



# EMERGENCY RESPONSE GUIDE

Reading Public Library

April 25, 2025

# Emergency Response Guide

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## 1. Scope and Purpose

Emergencies happen. In an emergency, the priority for any response is the health and safety of employees and library visitors. Preserving our collections and physical assets is important, 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 first responders, colleagues, Administration, Trustees, Facilities, and library visitors.
- c. **Respond:** Life safety is always the priority, so employees should 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 in which employees use these steps in various orders and in multiple iterations.

## 4. Contact Information

- a. **CODE RED:** The Director and Assistant Director maintain an employee list on CODE RED, the town's emergency contact service. In the event of an emergency, RPL will use CODE RED to send text and email messages to employees. Employees may choose to be contacted by one or more of the following:

- i. Text
- ii. Work email
- iii. Personal email

If you lose access to your standard method of communication during an emergency, please contact one of the following:

- iv. Library Director, Amy Lannon (617-529-4219 )
- v. Assistant Director, Michelle Filleul (508-982-2160 )
- vi. Division Head Collection Services, Jamie Penney (978-223-3297)
- vii. Division Head Public Services, Andrea Fiorillo (617-512-7261)

b. **Custodians**

- i. Jorge Sanchez (978) 885-1386
- 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 phone's speaker function. 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**

**EMERGENCY DIAL 911**

**FIRE DEPARTMENT**

- Fire Chief Rick Nelson  
rnelson@readingma.gov
- TBD

**POLICE DEPARTMENT**

- Police Chief David Clark  
dclark@readingma.gov
- Deputy Police Chief Christine Amendola  
camendola@readingma.gov

**FACILITIES**

- Joe Huggins  
jhuggins@readingma.gov
- Kevin Cabuzzi  
kcabuzzi@readingma.gov

**INFORMATION TECHNOLOGY**

- IT Support  
ITSupport@readingma.gov
- Kevin Furilla  
kfurilla@readingma.gov

**DEPARTMENT OF PUBLIC WORKS**

- Director Chris Cole  
cccole@readingma.gov
- Assistant Director Mike Kessman  
mkessman@readingma.gov

**RMLD**

- Gregg Phipps  
gphipps@rml.com

**NOBLE**

- 978-777-8866
- 978-777-8844

**OTHER**

- MBLC Conservator  
617-725-1680
- NEDCC  
855-245-8303

**TYPE OF EMERGENCY**

For building issues, contact the Custodians, Library Director, Assistant Director, or LIC Monday – Friday. If none of these are available or on Saturdays and Sundays, 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 and Facilities**  
**Facilities**  
**Fire Department**  
**NOBLE / Information Technology**  
**Custodians**  
**Facilities**  
**Information Technology**  
**Custodians**

## 5. Continuity of Operations Plan (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.

All Staff	CODE RED
Trustees / Town Manager	Director / Assistant Director
Recorded phone message	Meeting Room Coordinator / Assistant Director
Social media posts	Assistant Director/Comms Specialist
Websites	Assistant Director/Comms Specialist
Opening hours plugin	Assistant Director / Director
Patron Email blast	Assistant Director / Comms Specialist
Program registrations	Head of Public Services / Librarian II – CR & RR
Room reservations	Meeting Room Coordinator/Administrative Asst
Mail and deliveries	Head of Collection Services / Librarian II - CS
Reading Public Schools	Director / Assistant Director
Signs for desk and main door	Librarian-in-charge / Assistant Director
Bright Sign	Communications Specialist/Librarian II - CR

## 7. Building Safety and Security

- a. **Panic Buttons:** Each service desk has a panic button that connects directly with alarm company and the police department. Police will respond and assume there is an emergency and likely a threat.
- b. **Defibrillators:** Defibrillators are located on the main floor near Borrower Services and on the ground floor outside the community room.
- c. **Building evacuation:** In the event of an evacuation, leave the building immediately as directed by authorities. All employees should know evacuation routes, including stairwells and emergency exits. Emergency lighting will guide you during power outages.

Alert nearby colleagues and patrons about the evacuation, but do not attempt to search the entire building. You may assist with strollers or escort patrons who need minimal assistance. If you discover someone unable to evacuate independently, immediately inform emergency responders upon exiting. Only trained emergency personnel should assist those requiring evacuation help.

- 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:** Fire extinguishers are located on each level of the building, near exits, and intended to aid in evacuation.
  - i. Ground Floor (3): One near the Community Rooms and Conference Room, one near the Public Bathrooms, and one directly next to the Ground Floor Desk.
  - ii. Main Floor (2): One near the restrooms in Reading Room, one in Teen Room
  - iii. Second Floor (2): One near the Children’s Program Room, one near the 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 and ask employees and patrons to remain indoors. Alternatively, there may be an on-site situation where employees and visitors must shelter in place. Please see the “Suspicious or Violent Behavior” guide for more information.

**Essential Notes:**

- i. Communications: If there is a need to shelter in place, employees should contact 911 and/or engage the panic buttons.
  - ii. Main Entrance Doors: Information Technology, Facilities, and the Police can remotely lock the doors at the main entrance.
  - iii. Run-Hide-Fight: In the unlikely event of an active shooter-type situation, “Run” is the first option followed by “Hide” (e.g. shelter in place), and “Fight.”
- 
- 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 active card readers during 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 Monday through Friday. Employees may need to open or enter the building when custodians are not available and 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 on-site 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 primary resources for assistance for response and recovery of these collections are as follows.

### **MBLC**

Jessica Branco Colati  
617-725-1680 x236  
Jessica.colati@mass.gov

### **NEDCC**

855-245-8303

### **State Historical Records Advisory Board**

617-727-2816

### **National Archives regional office**

The National Archives at Boston  
66-406-2379  
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**

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  
(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 temporarily mitigate further damage to physical collections.

Take only those steps necessary to avoid or reduce immediate damage, such as covering shelf ranges with plastic sheeting and 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 assistance
- Make sure staff and patrons are safe
- Notify the Librarian in Charge or another staff member for assistance

## → Assessment and Reporting

- Assess and gather details for emergency responders
- Assigned a staff member to meet and direct the emergency responders
- Clear the area of non-essential staff and bystanders
- Engage in CPR if trained
- Engage use of defibrillators if appropriate
  - 1) Main floor near Borrower Services
  - 2) 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 MIIA 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)

## → Situational Exercises:

*A patron reports that a person has collapsed in the restroom. What do you do?*

*A colleague falls down the stairs to the landing below. A crowd gathers, and your colleague is non-responsive. What do you do?*

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# Missing Person



## → Immediate Response and Life Safety

The Library is committed to protecting the privacy of all users. Employees should only search for individuals in the library when contacted by authorities such as the Reading Police Department. Please see “Need to know” for guidance on when parents/caregivers using the library need assistance.

## → Assessment, Search, and Reporting

### Immediate Steps:

1. PHONE: Dispatch will call the main number
2. IN PERSON: Reading Police (RPD) will approach the Borrower Services desk
3. The person taking that call or speaking with RPD is the original point of contact.
  - a. Clarify “Have you seen” vs. “Assistance in locating” **DO NOT SEARCH FOR A PERSON UNLESS DIRECTED TO DO SO BY THE POLICE.**
  - b. Take down details
  - c. Ask if there are specific safety concerns we should know about
  - d. Ask for a contact number or how to report back
4. Call each service desk (be discreet)
  - a. Share all known information
  - b. Let them know if RPD is in the building or on the way.
  - c. Specify a time and telephone number for staff to report back
5. While waiting for reports from the service desks, contact the Director, Assistant Director, or Librarian-in-Charge for assistance with managing the situation. This senior librarian will work with the original point of contact to determine the next steps.

### To assist with a missing person search if requested by RPD:

1. Complete a search of your service area
  - a. stairs
  - b. exit doors
  - c. elevator
2. Ask for backup assistance as needed
3. Report back to the original point of contact

### Also:

1. The original point of contact or senior staff person will update you as needed
2. Employees should continue with their regular duties unless directed otherwise **even if RPD is in the building.**
4. Be prepared to give your name and contact information to emergency responders
5. The original point of contact will complete an the incident report

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### → Need to Know

- Familiarity with phone systems and contact numbers
- Emergency exits
- 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 developmental 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? Why?*
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? Why?*
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 the staff search the library for him and call her back if you find him. What do you do? Why?*

# Power Outage (Evacuation)



## → Immediate Response and Life Safety

In the event of a power outage:

- Contact the Custodian, Librarian in Charge, and Library Director (text/call off hours)
- Employees and visitors must evacuate if the power is out for more than 5 minutes
- If needed, call 911 to request emergency response

## → Evacuation, Assessment, and Reporting

If the power outage lasts longer than one minute, prepare for the possibility of evacuating the building. The Custodian will contact Facilities, RMLD, and/or emergency response to determine the estimated length of the power outage. If the Custodian is unavailable, the LIC will contact Facilities and request assistance handling the situation. If needed, the Custodian or LIC will announce the evacuation via the lobby PA box.

### Evacuation/Reopening

1. Locate the nearest flashlight if needed
2. Communicate politely but firmly to those in your nearby area that the building must be evacuated for reasons of public safety
3. Visitors should take their belongings with them as they may be unable to reenter the building
4. Exit the building through the main entrance or the closest clearly lit exit
5. Note any individuals who cannot proceed to the exit. **Convey this information to the Custodian, LIC, or emergency responders as soon as possible**
6. The Custodian/Facilities or emergency responders will sweep the building
7. The Custodian/Facilities or emergency responders will give the OK for reentry when power is restored
8. Staff will reenter first, leaving one employee with a cell phone at the door to hold the public back until staff are prepared. The employee at the door will call the main line to confirm when the service desks are fully staffed

### Evacuation/Closing

1. Follow steps 1-4 above
2. The Custodian or the Director will work with employees to retrieve belongings from locked areas
3. Custodian will notify Facilities and the cleaning service as needed
4. Custodians and Facilities are responsible for
  - a. HVAC and lighting issues
  - b. Door locks

*Updated April 2025*



## → 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 may need to be restarted after a power outage.

- Scan/Fax/Copy system
- Printers
- Wall-mounted catalog screens
- Bright Signs
- Self-Check Stations
- AMHS
- Public Computers

## → Need to Know

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

### Situational Exercises

*It's 3:00 p.m. on a busy day in November. The power goes out. You are the LIC and the custodian says a nearby transformer blew and power will not be restored for at least 4 hours. What do you do?*

*It's 7:00 p.m. in January and the lights go out during a community concert (45 attendees). After two minutes, you find the custodian who says power should be restored in 10 minutes. What do you do?*

# Fire (Evacuation)



## → Immediate Response and Life Safety

In the event you discover a fire or smoke:

- Pull the fire alarm - alarm and evacuation announcement will go on. WON and fire doors will automatically close.
- Call 911 to request emergency assistance
- Begin evacuation of the building
- Fire extinguishers are located near the exits and are intended to assist with evacuation

## → Evacuation, Assessment, and Reporting

The people at the Reference and Borrower Services Desk are the main points of contact for the emergency responders.

1. Exit the main entrance or nearest unobstructed exit,
2. Identify yourself to emergency personnel and provide status updates as needed.
3. Work together to coordinate communication with other staff and visitors.

### 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
  - Alert nearby people when evacuating - don't search entire building
  - You may assist with strollers or those needing minimal help
  - If someone cannot evacuate on their own, inform emergency responders immediately upon exit
  - **Only trained emergency personnel should help those requiring evacuation assistance**
- EMERGENCY RESPONDERS WILL CLEAR THE BUILDING**
- Note any individuals who cannot proceed to the exit. **Convey this information to the Custodian, LIC, or emergency responders as soon as possible**
- Proceed to the designated staff meeting place: PICNIC TABLE near stone benches. If that area is unsafe or off-limits, please gather as directed by emergency responders.
- DO NOT GATHER AROUND THE MAIN ENTRANCE**
- Emergency responders determine the "all clear." Staff will reenter first, leaving one employee with a cell phone at the door to hold the public back until staff are prepared. The employee at the door will call the main line to confirm when the service desks are fully staffed

*Updated April 2025*



## → 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 PICNIC TABLE near the stone benches. This should provide access and visibility to the Reference 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 the building is closed for an extended period, the Director will activate the Continuity of Operations (COOP) plan to ensure essential functions continue until the library can return to normal operations

*Updated April 2025*

# 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
- Notify the Custodian. If possible and safe to do so, assess the emergency and gather details
- If the issue involves water **and** wiring, electrical appliances, or electrical outlets, call 911 immediately
- If there is any possible danger (glass, falling debris, etc.), evacuate the immediate area or the building as needed.
- Communicate all details to the Librarian in Charge and Custodian
- If you can turn off the water, do so cautiously. Otherwise, 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

*Updated April 2025*

# 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:

- Activate a panic button that sends a silent alarm (located at all service desks and the OESJ office) to the alarm company and RPD. When using a panic button, remember public safety only has information on the location of the alarm. **They do not know who or what type of threat they will find.** If possible, notify other staff you have activated a panic alarm.
  
- 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
  - You may request a quiet or silent approach.

## → 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

*Updated April 2025*



## 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>

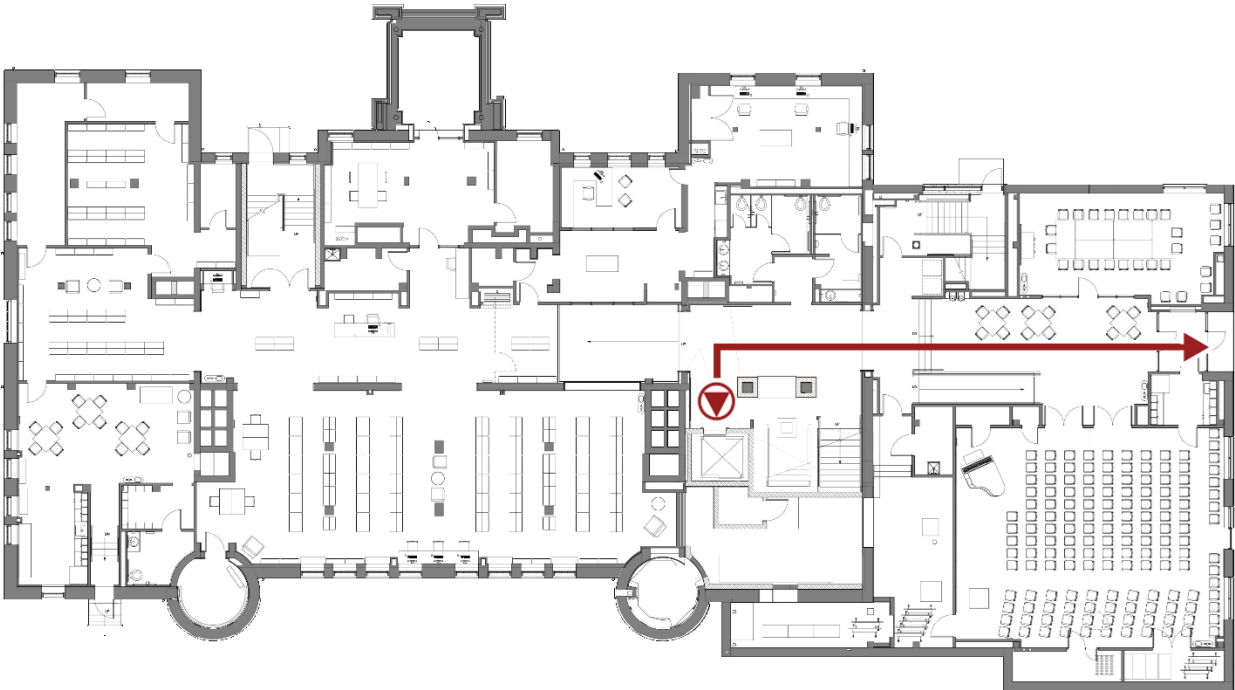
## Situational Exercises:

*You are walking through the library and notice an agitated patron raising their voice at another person. You don't know if they know each other, but the agitated person is making threatening or violent motions toward the other person. What do you do?*

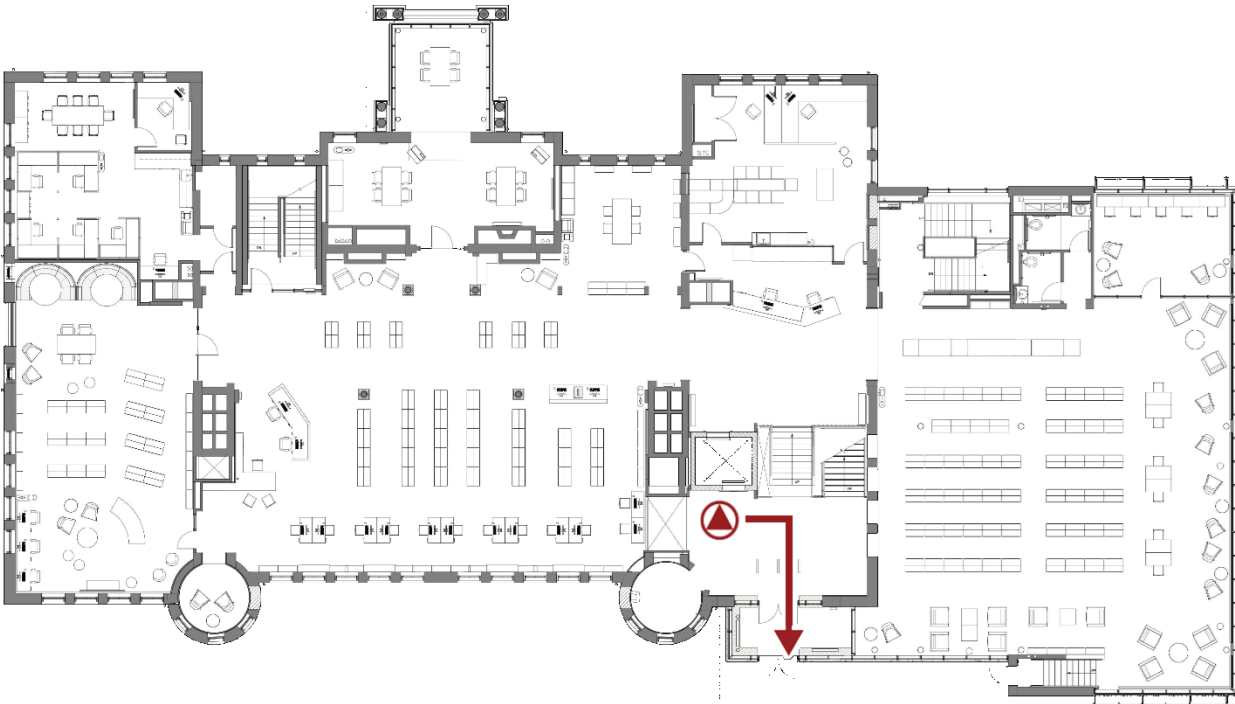
*You are at the Borrower Services desk and a patron is demanding money back for a book they lost. Before you can respond, they lean on and over the desk to reach for the drawers. What do you do?*

*You notice a police cruiser with lights and sirens pull up in front of the entrance. Two officers enter the building and go straight to the ground floor. Patrons ask you what's going on. What do you do?*

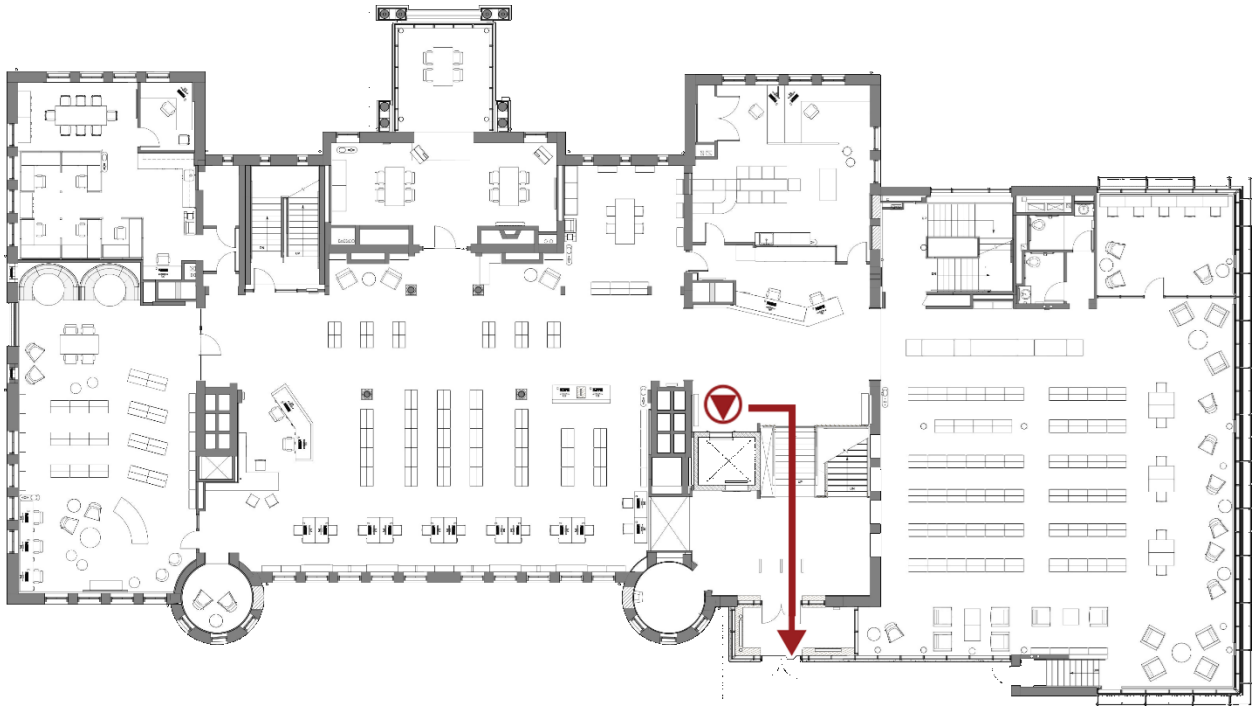
### GROUND FLOOR



### LOBBY



# FIRST FLOOR



# SECOND FLOOR

