



# EMERGENCY RESPONSE GUIDE

Reading Public Library

Updated May 1, 2023

# Emergency Response Guide

## Table of Contents

- 1. Scope and Purpose..... 2
- 2. Review and Training..... 2
- 3. General Procedures ..... 2
- 4. Contact Information..... 3
  - PUBLIC SAFETY ..... 4
  - FACILITIES..... 4
  - INFORMATION TECHNOLOGY ..... 4
  - DEPARTMENT OF PUBLIC WORKS..... 4
  - RMLD..... 4
  - NOBLE ..... 4
  - OTHER ..... 4
  - TYPE OF EMERGENCY..... 4
- 5. COOP ..... 5
- 6. Communications ..... 6
- 7. Building Safety and Security..... 6
- 8. Building Closures..... 8
- 9. Collection Preservation..... 8
  - COLLECTION AND PRESERVATION PRIORITIES ..... 8
  - COLLECTION PRESERVATION KITS..... 9
- Appendix ..... 10
  - Medical Emergency..... 11
  - Missing Person ..... 12
  - Power Outage ..... 14
  - Fire ..... 16
  - Building Damage/Flooding..... 18
  - Suspicious or Violent Behavior ..... 19
  - Egress Floor Maps ..... 21

## 1. Scope and Purpose

Emergencies happen. In an emergency, the priority for any response is the health and safety of employees and library visitors. The preservation of our collections and physical assets is also essential but remains secondary to aiding and preserving human life.

This handbook is a working document that outlines basic procedures for dealing with the types of emergencies employees are most likely to encounter. The goal is to empower employees with information, guides, and resources that are both practical and educational.

## 2. Review and Training

It is impossible to predict every type of emergency. Additionally, technology and strategies evolve. Therefore, this handbook is reviewed and updated semi-annually, and employees can expect periodic scheduled training throughout the year.

## 3. General Procedures

There are many different types of emergencies, and this handbook provides response guides for only a few. Additionally, situations can quickly and unexpectedly escalate beyond the scope of the general information and guides presented here.

Staff should be familiar with the essential steps in any emergency:

- a. **Identify:** Identify the type of emergency. This assessment requires "situational awareness," wherein the employee notes details of the event and the individuals involved.
- b. **Communicate:** Communicate the emergency to others as quickly as possible. Depending on the situation, "others" may include some or all of the following: first responders, colleagues, Administration, Trustees, Facilities, and library visitors.
- c. **Respond:** Keeping in mind life safety is always the priority, employees should to respond with additional actions as they are able and comfortable to do so. A response could range from clearing the area to using a defibrillator to performing CPR.

This is a non-linear decision making process where employees use these steps in various order and in multiple iterations through the process.

## 4. Contact Information

- a. **RPL Emergency Phone Tree:** These Leadership Team members are responsible for contacting individuals as assigned. Employees may use these contact numbers to report issues or request situation updates. The Senior Administrative Assistant updates the emergency contact list that is distributed to Leadership Team members.

- i. Library Director, Lannon (Trustees and Town Staff) 617-529-4219
  1. Assistant Director, Filleul (Admin Team) 508-982-2160
  2. Division Head Collection Services, Penney 978-223-3297
    - a. Librarian II – CS, Geoffrion Scannell (TS Team) 978-404-1622
    - b. Sr. Lib. Assoc. – BS, Gould Heithaus (BS Team) 617-388-2858
  3. Division Head Public Services, Dowds 215-527-7273
    - a. Librarian II – RR, Fiorillo (RR Team) 617-512-7261
    - b. Librarian II – CR, McElwain (CR Team) 631-839-7219

b. **Custodians**

- i. John Davis (781) 315-1354
- ii. Lynda Florence (339) 927-6684
- iii. Weekends/After-hours  
Kevin Cabuzzi (781) 670-0657  
Assistant Director of Facilities

- c. **All Library Direct Page:** The phone system has a Direct Page function that uses the speaker function of the phone. This means messages via Direct Page are audible to everyone in the area of the phone. To use this feature:

- i. Press “Direct Page”
- ii. Press “#”
- iii. Pause for two seconds and then speak
- iv. Hang up when done

d. **Town and Regional Emergency Contacts**

PUBLIC SAFETY

**EMERGENCY DIAL 911**

FIRE DEPARTMENT

- Fire Chief Greg Burns  
[gburns@ci.reading.ma.us](mailto:gburns@ci.reading.ma.us)
- Assistant Fire Chief Tony Delsignore  
[adelsignore@ci.reading.ma.us](mailto:adelsignore@ci.reading.ma.us)

POLICE DEPARTMENT

- Police Chief David Clark  
[dclark@ci.reading.ma.us](mailto:dclark@ci.reading.ma.us)
- Deputy Police Chief Christine Amendola  
[camendola@ci.reading.ma.us](mailto:camendola@ci.reading.ma.us)

FACILITIES

- Joe Huggins  
[jhuggins@ci.reading.ma.us](mailto:jhuggins@ci.reading.ma.us)
- Kevin Cabuzzi  
[kcabuzzi@ci.reading.ma.us](mailto:kcabuzzi@ci.reading.ma.us)

INFORMATION TECHNOLOGY

- IT Support  
[itsupport@ci.reading.ma.us](mailto:itsupport@ci.reading.ma.us)
- Kevin Furilla  
[kfurilla@ci.reading.ma.us](mailto:kfurilla@ci.reading.ma.us)

DEPARTMENT OF PUBLIC WORKS

Director Jane Kinsella  
[jkinsella@ci.reading.ma.us](mailto:jkinsella@ci.reading.ma.us)

RMLD

Gregg Phipps  
[gphipps@rml.com](mailto:gphipps@rml.com)

NOBLE

978-777-8866 / 978-777-8844

OTHER

- MBLC Conservator Evan Knight  
617-725-1680 x236  
[evan.knight1@state.ma.us](mailto:evan.knight1@state.ma.us)
- NEDCC  
855-245-8303

TYPE OF EMERGENCY

The Director or Assistant Director submit work orders for non-emergency building issues via School Dude. Outside Monday – Friday, 9 am- 5 pm, please use the following contacts for urgent response:

Data Recovery  
Electronic Locks  
Elevators  
Fire Alarm Suppression System  
Internet  
Restroom Issues  
Security System and Alarms  
Telephone  
Water Leaks

**Information Technology**  
**Information Technology**  
**Facilities**  
**Fire Department**  
**NOBLE / Information Technology**  
**Custodians**  
**Facilities**  
**Information Technology**  
**Custodians**

## 5. COOP

If the building is closed for an extended period of time, the Library has a Continuity of Operations (COOP) plan that ensures essential functions continue until the Library can return to normal operations. The COOP is reviewed and updated on a semi-annual basis.

<b>FUNCTIONS</b>	<b>ESSENTIAL (Y/N)</b>	<b>PRIORITY</b>	<b>CRITICAL TIME</b>	<b>RESPONSIBILITY</b>
<b>Administration</b>				
Accounts Payable / Warrants	Y	1	14 days	Director
Budget and Finance	Y	1	7 days	Director
Communications - Public	Y	1	< 1 day	Asst Director
Facilities management/repair	Y	1	7 days	Asst Director
Human Resource Mgmt	Y	1	1 day	Director
Payroll	Y	1	7 days	Asst Director
Purchasing Supplies, Equipment, Technology	Y	1	7 days	Asst Director
Trustees' Meetings (Post, Minutes, Packets)	Y	1	30 days	Director
Meeting Room Mgmt	Y	2	14 days	Asst Director
Strategic/Action Planning	Y	2	7 days	Director
Accounts Receivable / Deposits	N	3	30 days	Director
Non-Municipal Finance (gifts, state aid, grants)	N	3	30 days	Director
<b>Public Services</b>				
Customer Service Responses	Y	1	1 day	Dv Hd Public
Human Resource Mgmt	Y	1	1 day	Dv Hd Public
Online / Virtual Reference	Y	1	1 day	Dv Hd Public
Programs & Classes - Current and Planning	Y	1	7 days	Dv Hd Public
Collection Management	Y	2	14 days	Dv Hd Public
Local History research and access	N	3	60 days	Dv Hd Public
<b>Collection Services</b>				
Accounts Payable / Warrants	Y	1	14 days	Dv Hd Coll
Acquisitions - Purchasing	Y	1	7 days	Dv Hd Coll
Circulation Control - Patron Accounts	Y	1	7 days	Dv Hd Coll
Collection preservation/repair	Y	1	<1 day	Dv Hd Coll
Customer Service Responses	Y	1	1 day	Dv Hd Coll
Human Resource Mgmt	Y	1	1 day	Dv Hd Coll
Mail, UPS, FedEx	Y	1	1 day	Dv Hd Coll
Onlines Resource Mgmt	Y	1	1 day	Dv Hd Coll
Circulation Control - Physical Materials	Y	2	14 days	Dv Hd Coll
Interlibrary Loan - Deliveries	Y	2	1 day	Dv Hd Coll
Interlibrary Loans - Fulfillment	Y	2	7 days	Dv Hd Coll
Acquisitions - Processing	N	2	30 days	Dv Hd Coll
Circulation Control - Billing	N	3	30 days	Dv Hd Coll
Repair & replace damaged materials	N	3	60 days	Dv Hd Coll

## 6. Communications

Below are the communications responsibilities in the event of an emergency that impacts access to the building (e.g., closure), services (e.g., internet or book drop), or programs.

- a. Staff email / phone / text – Phone Tree (see Contact Information)
- b. Trustees / Town Manager notification – Director / Assistant Director
- c. Phone message – Meeting Room Coordinator / Assistant Director
- d. Social media post – Assistant Director or designee
- e. Website post/announcement - Assistant Director or designee
- f. Website Opening Hours Plugin - Assistant Director / Director
- g. Email blast – Assistant Director / Communications Specialist
- h. Program registrations – Head of Public Services / Librarian II - CR
- i. Room reservations – Assistant Director / Meeting Room Coordinator
- j. Town-wide reverse 911 – Assistant Director / Director
- k. Mail and deliveries – Head of Collection Services / Director
- l. Alert schools – Director / Assistant Director
- m. Signs for desk and main door - Librarian-in-charge / Assistant Director
- n. Bright Sign – Assistant Director / Communications Specialist

## 7. Building Safety and Security

- a. **Panic Buttons:** Each service desk has a panic button that connects directly with the police department.
- b. **Defibrillators:** Defibrillators are located on the main floor near Borrower Services and the Ground Floor outside the Community Room.
- c. **Building evacuation:** There are several situations when the building should be evacuated. Evacuation procedures are outlined in relevant guides. Employees should be familiar with the stairs and all exit doors. The building has emergency lighting to assist in a smooth exit.

Employees should notify others in the nearby area of an evacuation but are not responsible for clearing the building. If an employee is aware of someone who is unable to evacuate, the priority is to notify emergency responders who are trained and equipped to assist in these types of situations.

- d. **Emergency Doors:** These doors are emergency exits.
  - i. Door 1 Middlesex Ave./ School St. exit door from Stair 1
  - ii. Door 2 Middlesex Ave. / Deering St. exit door from Stair 2
  - iii. Door 3 Door between Conference and Community Rooms
  - iv. Door 4 Reading Room, near parking lot/main entrance

- v. Door 5 Main Entrance
  - vi. Door 6 Staff Lounge
  - vii. Door 7 Door inside Community Room B
- e. **Fire Extinguishers**: There are fire extinguishers located on each level of the building. The extinguishers are located near exits and are intended to aid in the evacuation.
- i. Ground Floor (3): One near Community Rooms and Conference Room, One near Public Bathrooms, One directly next to the Ground Floor Desk.
  - ii. Main Floor (2): One Near Restrooms in Reading Room, One in Teen Room
  - iii. Second Floor (2): One Near Children’s Program Room, One Near Administrative Offices
- f. **Shelter-in-Place**: The need to shelter in place may come from the Reading Police if they have identified a danger in the area. Alternatively, there may be an onsite situation such as an active shooter where employees and visitors find it necessary to shelter in place. Please see the “Suspicious or Violent Behavior” guide for more information.

**Essential Notes:**

- i. Run-Hide-Fight: A shelter in place during a situation like an active shooter is equivalent to the "Hide" option in the standard emergency response. The other options are to Run (exit the building) or Fight.
  - ii. Communications: If there is a need to shelter in place, employees should contact 911 and/or engage the panic buttons.
  - iii. Main Entrance Doors: Information Technology, Facilities, and the Police can remotely lock the doors at the main entrance.
- g. **Keys**: All employees are issued a key card or fob that gives access to the doors with active card readers (a.k.a. strike pads). The custodians, Director, and Facilities department have keys that will manually unlock doors with the active card readers in a power outage.

Keys to open doors with regular locks are available at the service desks and in Administration.

Employees should immediately report lost key cards or fobs to Administration.

- h. **Security Alarm**: The building is equipped with an alarm system activated and deactivated by the custodian when closing or opening the facility. Employees are

issued a four-digit code for the alarm system. CODE + 1 disarms the system. CODE + 2 arms the system.

The Facilities Department manages all alarm codes.

## 8. Building Closures

The building may be closed for various reasons. The Library Director and Board of Library Trustees will make this determination. The most likely reasons for a building closure would be extreme weather conditions (e.g., snow), an extended power outage, or a public health crisis (e.g., COVID-19). However, in the event of an onsite emergency such as a fire or flooding, the building may need to be closed for repairs and restoration.

The Library Director will implement the COOP for closures longer than one business day.

## 9. Collection Preservation

The Library has limited resources and personnel to address large-scale threats and damage to the physical collections. Beyond the basic response included in this document, the main resources for assistance for response and recovery of these collections are as follows

### **MBLC**

Conservator Evan Knight  
617-725-1680 x236  
evan.knight1@state.ma.us

### **NEDCC**

855-245-8303

### **State historical records advisory board**

617-727-2816

### **National Archives regional office**

The National Archives at Boston  
380 Trapelo Road  
Waltham, Massachusetts 02452-6399  
866-406-2379  
boston.archives@nara.gov

### **Council of State Archivists (CoSA) CoSA**

319-338-0248 / 319-321-0949

### **Heritage Preservation**

202-233-0800

### **Recovery Assistance Vendors (State Approved)**

#### **Polygon**

North Andover, MA  
24/7 phone: (800) I-CAN-DRY (800-422-6379)  
US\_info@polygongroup.com

#### **BELFOR**

Marlborough, MA  
(508) 485-9780

#### **BMS CAT**

Boston Response Center  
Littleton, MA  
(800) 433-2940

## COLLECTION AND PRESERVATION PRIORITIES

Below is a list and locations of preservation priorities:

- Ground Floor
  - Storage Room: Local History materials and artwork
  - Service desk area: Artwork hanging on walls
  - Community Room: Piano

- Audiobooks (low priority, but difficult to replace)
- First Floor
  - DVD and CD collections (low priority, but difficult to replace)
- Second floor
  - History Room: Local History materials and microfilm

NOTE: The “Library of Things” contains equipment that has batteries. In the event of heat, fire, or water damage, these may pose environmental safety hazards.

## COLLECTION PRESERVATION KITS

The Library has four kits with equipment to deal with basic threats and damage to physical collections for immediate response. Kits include basic supplies to mitigate further damage to physical collections temporarily.

Take only those steps necessary to avoid or reduce immediate damage, such as covering shelf ranges with plastic sheeting; carefully moving undamaged materials out of the emergency area. Do not remove already wet books from shelves.

### Kit Locations

GF Storage Room  
 GF Technical Services workroom  
 1<sup>st</sup> F Reference Services workroom  
 2<sup>nd</sup> F Children's Services workroom

### Available onsite

Portable tables  
 Carts or book trucks  
 Extension cords  
 Mops and buckets

### Preservation Kit Supplies

PPE (masks, gloves, etc.)  
 Batteries  
 Flashlights  
 Paper towels  
 Basic tools (hammer, pliers, etc.)  
 Broom, dustpan  
 Plastic garbage bags  
 Heavy plastic sheeting  
 Scissors, tape  
 Bucket  
 Sponges  
 Clipboard, paper, pencils, etc.

### Available upon request

Portable fans  
 Portable dehumidifiers  
 Wet-vacuum  
 Absorbent paper (blank newsprint, blotter, etc.)

# Appendix

# Medical Emergency (On-site Emergency Response)



## → Immediate Response and Life Safety

In the event of a medical emergency:

- Call 911 to request emergency response (internal phone preferred if available)
- Make sure staff and patrons are safe
- Notify the Librarian in Charge or another staff member for assistance

## → Assessment and Reporting

If possible and safe, assess the emergency and gather details.

- Make sure a staff member is assigned to meet and direct the emergency responders
- Clear the area of non-essential staff and bystanders to create easy access for emergency responders
- Engage in CPR if trained
- Engage use of defibrillators if appropriate. Defibrillators are located on the main floor near Borrower Services and the Ground Floor outside the Community Room
- Communicate all details to emergency responders
- Be prepared to give your information and any information of other individuals involved to emergency responders
- Complete incident report (member of the public) or MIA Accident/Injury Report (staff member)
- Report any hazards that should be addressed for the future safety of employees and visitors
- Notify the custodian on duty if any cleanup is needed.

## → Need to Know

- Familiarity with phone systems and contact numbers (Direct Page #)
- Locations of defibrillators
- Reporting forms
- CPR (optional)

# Missing Person



## → Immediate Response and Life Safety

The Library is committed to protecting the privacy of all users. Employees will not search for individuals in the library unless it is a situation deemed to be an emergency by the authorities. Please see “Need to know” for guidance on when parents/caregivers using the library need assistance.

Examples of when to use these protocols include when:

- Library staff receive an [Amber Alert](#);
- Library staff receive a [Silver Alert](#);
- Reading Police/Reading Emergency Services notify Library staff of a missing person.

### Immediate Steps:

1. The call from Dispatch will most likely go to the Ground Floor Desk.
2. The person taking that call is the original point of contact.
3. Take down details and ask if there are any safety concerns of which we should be aware.
4. Ask for the best number or way to report back.
5. Use an internal telephone to call all library services desks with a description of the missing person and include best phone extension for staff to report back (your extension)
6. While waiting for reports from the service desks, contact the Director, Assistant Director, or Librarian-in-Charge to assist with managing the situation. The senior librarian will work with the original point of contact to determine next steps.

## → Assessment, Search, and Reporting

When your service desk is a missing person:

1. Complete a sweep of your service area
  - a. Stairs
  - b. exit doors
  - c. elevator
2. Ask for backup assistance as needed
3. Report back using the phone extension provided
4. The original point of contact or senior staff person will use an internal telephone to Direct Page for further library-wide updates and to communicate with emergency responders as needed
5. When emergency responders are on site for a missing person or any emergency, employees should continue with their regular duties unless directed otherwise by the Librarian-in-Charge
6. Be prepared to give your name and contact information emergency responders
7. Complete a written summary report for the Director and Assistant Director as needed

## → Need to Know

- Familiarity with phone systems and contact numbers
- Emergency exits

Updated August 23, 2022



- NOBLE and RPL Privacy Policies
- If a parent or caregiver calls looking for a missing person, please direct them to 911. RPL staff will not search the building for individuals unless requested by the authorities (Amber Alert, Silver Alert, or Reading Public Safety/Dispatch)
- If a parent/caregiver is currently using the library and has lost their charge, you may assist them in searching the immediate area.

### Situational Exercises

- 1. A group of adults with development disabilities is visiting the library. A woman identifies herself to you as their group leader and says a young man in her group has wandered off and she is concerned. She is taking her group to the ground floor restroom area to look for the person, but would like you to keep an eye out for him. What do you do?*
- 2. You are at the ground floor and you receive a call from Donna Beaulieu, Senior Administrative Assistant for the Police Department. She says she is assisting Dispatch in making calls for a missing man with dementia. He was last seen on the common and seemed to be headed to the library. What do you do?*
- 3. You are at a service desk and you receive a call from a mother worried about her son. You know this person and her son. The young man is a frequent visitor to the library. The mother says he left home angry and isn't answering his phone. She is concerned for his safety and none of his friends seem to know where he is. She asks you to have staff search the library for him and call her back if you find him. What do you do?*

# Power Outage (Evacuation)



## → Immediate Response and Life Safety

In the event of a power outage:

- If needed, call 911 (town phone preferred if available) to request emergency response
- Contact the Custodian, Librarian in Charge and Library Director

## → Evacuation, Assessment, and Reporting

If the power outage lasts longer than one minute, begin to evacuate the building. The Custodian and Librarian in Charge will contact Facilities, RMLD, and emergency response to determine the estimated length of the power outage.

- Locate the nearest flashlight
- Communicate politely but firmly to those in your nearby area that the building must be evacuated for reasons of public safety
- Exit the building through the main entrance or the closest clearly lit exit. Take note of any individuals who are unable to proceed to the exit. **This information will be conveyed to the Librarian in Charge or emergency responders as soon as possible**
- Employees and visitors will be asked to leave if the power will be out for an extended period of time
- The Custodian or the Director will work with employees to retrieve belongings from locked areas
- Custodian will notify Facilities and the cleaning service as needed
- The Director or Librarian-in Charge will notify Information Technology to set the door locks as needed
- Custodians and Facilities are responsible for addressing HVAC and lighting issues. These tasks include resetting or adjusting interior and exterior lights.

## → Emergency Doors

The following doors are emergency exits.

- Door 1 Middlesex Ave. / School St. exit door from Stair 1
- Door 2 Middlesex Ave. / Deering St. exit door from Stair 2
- Door 3 Door between Conference and Community Rooms
- Door 4 Reading Room, near parking lot/main entrance
- Door 5 Main Entrance
- Door 6 Staff Lounge
- Door 7 Door inside Community Room B



### → Restarting Equipment

The following equipment must be restarted after a power outage.

- Envisionware PCs
- Printers
- Wall-mounted catalog screens
- Bright Signs
- Self-Check Stations
- AMHS

### → Need to Know

- Familiarity with phone systems and contact numbers (Direct Page #)
- Locations of flashlights
- In the event building is closed for an extended period of time, the Director will activate the Continuity of Operations (COOP) plan to ensure essential functions continue until the library can return to normal operations

# Fire (Evacuation)



## → Immediate Response and Life Safety

In the event you discover a fire or smoke:

- Pull fire alarm
- Call 911 to request emergency response (internal phone preferred if available)
- Begin evacuation of the building
- Fire extinguishers are located near the exits and are intended to assist with evacuation

## → Evacuation, Assessment, and Reporting

The librarian at the Reference Desk is the main point of contact for the emergency responders. This person will exit the main entrance or nearest unobstructed exit, identify themselves to emergency personnel, and provide status updates as needed. The Borrower Services staff member will stay with the Reference Librarian to assist with communications and re-entering the building.

### All staff

- Communicate politely but firmly to those in your nearby area that the building must be evacuated for reasons of public safety
- Exit the building using the closest clear exit.
- Service desk employees (GF, BS, CR) note any individual on their floor who are unable or unwilling to proceed to the exit. First locate the Reference Librarian and let them know if people are still in building or the floor is clear or that you are unsure. Then proceed to the designated staff meeting area.
- Proceed to the designated staff meeting place is on the School Street lawn. Exception: Reference Desk and Borrower Services staff members who are with the emergency responders
- Once you have checked in at the meeting place, the most senior employee is responsible for coordinating and conveying the “all clear” to other employees.
- Emergency responders determine the “all clear.” The Borrower Services staff member is the first to re-enter, senior staff member informs employees, Reference Librarian informs members of the public.

## → Exit Routes

When the fire alarm is activated, the stairwell doors will all close. The pocket fire door near the magazines will automatically extend. Use the green bar to open the emergency exit to exit through the pocket door.

- Reference area, Reference workroom, Teen Spot:** Use Stair 2 to exit Door 2.
- Borrower Services, Reading Room, Quiet Study:** Exit the main entrance or the Reading Room exit Door 4. If those exits are blocked, assist patrons through the pocket fire door near the magazines and exit Door 1.



- Children’s Room, History Room, Administration:** Use the nearest available exit, either Stair 1 to exit Door 1 or Stair 2 to exit Door 2.
- Ground Floor, Technical Services Workroom:** Use Stair 2 to exit Door 2 or exit through the main entrance.

### → Fire Extinguishers

There are fire extinguishers located on each level of the building.

- Ground Floor (3):** One near Community Rooms and Conference Room, One near Public Bathrooms, One directly next to the Ground Floor Desk.
- Main Floor (2):** One Near Restrooms in Reading Room, One In Teen Room
- Second Floor (2):** One Near Children’s Program Room, One Near Administrative Offices

### → Fire Alarm Control Box

Fire alarm control boxes are in the main entrance lobby and the ground floor Sprinkler Control Room. There is also a communication system connected to the Fire Department at the elevator on each floor.

### → Need to Know

- Familiarity with phone systems and contact numbers (Direct Page #)
- Locations of fire alarms
- When the fire alarm sounds, the fire doors at each stairwell and the pocket door across from the magazines will automatically close
- Locations of fire extinguishers
- The staff meeting location is the School Street lawn with safest proximity and visibility to the Reference Desk librarian
- The Reference Librarian is the primary contact point for emergency responders with the Borrower Services employee for communications and re-entry support.
- In the event building is closed for an extended period of time, the Director will activate the Continuity of Operations (COOP) plan to ensure essential functions continue until the library can return to normal operations

# Building Damage/Flooding



## → Immediate Response and Life Safety

Flooding or other unexpected damage to the building (such as a broken window) poses a hazard to employees and visitors.

- Make sure staff and patrons are safe
- Notify the Librarian in Charge or another staff member for assistance
- Notify the Custodian if possible

## → Assessment and Reporting

In addition to life safety, assess and report on damage and impact to the library collections and equipment.

- Clear the area of non-essential staff and bystanders
- If possible and safe to do so, assess the emergency and gather details
- Take particular note of issues in and around electricity. Do not walk in standing water which may have contact with wiring and may be electrified. If there are electrical appliances or electrical outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
- Communicate all details to the Librarian in Charge and Custodian
- If you know the water source and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously. If possible, use collection preservation kits that include basic supplies to temporarily mitigate further damage to physical collections (buckets, sponges, plastic sheeting, etc.)
- Take only those steps needed to avoid or reduce immediate damage:
  - cover shelf ranges with plastic sheeting;
  - carefully move unaffected materials out of the emergency area
  - do not remove already wet books from shelves
- Report any hazards that should be addressed for the future safety of employees and visitors
- Custodian will notify Facilities and the cleaning service as needed
- The Director or Librarian-in Charge will notify Information Technology to set the door locks as needed
- Custodians and Facilities are responsible for addressing all repairs, HVAC, and lighting issues

## → Need to Know

- Familiarity with phone systems and contact numbers (Direct Page #)
- In the event building is closed for an extended period of time, the Director will activate the Continuity of Operations (COOP) plan to ensure essential functions continue until the library can return to normal operations

# Suspicious or Violent Behavior



## → Immediate Response and Life Safety

The Reading Police Department (RPD) may issue a “shelter in place” order if they have identified a danger in the area, providing additional safety support as needed. In this situation, emergency response will maintain control of communications and safety protocols, working primarily with the Town Manager and the Library Director, Assistant Director, and Librarian in Charge as appropriate.

Alternatively, there may be an onsite situation where a person or persons may exhibit suspicious or violent behavior (e.g., active shooter) when employees and visitors find it necessary to contact emergency response and possibly also shelter in place. In this situation, immediately or when safe to do so:

- Call 911 to request emergency response (internal phone preferred if available) and provide as much of the following information
  - Number of individuals involved
  - Location of the individual(s)
  - Physical descriptions
  - Number of potential victims at the location
  - Number and type of weapons

## → Assess: Run, Hide, Fight

Be aware of your environment and any possible obstacles or dangers

### RUN

- Have an escape route in mind
- Leave your belongings behind
- Evacuate regardless of whether others agree to follow
- Help others escape, if possible
- Do not attempt to move the wounded
- Prevent others from entering an area around or near the active shooter
- Keep your hands visible

### HIDE

- If you are in an office, stay there and block or lock the door to secure
- Hide in an area out of the shooter’s view
- Silence your cell phone

### FIGHT

- Fight as a last resort and only when your life is in imminent danger
- Act to incapacitate the intruder with physical aggression and throw items
- Commit to your actions . . . your life depends on it

## → When Law Enforcement Arrives:

- Remain calm and follow instructions

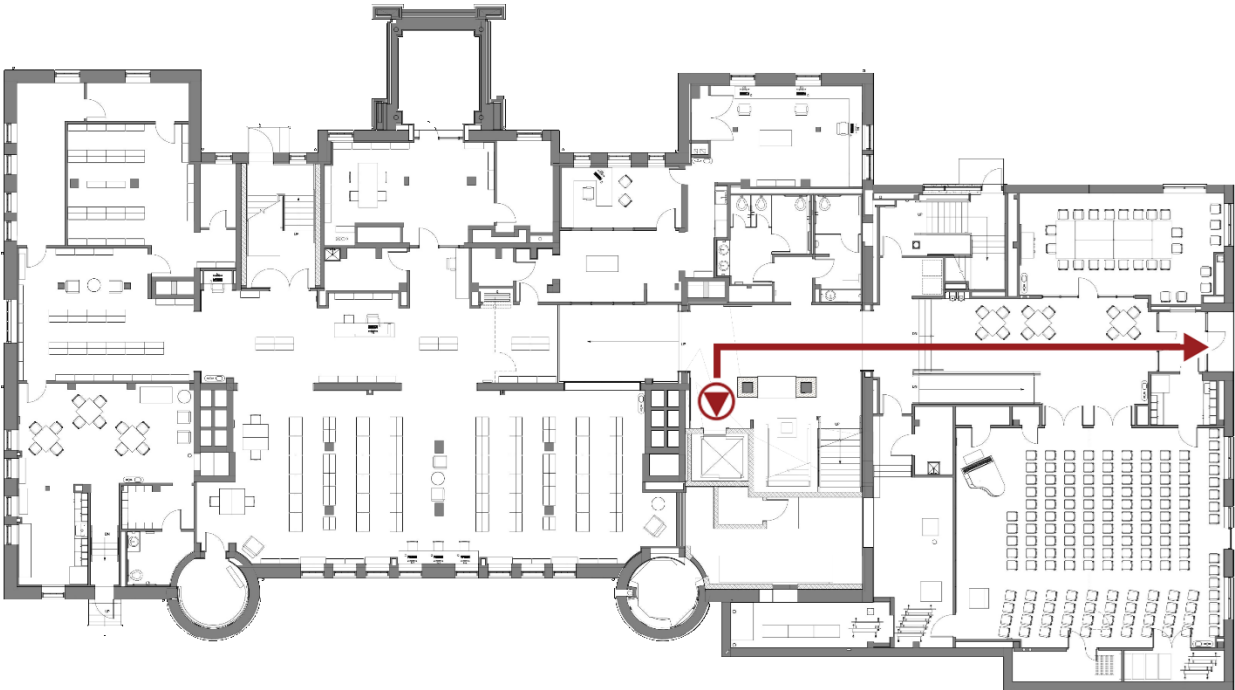


- Drop items in your hands (e.g., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers, such as holding on to them for safety
- Avoid pointing, screaming, or yelling
- Do not ask questions when evacuating

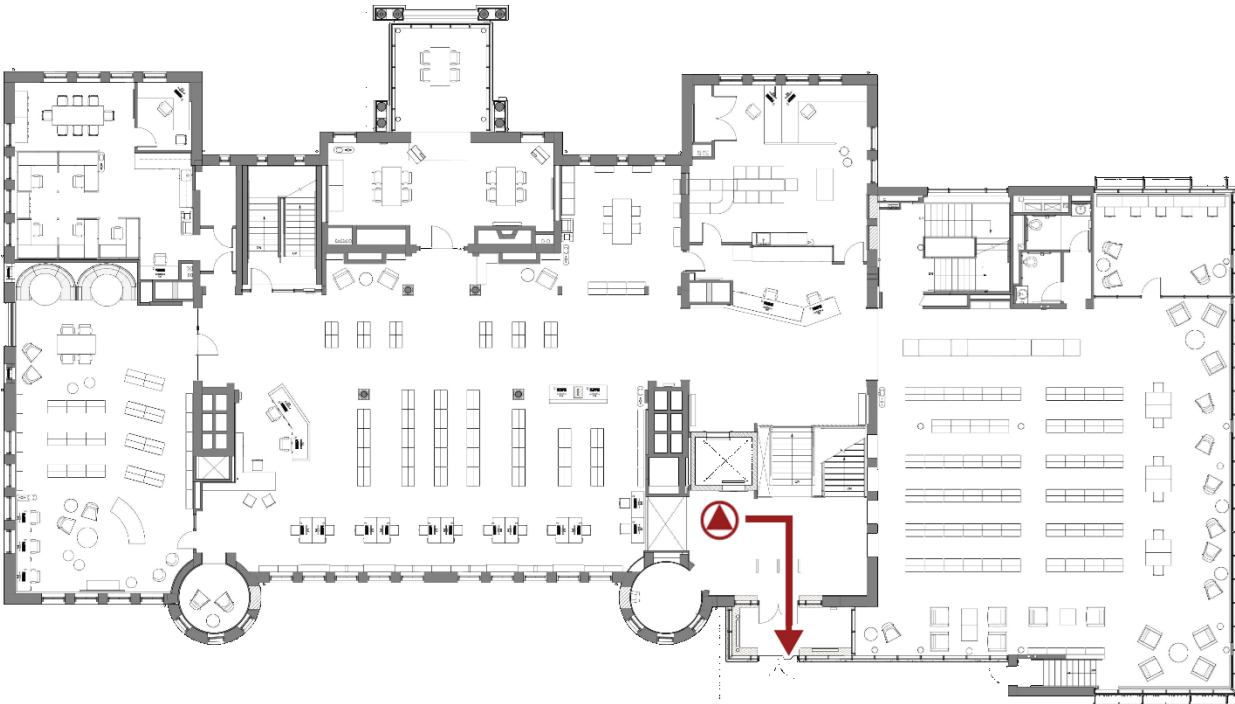
→ **Need to Know**

- Familiarity with phone systems and contact numbers (Direct Page #)
- Explore the CISA website (Cybersecurity & Infrastructure Security Agency)  
<https://www.cisa.gov/active-shooter-preparedness>

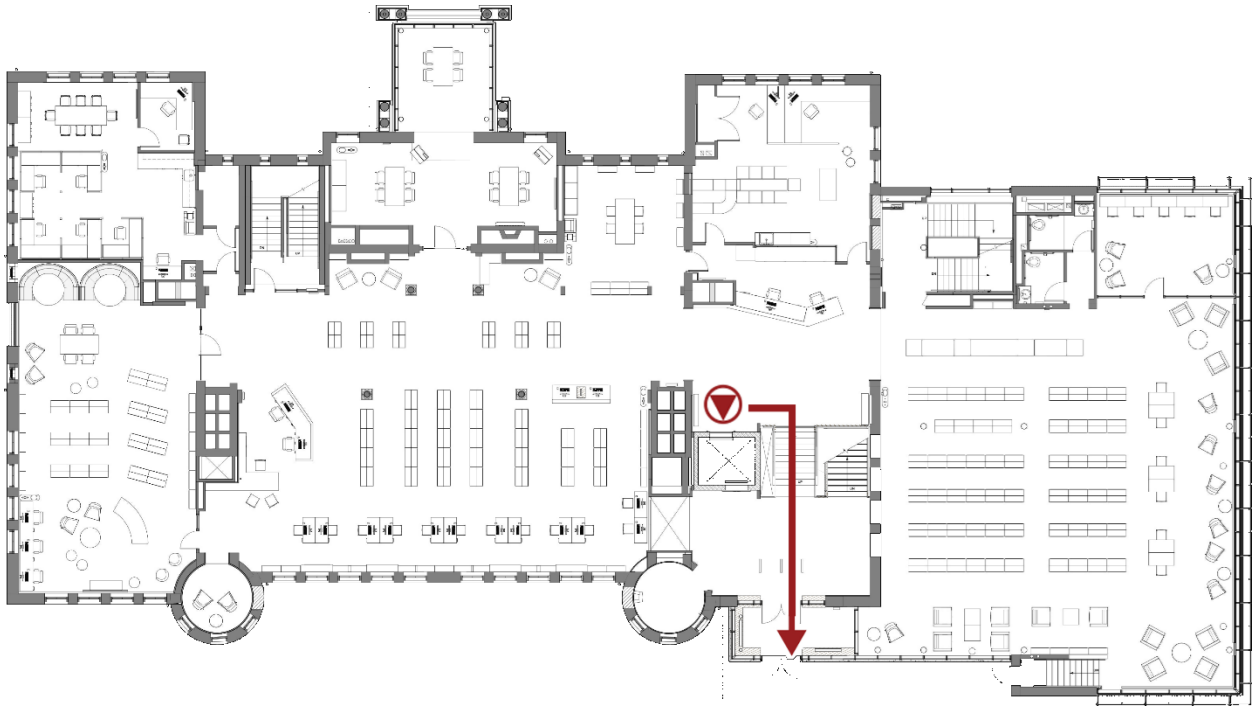
### GROUND FLOOR



### LOBBY



# FIRST FLOOR



# SECOND FLOOR

