
Paul Sawyer Public Library

Emergency & Evacuation Procedures

Phone Announcement Codes

[CODE ADAM](#) - PROCEDURES FOR MISSING CHILD

[PAUL HAS LEFT THE BUILDING](#) - BEGIN BUILDING LOCKDOWN PROCEDURES

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ACTIVE SHOOTER

I. PURPOSE

The purpose of the Paul Sawyer Public Library Active Shooter procedures is to outline how the staff and Patrons are to respond to an active shooter incident. An active shooter situation, while rare, is unpredictable and evolves quickly. An active shooter is typically engaged in killing in a confined and populated area.

II. THREE RESPONSES TO AN ACTIVE SHOOTER

1. RUN

- a. If you find yourself in an active shooter situation your first response is to run. Evacuate the building taking anyone with you that you can. Do not stop to help injured.
- b. If possible, alert any remaining staff that an active shooter is present.
- c. When it is safe to do so, call 911.

2. HIDE

- a. If evacuation of the building is impossible, hide yourself and anyone else you can in a *secured location*. A secured location is any space hidden from plain view that can be locked from outsiders.
- b. All cell phones must be set on silent.
- c. When it is safe to do so, call 911.

3. FIGHT

- a. As a last resort, if you can't run or hide you must fight, commit to your actions and act as aggressively as possible against the shooter.
- b. Recruit others to ambush the shooter with makeshift weapons like chairs, fire extinguishers, scissors, books, etc.
- c. Throw items and improvised weapons to distract and disarm the shooter.
- d. Be prepared to cause severe or lethal injury to the shooter.

III. WHEN LAW ENFORCEMENT ARRIVES

1. Follow all directions given to you by law enforcement. If you are evacuating the building, do not run and keep your hands in the air. Remain calm and make no sudden movements. Proceed to predetermined gathering place behind the Bush Building unless instructed to do otherwise.
2. If you are still in the building and an active shooter is still present, understand that law enforcement will not stop to help any injured or frightened.

ASSAULT

I. PURPOSE

The purpose of the Paul Sawyer Public Library Assault procedures is to outline how the staff are to respond to an assault involving either a patron or a member of staff.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURE FOR ASSAULT

1. Call 911 if deemed necessary.
2. Provide appropriate intermediate attention to injured and manage surroundings. If safe to do so, remove the victim to a more private area of the Library.
3. Administer first aid if needed. First aid kits are located at the Youth Services Information Desk and in the Circulation Workroom.
4. Report all details (what happened, who was involved and actions taken) to supervisor and director promptly.
5. Things to observe: description of assailant (height, clothing, distinguishing features), location. If assailant left the building on foot, give direction of travel. If assailant leaves in a vehicle, note type of vehicle, license number and direction of travel.
6. Complete Incident Report.

BOMB THREAT

All bomb threats are to be taken seriously. Be familiar with DHS Bomb Threat Checklist.

I. PURPOSE

The purpose of the Paul Sawyer Public Library Bomb Threat procedures is to outline how the staff and patrons are to respond to a bomb threat reported to the Paul Sawyer Public Library.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES

STAFF

1. Do not put the call on hold or hang up the phone. Prolong the conversation as much as possible.
2. Signal for assistance.
3. If possible complete Bomb Threat Checklist while on the phone or as soon after the completion of the call as possible.
4. **AVOID HANGING UP THE PHONE** (Use another phone to call 911 or press the emergency button at front desk if either can be done safely).
5. Complete Incident Report.

DIRECTOR/SUPERVISOR IN CHARGE

1. Call 911 to report bomb threat.
2. [Evacuate](#) the building only if there seems to be a dangerous situation or if instructed to do so by emergency responders.
3. If evacuation is necessary do not re-enter the building until given an all clear from emergency responders.
4. Complete Incident Report.

BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

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 pages 7 and 8.

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 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 immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call 911
- Handle note as minimally as possible

If a bomb threat is received by e-mail:

- Call 911
- 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

Consult local police as well as [Library Evacuation Procedures](#).

- **DO NOT** Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.

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- **DO NOT** Touch or move a suspicious package.
 - **CONTACT** 911.
 - Follow your local guidelines.

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov

The [Bomb Threat Checklist](#) has been adapted into a Google Form and is available in the Emergency Manual on the library staff webpage.

BOMB THREAT CHECKLIST

Date:

Time Caller Hung Up:

Time:

Phone Number Where 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/level of noise)

Estimated age:

Is voice familiar? If so, who does it sound like?

Other points:

Caller's Voice

- Male
- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- 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

Threat language

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

OTHER INFORMATION:

EARTHQUAKE

I. PURPOSE

The purpose of the Paul Sawyer Public Library Earthquake procedures is to outline how the staff and patrons are to respond in the event of an earthquake.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES

STAFF

1. Instruct patrons to clear the stack areas, stand inside interior doorways, or crouch under tables or against inside wall and cover head. Stay away from outside walls, windows, other expanses of glass, and potential falling objects.

DIRECTOR/SUPERVISOR IN CHARGE

1. Evaluate the situation and call 911 if necessary.
2. After initial shock, assess damage and implement [Evacuation Procedures](#), if necessary.

ELEVATOR ENTRAPMENT

I. PURPOSE

The purpose of the Paul Sawyer Public Library Elevator entrapment procedures is to outline how the staff should respond to the situation of persons trapped in an inoperable elevator.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES

STAFF

1. Assure entrapped party that measures have been taken. Inquire if the party has used the emergency phone or button located in the elevator.
2. Notify director or supervisor in charge.

DIRECTOR/SUPERVISOR IN CHARGE

1. Notify building maintenance.
2. Complete Incident Report.

III. ACCIDENTAL CALLS TO EMERGENCY SERVICES

If the emergency call button in the elevator is pressed by accident, emergency services dispatch may contact the Library to verify there is no emergency.

1. Check that all four elevators are functioning as normal by pressing the call button for each one. If a patron is in the elevator, ask if they need assistance.
2. Notify supervisor in charge.

FIRE ALARM

I. PURPOSE

The purpose of the Paul Sawyer Public Library Fire Alarm procedures is to outline how the staff and patrons are to respond to a fire alarm and an actual fire.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. DEFINITIONS

- Fire Alert System is an audio and visual alert system that is located throughout the building.

III. PROCEDURES FOR A FIRE ALARM EVACUATION

Upon activation of the Fire alarm, the following steps will be taken:

1. Elevators shall not be used.
The circulation manager will be responsible to delegate staff responsibilities on first floor.
The second floor manager will be responsible to delegate staff responsibilities on second floor.
If security is available, he will oversee evacuation and do final clearing of building along with managers.
2. First floor staff will clear all of the first floor. First floor staff delegated to clear the River Room side of building, including book store and restrooms, will guide patrons to exit down the stairwell beside the book store, out the lower level, turning right and walking to the back parking lot of the Bush Building to gather as a group.
3. First floor staff delegated to clear central area, restrooms, conference room, and board room will then guide patrons out the main lobby, exiting out the main front exit to designated gathering area.
4. Second floor staff along with tech services staff will clear teen area, offices, study rooms and restrooms, exiting with patrons down the main staff stairwell, exiting outside, taking the safest route available.
5. Second floor staff who are delegated to clear the younger children's area will exit and guide patrons down the back youth services staff stairwell in the children's area, exiting out the lower level and going to the designated safe area.
6. Any staff not in their normally designated areas will assume the evacuation responsibilities of their current location.

*Staff will assist handicap persons to the exits. During evacuation two or more staff members who are willing and able will be assigned to assist colleagues/patrons with disabilities.

IV. SHELTER LOCATION

BACK PARKING LOT OF THE BUSH BUILDING RIVER SIDE

Department supervisors and security shall be responsible for accounting for their staff before leaving the scene.

V. TERMINATION OF FIRE ALARM

When the supervisor in charge and/or security have received the “all clear” message from the Fire Department, they will notify the staff who will then inform patrons.

If there has been an actual fire, library management and security will give further information to staff and patrons as to closure.

Frankfort Fire Department dispatch #502-875-8511

GAS LEAK

I. PURPOSE

The purpose of the Paul Sawyer Public Library Gas Leak procedures is to outline how the staff and patrons are to respond to a suspected gas leak in the Library. This policy contains separate procedures for a suspected gas leak within the building and a reported gas leak by authorities.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES IN CASE OF SUSPECTED GAS LEAK WITHIN BUILDING

A suspected gas leak can be detected by the presence of a rotten egg smell caused by Mercaptan. This is added to the gas to make detecting a leak easier.

STAFF

1. Immediately report a suspected gas leak to the director or supervisor in charge.

DIRECTOR/SUPERVISOR IN CHARGE

1. Immediately implement [Evacuation Procedures](#).
2. While evacuating, remind staff and patrons to not turn on or off any electrical outlets, devices, or anything which would cause sparks.
3. Take a personal cell phone and once building has been evacuated call both 911 and Columbia Gas at: 1-800-432-9515.
4. Inform the director, if not already aware.
5. Patrons or staff feeling symptoms of gas poisoning will be encouraged to seek treatment from emergency services on site.
6. Building is to remain evacuated until a representative has been sent and the building has been deemed safe for re-entry.
7. Complete an incident report.

III. PROCEDURES FOR A GAS LEAK REPORTED BY AUTHORITIES

STAFF

1. Immediately report leak notices, or direct the messenger reporting the leak to the director or supervisor in charge.

DIRECTOR/SUPERVISOR IN CHARGE

1. The Library will fully comply will all directives given by city, county or gas company officials that have made the Library aware of the leak.
2. This will include implementing or modifying emergency Evacuation Procedures, if deemed necessary by officials.
3. Inform the director, if not already aware.
4. Patrons or staff feeling symptoms of gas poisoning will be encouraged to seek treatment from available emergency services.
5. Complete an incident report.

HOSTAGE SITUATION

Please keep in mind that every hostage situation is different.

I. PURPOSE

The purpose of the Paul Sawyer Public Library Hostage Situation procedures is to outline how the staff are to respond to a hostage situation.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES

STAFF

1. If it can be done safely, call 911. If able, press emergency button at front desk.
2. If possible, notify any supervisor.

DIRECTOR/SUPERVISOR IN CHARGE

1. If it can be done safely, call 911
2. Do not let anyone enter the building. [Lock down](#) all entrances and exits.
3. Evacuate if instructed by emergency responders.
4. Complete an incident report.

MISSING CHILD (CODE ADAM)

I. PURPOSE

The purpose of this Code Adam procedure is to outline how the staff of Paul Sawyer Public Library are to respond when a child is reported missing.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURE

1. Staff member that makes initial contact with parent/guardian obtains a description of the child with as many details as possible, including clothing. Ask if the parent/guardian has a photo of the missing child.
2. Announce a CODE ADAM using the phone system intercom. Include description of missing child.
3. All library staff on duty should report to the public floor. Station staff at all entrances and exits. Parent/guardian of missing child should be escorted to the central lobby area. Staff members should question adults and children leaving the Library to ensure the missing child is not leaving (ask child what their name is and/or if the adult they are with is their dad/mom/etc). [Lockdown](#) procedures may be implemented.
4. Assign all library staff not monitoring exits to check areas where children might hide.
5. If the child is NOT found after 10 minutes of thorough searching, call the police.
6. If child is found and believed to be the missing child, library staff should verify the child's identity. If this occurs prior to the arrival of the police, call the police again to update them on the situation.
7. If the child is found with an adult other than the parent or guardian, use reasonable efforts to delay the departure of the adult. Do not put anyone's safety at risk.
8. Should a child be leaving with an adult, do not physically intervene. Write down a description of the adult and their car, including as many details as possible. Note the direction they're traveling after leaving the scene. Give the police the information gathered.
9. Cancel Code Adam by announcing on the phone system intercom.

RAPE/SEXUAL ASSAULT

When notified that a rape or other sexual abuse may have occurred, those involved must protect the identity and right to privacy of the alleged victim and the alleged perpetrator. News of the incident should be contained as much as possible.

I. PURPOSE

The purpose of the Paul Sawyer Public Library Sexual Assault procedures is to outline how the staff are to respond to a sexual assault involving either a patron or a member of staff.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURES

STAFF

1. Locate a supervisor.
2. Assist the victim; all information is confidential.

DIRECTOR/SUPERVISOR IN CHARGE

1. Call 911 if deemed necessary by victim.
 - a. If the victim is a minor or has an intellectual disability, the authorities must be notified.
2. Secure immediate medical treatment and ensure short-term physical safety.
3. Report all incidents to the director.
4. Complete Incident Report.

TORNADO WEATHER

I. PURPOSE

The purpose of the Paul Sawyier Public Library Tornado Weather procedures is to outline how the staff and patrons are to respond to tornado watches, tornado warnings, and actual tornadoes.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. DEFINITIONS

- Weather Alert System is a radio alert system that is located in the Circulation and Youth Services Department workroom areas. The system is activated with an alarm tone followed by a verbal message by the National Oceanic and Atmospheric Administration's National Weather Service with the current weather conditions.
- Contact Person - both the person in charge on that day and security, if available, is responsible for receiving and disseminating all messages received over the Weather Service.

TORNADO CONDITIONS

Tornado Watches: are issued by the National Weather Service, Louisville Kentucky, to identify areas where conditions are favorable for tornado formation. A watch is an alert that tells staff to continue with their daily routine, but to be ready to respond to a warning.

Tornado Warnings: are issued by the local National Weather Service, Louisville Kentucky, and means a tornado has been sighted or indicated by weather radar. Persons close to the storm should take shelter immediately, and remain there until the U.S. Weather Service warning has expired.

III. NOTIFICATION OF WATCH CONDITIONS

Upon receiving notification of a tornado watch, the following steps will be taken:

1. The staff person in charge will meet with security, if security is available, and be responsible to disseminate the message to all department supervisors.
2. The staff person in charge and security will continue to monitor the alert system for any updates and if there are any changes in the conditions.

IV. NOTIFICATION OF WARNING CONDITIONS

Upon receiving notification of a tornado warning, by any warning notification system, (Sirens, radio alert system, or staff person in charge and or security, etc.) the following steps will be taken.

1. Staff person in charge and security will then notify the department supervisors and staff that a tornado warning has been issued. **Take shelter immediately**
2. It is mandatory that all departments should cease operations and direct their staff and patrons to designated shelter (lower level parking garage) area. Elevators shall not be used. Staff must move everyone away from any window glass.
3. Staff will assist handicapped persons to the shelter area as quickly as possible. During evacuation two or more staff members who are willing will be assigned to assist colleagues/patrons with a disabilities.
4. Second floor youth services staff will split up to clear teen area and children's areas. Tech Services will help. Do not exit second floor from the back youth services staff stairwell. All exits should be made using the main staff stairwell to the first floor, then taking the garage stairwell to the parking garage and meeting at the wall beside the Friends' book storage area. First floor staff will direct patrons to the first floor stairwell to the parking garage.

V. SHELTER LOCATION

1. All patrons and staff will take shelter in the lower level garage area, nearest to the Friends' book store storage area.

STAFF DUTIES / GENERAL PUBLIC

1. All entrance doors will be left **unlocked** and all interior doors that are open may be left **open**.
2. If security is available, he may post signs at front entrance door indicating that shelter is located at the lower level friends book storage area inside the garage.
3. Members of the public (patrons) will be advised of designated shelter areas. The use of these areas by the public is at their discretion. The public will be required to leave the building if they do not choose to go to the shelter area.
4. The staff person in charge, security, and management will check restrooms / assure all public and staff are in the shelter areas. They will continue to monitor weather conditions by electronic means in a safe area and keep the staff updated. The staff person in charge will have in hand the portable weather alert monitor.

VI. TORNADO DAMAGE / INJURY

In the event of actual tornado damage to the library facilities, library director shall be responsible for making this notification. If the director is not available, notification will be made by security or staff person in charge.

Department Supervisors shall be responsible for accounting for their staff before leaving the scene.

VII. TERMINATION OF WATCHES AND WARNINGS

1. When the staff person in charge and/or security has received the “all clear” message by electronic means, he/she will notify the staff. Attention to the city outdoor weather siren will be used as well.
2. To confirm that the warning has expired security or staff person in charge should call **Fire Department dispatch at 502-875-8511**.
3. Staff will return to their regular duties when the watch or warning has expired, followed by the patrons.

WORKPLACE INJURY

I. PURPOSE

The purpose of the Paul Sawyer Public Library Workplace Injury procedures is to outline how the Library's Staff and Patrons are to respond to an injury occurring in the workplace.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURE IN THE CASE OF INJURY

1. Assess the situation at the scene of the accident and call for assistance if needed to manage the surroundings.
2. Call 911 if deemed necessary by the injured or by staff member making initial assessment.
3. Administer first aid if needed. First aid kits are located at the Youth Services Information desk and in the Circulation Workroom.
4. Report the injury, (what had happened, who was involved and actions taken) to supervisor and director promptly.
5. Attend to the immediate needs of the injured, i.e., call family, wait with them, apply first aid.
6. Complete Incident Report.

APPENDIX A: LOCKDOWN

I. PURPOSE

The purpose of the Paul Sawyer Public Library Lockdown procedures are for securing the building from the inside out when an emergency situation has made this necessary.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURE FOR LOCKING DOWN THE LIBRARY

DIRECTOR/SUPERVISOR IN CHARGE

1. Announce “Paul has left the building” over the staff phone intercom system, alerting all staff that lockdown is beginning. Any staff non-essential to the lockdown process should proceed to a safe and secure area.
2. Send two staff to each exit (including emergency exit) to ensure no entry or exit of patrons or staff.
3. Close entrance and exit to the garage.
4. Scan fob at the security panel.
5. Notify director, if not already aware.
6. Notify Sonitrol at 502-255-2525 of building lockdown.
7. Continue with procedures deemed necessary to the emergency situation.

APPENDIX B: EVACUATION

I. PURPOSE

The purpose of the Paul Sawyer Public Library Evacuation procedures is to outline how the staff and patrons are to leave the building when necessary.

POINT OF CONTACT

- Security
- Staff person in charge
- Supervisors
- Director

II. PROCEDURE FOR EVACUATION

A. The circulation manager will be responsible to delegate staff responsibilities on first floor. The second floor manager will be responsible to delegate staff responsibilities on second floor. If security is available, he will oversee evacuation and do final clearing of building along with managers.

B. First floor staff will clear all of the first floor. First floor staff delegated to clear the River Room side of building, including book store and restrooms, will guide patrons to exit down the stairwell beside the book store, out the lower level, turning right and walking to the back parking lot of the Bush Building to gather as a group.

C. First floor staff delegated to clear central area, restrooms, conference room, and board room will guide patrons out the main lobby, exiting out the main front exit to designated gathering area.

D. Second floor staff along with tech services staff will clear teen area, offices, study rooms and restrooms, exiting with patrons down the main staff stairwell, exiting outside, taking the safest route available.

E. Second floor staff who are delegated to clear the younger children's area will exit and guide patrons down the back youth services staff stairwell in the children's area, exiting out the lower level and going to the designated safe area.

F. Any staff not in their normally designated areas will assume the evacuation responsibilities of their current location.

APPENDIX C: PHOTOGRAPHS

I. Panic Buttons

1. Youth Services



2. Adult Services



II. Security Panel

1. Surrounding area



2. Zoomed in



III. Garage Door Closure

1. At check in, with surrounding area



IV. EMERGENCY EXIT

1. Back of Building on Wapping St.

