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West Chicago Public Library District

EMERGENCIES

AND

EMERGENCY SITUATION PROCEDURES

# LIBRARY EMERGENCIES

## I. MEDICAL ISSUES

### First Aid

The West Chicago Public Library Staff will respond in an appropriate and considerate manner to provide assistance in the event of emergency to the level they are able.

### Accidents/Incidents

Responses vary depending on the severity of injury. An incident report will be prepared and given to the Library Director.

### Minor Injury

First Aid may be provided only by trained persons; therefore, outside assistance may be called. First aid kits are kept in all departments and are available when needed. A family member may be contacted at the discretion of the injured party.

### Medical Emergency/Major Injury

Call 911 immediately.

- The Person in Charge (PIC) of the library staff will stay with the victim until help arrives and will assign someone to meet emergency personnel.
- Family will be contacted when possible.

### Bloodborne Pathogen Safety

The Library will ensure periodic In-Service personnel orientation to eliminate or minimize biohazard exposure. Appropriate personal protective equipment (PPE) will be provided for assisting injured person(s) and handling contaminated materials.

In order to provide information and guidelines for employees to assist in minimizing the risk of contracting and/or spreading communicable diseases the library will:

- a) Identify, inform, and train all employees periodically regarding the communicable disease risks to which they may be exposed while performing their job duties.
- b) Manage the risks associated with bloodborne pathogens (BBP), aerosol transmissible diseases and other potentially infectious substances.
- c) Assist employees in making decisions concerning the selection, use, maintenance, limitations, storage and disposal of PPE.
- d) Protect the privacy rights of all employees who may be exposed to or contract a communicable disease during the course of their duties.

- 68 e) Provide appropriate testing, treatment, and counseling should an employee be exposed to a  
69 communicable disease.  
70

## 71 **II. FACILITY ISSUES**

### 72 **Elevator (malfunction, etc.)**

- 74 1. Instruct patron or staff in elevator to pick up emergency phone. Phone automatically connects to  
75 emergency services.  
76 2. If the phone malfunctions, call 911 to rescue the patrons or staff in the elevator.  
77 3. Remind patrons and staff to remain calm and that help is on the way.  
78 4. Call Schindler Elevator (800) 225-3123 to get it repaired.  
79

### 80 **Burglar Alarm (panel in back entryway)**

- 81 1. Key in your passcode and OFF to shut off system. Try more than once, if necessary.  
82 2. If your passcode and the off button does not work, call Alarm Detection Systems (630) 844-6302  
83 and give them your passcode  
84

### 85 **Gas Leak**

- 86 1. If gas is detected, call 911 and evacuate immediately.  
87 2. Assist and direct patrons to nearest exits. Help any disabled patron down stairs. DO NOT USE  
88 ELEVATOR!  
89 3. DO NOT USE OPEN FLAME such as candles, matches, etc.  
90 4. DO NOT turn electrical equipment such as lights, computers, etc. on or off.  
91 5. Notify NICOR (888) 642-6748.  
92 5. Follow Emergency Closing Procedure.  
93 6. DO NOT re-enter the building until it has been inspected and declared safe to enter by emergency  
94 services.  
95

### 96 **Plumbing Problems (Burst Pipes, Sewer Backup, etc)**

- 97 1. Notify the PIC immediately.  
98 2. Do not disconnect any electrical equipment that is or may get wet. Move or cover materials and  
99 equipment to prevent them from getting wet.  
100 3. Cordon off area from patrons using whatever means is available such as empty carts, ropes, etc.  
101 4. Contact the plumber and Library Director as soon as possible.  
102

### 103 **Blackout/Power Outage (Affects heat, air, etc.)**

- 104 1. Monitor local radio or Com Ed website to learn the scope and status of the problem.  
105 2. Evacuate building: Use flashlights (know where they are located in each department!) to direct  
106 patrons to doors; calmly guide them from the building or to nearest stairway. DO NOT USE  
107 ELEVATOR! Staff should be stationed at top and bottom of stairs with flashlights and at exits.  
108 Emergency lights should go on automatically for a limited time to help with evacuation.

- 109 3. Unplug electrical equipment, especially computers, to reduce power load.  
110 4. Determine if problem is internal (library) or external (ComEd). If internal, call Fitzgerald Electric  
111 (630) 513-7147 to begin repairs. If external, call ComEd 1 (800) 334-7661 to check how long  
112 before power will be restored.  
113 5. If outage is expected to last more than an hour, the PIC will refer to the Emergency Closing  
114 Criteria to determine if closing is appropriate. If closing is deemed necessary, follow Emergency  
115 Closing Procedure.  
116 6. Contact Police (630) 293-2222 to ensure that area is patrolled for safety and security.  
117 7. Staff may use paper and flashlights to check out items to patrons.  
118  
119

### 120 **III. FIRE EMERGENCIES / ALARMS**

#### 121 122 **Fire Emergency**

123 Call 911. All persons in the Library should exit the building in as orderly a manner as possible using  
124 the nearest safe exit.  
125

#### 126 **Fire Alarm**

127 Always presume fire is present until emergency services personnel determine that it is not.

128 A real fire alarm will make a horrendous noise and the sprinkler system should turn on.

- 129 1. Evacuate immediately. Assist and direct patrons to nearest fire exits. Help any disabled  
130 patrons down stairs. **DO NOT USE ELEVATOR!**
- 131 2. Check all areas (bathrooms, etc.) to ensure all patrons have evacuated the building. Staff  
132 members evacuate as soon as possible after patrons through nearest fire exit.  
133 **FOLLOW EMERGENCY CLOSING PROCEDURE.**  
134

135 If the fire alarm system does not sound and a fire is present, proceed according to the following plan as  
136 closely as possible:

- 137 1. Pull a fire alarm.
- 138 2. If possible, contain fire by closing the door to the area involved.
- 139 3. Trained staff members may use a fire extinguisher on small fires if an extinguisher is readily  
140 available.  
141

142 Do not endanger yourself or a patron.  
143

144 The building must be evacuated and the fire department notified when any fire is discovered, even if it  
145 is extinguished by a staff member.  
146

147 The PIC will communicate the “all clear” to the rest of the staff once the “all clear” has been  
148 determined by emergency services personnel.  
149

150 **False Alarms Procedure**

151

152 **Fire Alarm (panel in front entryway):**

153 A false alarm/trouble at panel alarm sounds like a smoke detector with a low battery – an annoying  
154 beeping from the alarm panel.

- 155 1. Get key to panel from Circulation Desk or key box in Staff Lounge (key #193). Open panel.
- 156 2. Press red ACK ALARM button. If that doesn't work, press other red ACK buttons until one does  
157 work to stop the beeping.
- 158 3. Press red Reset button.
- 159 4. Call EM24 to tell them that the alarm system is malfunctioning. Our alarm number is 619.
- 160 5. Tell Library Director or PIC so that they can arrange for the system to be repaired. (First Security)
- 161 6. If you have to close the library before the alarm is repaired, call the Police (630) 293-2222 to  
162 perform extra safety surveillance nightly until repaired. Also notify the Fire Marshall at the West  
163 Chicago Fire Department (630) 231-2123.

164

165 **IV. NATURAL DISASTERS**

166

167 **Snow (Extreme Cold, Blizzard, Freezing Rain, Sleet, etc.)**

- 168 1. If weather deteriorates and looks bad, close.
- 169 2. Monitor local media for information. Staff members relying on mass transit or residing more than  
170 10 miles from the library will be considered first in case of an early closure. Staff person in charge  
171 may allow all personnel above the minimum required to remain open, to leave.
- 172 3. In extreme cases, the staff person in charge may decide to close the library. Emergency Closing  
173 Procedure will be followed.
- 174 4. If roads are closed, the Library may become a shelter. Look into local shelters that can  
175 accommodate patrons and/or staff overnight.
- 176 5. If caught in a blizzard or other extreme conditions, consult with city officials (PD/FD), exercise  
177 judgment in allowing residents caught in the storm to take shelter in the library.

178

179 **Storms/Bad Severe Weather (Hail, Lightning, Tornados, Straight Line Winds, etc.)**

- 180 1. Monitor local media about travel conditions and availability of scheduled transportation. Staff  
181 members relying on mass transit or residing more than 10 miles from the library will be considered  
182 first in case of an early closure. Staff person in charge may allow all personnel above the  
183 minimum required to remain open, to leave.
- 184 2. If necessary, move people to inner wall area or basement (using stairways, not elevator), away  
185 from windows and glass. Exercise judgment in allowing patrons caught in the storm to take shelter  
186 in the library.
- 187 3. Keep away from phones, electrical equipment, water faucets, sinks. DO NOT USE  
188 ELEVATOR!
- 189 4. In extreme cases, the PIC may decide to close the library. The Emergency Closing Procedure will  
190 be followed.

191 **Tornado**

192

193 **Before:**

- 194 1. Monitor local media and NOAA weather radio for information when skies look threatening and  
195 any time a tornado watch is in effect.

196

197 **During:**

- 198 1. Stay calm. Advise patrons not to leave the building  
199 2. Move patrons to place of safety – closed stairwells, basement, along inside wall area, or under  
200 heavy furniture, away from windows and glass.  
201 3. DO NOT USE ELEVATOR!

202

203 **After:**

- 204 1. Check for injuries. Call 911 for help immediately. If you know how, perform proper first aid as  
205 needed.  
206 2. Follow the Emergency Closing Procedure, if necessary.  
207 3. If damaged, have building inspected for safety before re-entering.

208

209 **Flood**

- 210 1. Monitor local media to learn scope of problem.  
211 2. If there is time, evacuate patrons using the Emergency Closing Procedure.  
212 3. Disconnect electrical equipment, if not wet.  
213 4. Evacuate staff and close the building according to Emergency Closing Procedure.

214

215 **Flash Flood**

- 216 1. Move patrons to second floor. Help disabled patrons up stairs. DO NOT USE ELEVATOR!  
217 2. Disconnect electrical equipment, if not wet.  
218 3. Call 911 if unable to safely evacuate.

219

220 **Earthquake**

221

222 **During:**

- 223 1. Move patrons to place of safety, (closed stairwells, basement, along inside wall area, or under  
224 heavy furniture, away from windows and glass).  
225 2. Stay calm. Do not allow patrons to leave the building.  
226 3. DO NOT USE ELEVATOR!  
227 4. Retrieve a flashlight, in case of electrical outage.  
228 5. DO NOT USE OPEN FLAME such as candles, matches, etc. due to possible gas leaks.  
229 6. DO NOT USE ANY ELECTRICAL DEVICES.

230

231

- 232 **After:**  
233 1. Check for injuries. Call 911 for serious injuries or trapped persons. If you know how, perform  
234 proper first aid as needed.  
235 2. Monitor local radio (WBBM AM 780, WGN AM 720, WDCB 90.9 ~~PF~~) for latest information.  
236 Follow the Emergency Closing Procedure.  
237

238

## 239 **V. SECURITY THREATS**

240

### 241 **Hazardous Materials Incident**

- 242 1. Monitor local media for information and instructions.  
243 2. Follow instructions carefully.  
244

#### 245 **If told to evacuate:**

- 246 1. Alert patrons, get them to leave the building and follow instructions given on the radio as to where  
247 to go.  
248 2. Follow the Emergency Closing Procedure.  
249

#### 250 **If told to take shelter indoors (shelter-in-place):**

- 251 1. Keep patrons and staff inside in more protected, interior areas of the building.  
252 2. Turn off the HVAC system.  
253 3. Seal doorways and windows with plastic sheeting and thick tape. Seal all routes as efficiently as  
254 possible, including gaps under doors and windows with wet towels, plastic, and thick tape.  
255 4. Close as many internal doors as possible.  
256 5. Continue to monitor the radio for further instructions.  
257 6. Do not allow patrons or staff to leave until emergency services personnel have said it is safe to do  
258 so.  
259

### 260 **Disturbances/Criminal Damage**

261

#### 262 **If minor (rock throwing and localized vandalism):**

- 263 1. Call 911 to report incident.  
264 2. Alert Security Guard/Library Director.  
265 3. Call handyman to repair any building damage promptly (after damage is report to police).  
266

#### 267 **For a disturbance:**

- 268 1. Call 911 to report disturbance.  
269 2. Have security guard or police escort staff and patrons to their transportation, if needed.  
270 3. Call the Police (630) 293-2222 and request increased daily surveillance to reduce risk of sabotage  
271 (if closed more than one day).  
272

273 **Active Shooter**

274 If an active shooter is outside on the premises:

- 275 1. Lock down the building  
276 2. Call 911 and move to a secure location away from windows until police take control of the  
277 situation and give the all clear.

278

279 If an active shooter is in the building:

- 280 1. Run away from the shooter and evacuate the building if possible. Call 911 as soon as it is safe to  
281 do so.  
282 2. If unable to evacuate, hide in a secure location, if possible. Call 911 as soon as it is safe to do so.  
283 3. If unable to hide, the last resort is to take action against the active shooter.

284

285

286 **VI. EMERGENCY EVACUATION / CLOSING OF FACILITY**

287

288 **Emergency Closing Criteria**

289 The PIC may contact the Library Director to determine the need for an emergency closing. If unable  
290 to contact the Library Director, or situation does not allow sufficient time to do so, the PIC will  
291 determine the need for an emergency closing. The following criteria may be used to determine if an  
292 emergency closing is necessary.

- 293 1. Does the situation pose a risk to patron/staff health and/or safety?  
294 2. Is it safer to remain in the building during this situation?  
295 3. Could travel to/from the building be hazardous for patrons and staff?  
296 4. Will the situation affect the staff's ability to perform essential operations? If so, for how long? A  
297 Power outage of more than two hours' duration or when it is dark outside may necessitate an  
298 Emergency Closing.

299

300 **Emergency Closing Procedures**

- 301 1. Inform staff and patrons of emergency closing. Post signs at the entrance; on phone system and  
302 web site, if able to do so.  
303 2. After the PIC determines that an emergency closing is necessary, he or she is responsible for  
304 contacting the Library Director as soon as possible.  
305 3. Inquire with the West Chicago Police Department (630) 293-2222 and local Metra (312) 322-6777  
306 (weekdays) or (312) 836-7000 (evenings & weekends) about travel conditions and availability of  
307 scheduled transportation. Help patrons to obtain route information if needed.  
308 4. If the situation permits, stay with any patron who cannot leave due to lack of transportation. Help  
309 them to contact family or friends to get a ride.  
310 5. Use phone tree to notify all staff of closing, when to report to work, and alert staff to monitor local  
311 media. Each department manager will be responsible for notifying his or her personnel or assigning  
312 someone to do the notification. This includes notifying library staff scheduled to work the next  
313 shift.

- 314 6. Staff should set alarms as usual when leaving unless prevented from doing so (i.e. power outage).  
315 7. Notify West Chicago police (630) 293-2222 to patrol the area for security surveillance.

316

317 **Staff Emergency Evacuation Assembly Point**

318 In the event of an emergency evacuation, staff will assemble at:

- 319 1. Southeast corner of the parking lot (near the historical railroad depot). Primary  
320 2. District 94 Administration Office. (Old Park District Building). Secondary  
321 3. Park District (ARC) in the event the emergency situation affects other local assembly points.

322

323 **Person in Charge (PIC)**

324 The highest staff person present from the following list is the PIC. The PIC is expected to oversee the  
325 proper execution of the procedures in this policy and use his or her best judgment in any emergency  
326 situation.

- 327 1. Library Director 5. Manager of Technical Services  
328 2. Manager of Youth Services 6. HR/Facilities Manager  
329 3. Manager of Circulation Services 7. Senior Reference Librarian on duty  
330 4. Manager of Adult Services

331

**EMERGENCY TELEPHONE NUMBERS**

332			
333			
334	<b>ALARM SYSTEM</b>	<b>First Security</b>	<b>(630) 961-5900</b>
335			
336	<b>ALARM SYSTEM</b>	<b>Alarm Detection Systems</b>	<b>(630) 844-6302</b>
337	<b>DOOR ALARM CODES</b>		<b>Acct # 1100-1618</b>
338			
339	<b>BOARD UP SERVICE</b>	<b>USA Board-Up &amp; Glass</b>	<b>(800) 501-3046</b>
340			
341	<b>ELECTRIC</b>	<b>ComEd</b>	<b>(800) 334-7661</b>
342			
343	<b>ELECTRICIAN</b>	<b>Fitzgerald Electric</b>	<b>(630) 513-7147</b>
344			
345	<b>ELEVATOR</b>	<b>Schindler Elevator Service</b>	<b>(800) 225-3123</b>
346		<b>Jeffrey Elevator (2/1/2019)</b>	<b>(847) 524-2400</b>
347			
348	<b>FIRE</b>	<b>West Chicago Fire Department</b>	<b>911 or</b>
349			<b>(630) 231-2123</b>
350			
351	<b>FIRE ALARM EMERGENCY/</b>	<b>EM24</b>	<b>(773) 777-0707</b>
352	<b>FALSE ALARM</b>		<b>Alarm #619</b>
353			
354			
355	<b>GAS</b>	<b>Nicor</b>	<b>(888)-642-6748</b>
356			
357	<b>PLUMBER</b>	<b>Mendel Plumbing</b>	<b>(630) 377-3608</b>
358			
359	<b>POLICE</b>	<b>West Chicago Police</b>	<b>911 or</b>
360			<b>(630) 293-2222</b>
361			
362	<b>PROFESSIONAL CLEAN UP</b>	<b>Buck Services</b>	<b>(800) 427-6643</b>
363			
364	<b>SECURITY MONITOR</b>	<b>Andy Frain</b>	<b>(630) 885-8648</b>
365			

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369 **Approved by Board of Library Trustees: October 24, 2005**

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