

# **KIMBALL PUBLIC LIBRARY SAFETY POLICY/PROCEDURES**

## **POLICY**

It is the policy of the Kimball Public Library to manage and minimize security problems for the people in the library as well as risks and damage to the library building and its contents. When the safety of the public, staff, materials and facility is at risk, all necessary steps will be taken. Emergency policies for handling weather, physical plant, medical and/or life threatening situations are available.

## **PROCEDURES**

Emergency telephone numbers will be posted by each phone in the library. Visible plans for fire and tornado emergencies are posted throughout the library. All exits and emergency signs are maintained.

## **FIRE**

1. Call 911.
2. Notify supervisor and staff
3. Evacuate the building by staff will proceed to assigned areas to look for patrons.
4. Use a fire extinguisher to contain fire **only** if you can safely do so.
5. Close doors to contain the fire.
6. Help injured people.

## **TORNADOES**

1. Monitor local weather announcements for severe watches or warnings. The weather alert radio should be on at all times to monitor weather.
2. Listen for sirens from local civil defense warning system.
3. When warning is officially announced, the staff will help patrons move to the nearest tornado shelter (men's restroom in the library or the basement in City Hall).
4. Remain there until the all-clear message is given.
5. Help injured people.
6. Assess damage to the building.

## **MEDICAL SITUATIONS (NON LIFE THREATENING)**

1. Administer first aid.
2. Complete a Customer Incident Form to have on file.

## **LIFE THREATENING SITUATIONS**

1. Call 911.
2. Administer first aid or CPR if possible.
3. Attempt to clear the library for privacy.
4. Complete a Customer Incident Form to have on file.

## **CRIME IN PROGRESS**

If you suspect that there is a potential danger, call 911 immediately and inform the person in charge at the library.

## **HANDLING DISRUPTIVE BEHAVIOR**

### **A. DESCRIPITON:**

A customer who is upset or frustrated over library policies, broken machinery (i.e. photocopier), inability to locate library material, lack of staff, etc. The customer may become loud and disruptive in his/her behavior. Disruptive behavior may also include aberrant or criminal behavior.

### **B. STAFF PROCEDURE:**

1. Approach the customer calmly and pleasantly.
2. Focus on the reason for behavior, not on the behavior itself.
3. Try to satisfy the customer and/or defuse the situation if possible. Offer an alternative action if possible.
4. If the disruptive behavior continues, politely but firmly explain the relevant policy and point out appropriate signs stating the policy. Ask the customer to refrain from the prohibited behavior. Give warning that if the behavior continues, she/he will be asked to leave the library.
5. If the customer persists, obtain the support of other staff and ask the customer to leave the library.
6. **If the customer refuses to leave, call the Police at 911.**
7. If the problem is unresolved or if you feel Administration should be made aware of the situation, fill out a Customer Incident Form.

Approved 8/23/06, 10/25/10

REVIEWED, REVISED AND APPROVED 12/08/14

**REVIEWED, REVISED AND APPROVED 1/08/2018**

**Reviewed and Approved 1/11/2021**