessary

### **Runner**

Two or three people needed to get workers/supplies to and from work site, run errands. Other tasks as needed and assigned.

### **Refreshment Coordinator**

Two or three people to set up and provide water, coffee, food as needed.

# RECOVERY

## ACCESS

### Opening and Closing the Library

1. One key/deadbolt and keypad code required to open building
2. Enter either staff entrance (light switch to right), or boiler room (light switch to left behind trash barrels)
3. Spare keys are hanging in custodial office, to left of hall door next to the fire control panel above the flashlights. They are labeled **emergency keys**.
4. Enter workroom (light switch inside to right)
5. Turn on lights at following locations:
  - switch on wall to right of Circ/IT DH office
  - switch on wall across from HR office
  - main lights are on a timer which may be overridden – access in gray raised box to the right of the hallway bookdrop; explanatory chart posted inside box
  - hallway lights – nine switches are all opened with the two-pronged key on emergency key ring
6. Turn on public copiers
7. Unlock doors
  - 3 automatic glass doors – turn deadbolt knob in the center of the doors; activate switch (upper right corner of door frame) to **on** or **auto**
  - Delaware AVE door– unlock, use skinny allen wrench to screw down crash bar
  - public rest rooms remain unlocked
8. Elevator
  - if doors are open, turn on light and flip **stop** switch to on; doors will close and activate the elevator
9. Return keys and padlock to custodial office

## PHONE INSTRUCTIONS

### MESSAGE

Thank you for calling the Bethlehem Public Library today is (Day and Date). We will be open from 9 am until \_\_\_\_pm today. The library will reopen for regular business hours (Day, Date and Time).

Please select from the following options:

Information desk   press 2

Youth Services       press 4

Overdues, renewals and the Circulation Desk   press 5

For all other questions please   press 0

### CLOSED MESSAGE

Thank you for calling the Bethlehem Public Library. The library is closed now.

Remember you may access the library catalog, your account, or download ebooks from our website at [www.bethlehempubliclibrary.org](http://www.bethlehempubliclibrary.org).

### MESSAGE

Thank you for calling the Bethlehem Public Library. Today is (Day and Date). The library will be open regular hours (Mon-Fri. 9am-5pm / Sat. 10 am – 5 pm / Sun. 12pm -5pm) (Hours) today.

We will be closed (Day and Date) Regular hours will resume on (Day and Date) at (Time)

### EMERGENCY or Snow Closing / Delay MESSAGE

\*Because of ( weather, power failure, etc.) the Bethlehem Public Library will close at (Time)

We expect to be open for regular hours tomorrow. Please call back for further updates. Library Hours are

Mon-Fri. 9am-5pm / Sat. 10 am – 5 pm / Sun. 12pm -5pm. You may access the library catalog, your account, or download ebooks from our website at [www.bethlehempubliclibrary.org](http://www.bethlehempubliclibrary.org).

\*Good Morning, because of the weather, Bethlehem Public Library will open at 10am today (Date). Children's storytimes are cancelled today. Please call back after 10am for further assistance.

You may access the library catalog, your account, or download ebooks from our website at [www.bethlehempubliclibrary.org](http://www.bethlehempubliclibrary.org)

## **HOLIDAY CLOSING**

Thank you for calling the Bethlehem Public Library. The library will be open from 9am - \_\_\_pm

On\_\_\_\_\_(day before holiday date). We will be closed (Day and Date). Regular hours will resume on (Day and Date)

If you are calling during regular hours you may dial your party's extension at any time, or select from the following option:

For library hours      press 1

Information desk      press 2

Youth Services              press 4

Overdues, renewals and the Circulation Desk      press 5

BCNTV              press 6

For all other questions please      press 0

## **WEBPAGE AND FACEBOOK UPDATES**

Designated staff to update webpage and Facebook during

# RECOVERY OF WET MATERIALS

Excerpted from NEDCC

Freezing is the most proven method of stabilizing water-damaged archival materials because freezing:

- buys time to plan and organize a controlled drying operation;
- stabilizes water-soluble materials (ink, watercolor, etc.)’
- reduces stains and odors caused by smoke;
- keeps mold in a dormant state until sterilization can be done.

## Large-scale disaster

- freeze-drying to be done by trained professionals. They can have a team on site immediately; will do all the packing themselves, and may hire some of our staff to assist them.

## Smaller-scale disaster

- Use local freezer facilities to stabilize the records until a conservator can assist/guide the drying process.
- Materials preparation
  - remove boxes and volumes carefully from shelves onto carts
  - take carts to designated location, such as a meeting room
  - remove materials from wet box and place them in dry, labeled box;
  - label new boxes with inventory control number and location.
  - wrap volumes in freezer (or waxed) paper and place in milk crates until crate is  $\frac{3}{4}$  full;
  - place boxes and milk crates onto carts, ready for pickup and local transport. Depending on the amount of time lapsed and the distance of transport, refrigerated trucks may be necessary for temporary storage.