

SAFETY AND SECURITY HANDBOOK



MARATHON COUNTY
PUBLIC LIBRARY

August 2008

POWER OUTAGE

- Be calm!!
- These can be frightening experiences for some people, especially strangers to the facility...reassure them everything is O.K.
- Provide any assistance possible.
- **Wausau:** call Building Maintenance or front desk at courthouse @ 261-1000 or after normal business hours call police.
- **Athens:** contact the village clerk's office or call Xcel Energy @ 223-4878.
- **Hatley:** contact the Village President David Narloch at 449-3889 (work), 446-3435 (home) or Village Clerk Joan Wawrzaszek at 446-3341 (work), 446-3139 (home).
- **Edgar:** contact the village clerk's office
- **Marathon:** contact the village or call WPS @ 1-800-450-7260
- **Mosinee:** call city at 693-2275 or evenings WPS @ 1-800-450-7240
- **Rothschild:** go to police dept. Evenings contact police by phone outside by police dept.
- **Spencer:** contact village office, evenings call Jerry Kobs @ 659-5577
- **Stratford:** contact Stratford Public Works @ 687-4118 if no answer call Jerry Frodl @ 687-5876

DISTURBANCE

- Let the person talk...just listen.
- Be helpful and respectful...not sarcastic.
- Don't argue...discuss.
- Empathize...don't criticize.
- Don't take remarks personally.
- Call for a manager if necessary.
Branches: contact Branch Supervisor or after hours
Mike Hartkopf @ 715-212-3219
- Call police 911, if necessary.

PROHIBITED ITEMS

WEAPONS:

- Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the Library except by authorized law enforcement officers.

DRUGS/ALCOHOL:

- Illegal drugs and alcohol are prohibited from the premises of Marathon County buildings unless used as evidence in a court proceeding, or as part of a Library sponsored event which the Library has all appropriate permissions and licenses.

SAFETY/SECURITY CHECKS

OFFICES

- The last person out shall turn off any appliances with heating elements, ensure property is secure, and lock the door if applicable/practical.

LIBRARY

Staff will open and lock all library buildings at all locations. They will ensure no unauthorized person has remained inside the facility and the facility is secure.

SAFETY/SECURITY INCIDENTS OR DEFICIENCIES

SECURITY INCIDENT INCLUDES:

- Any criminal activity (assaultive act, damage to property, theft, etc.)
- Any condition in the building which appears unusual or suspicious.
- When a person's words, actions or demeanor appear unusual or suspicious.
- When a person's words or actions are or may be construed to be threatening to anyone in the library.

VIGILANCE:

- All staff members have a shared responsibility to observe and report any actual or potential safety/security incidents or hazards.

REPORTING:

- Report any safety or security incident to the immediate supervisor or if appropriate call police:
 - Call 911 immediately if the seriousness warrants, i.e., suspicious person/activity, etc. Do not delay reporting by going through your supervisor, etc., first; a speedy response is essential.
 - Complete the Security Incident Report Form

FIRE

Know the location of exits, fire alarms and fire extinguishers in your area and how to use them.

UPON DISCOVERY OF A FIRE:

- Attempt to extinguish the fire only if it is safe to do so.
- Pull emergency alarm/provide verbal notice.
- Call 911.
- Evacuate building as instructed, or by a safe route in the absence of instructions (see evacuation section for additional instructions). Check that all customers and staff are out of the building
- Assist others in need if time/safety allows.
- Close, but do not lock, doors behind you.
- Proceed to assembly area outside of building.
- Do not re-enter the building until advised by emergency personnel.

TORNADO EMERGENCY

SEVERE THUNDERSTORM WARNING:

- **Wausau:** Assigned staff monitor the severe weather situation.
- **Branches:** All staff monitor the severe weather situation.

TORNADO WATCH:

- Inform employees and visitors immediately.
- Employees should be alert and be prepared to move to the designated shelter area.

TORNADO WARNING:

- When a tornado warning has been issued, appropriate staff should inform all employees and visitors to take shelter immediately in the appropriate designated areas.

TORNADO PROTECTION AREAS:

- Sheltering should be accomplished by:
 - **Wausau:** take the stairs leading to the lower level, stay in hallways or staff lounge or any area away from doors and windows.
 - **Athens:** if community hall is open go to the basement if not, go into the restrooms.
 - **Edgar:** take the stairs to the basement
 - **Hatley:** go into the restrooms
 - **Marathon:** go into the restrooms
 - **Mosinee:** take the stairs to the basement
 - **Rothschild:** go to the community room or the restrooms.
 - **Spencer:** go into the restrooms.
 - **Stratford:** go into the restrooms

ALL CLEAR:

- Employees and visitors should stay in the shelter areas until the ALL CLEAR is given.

HOSTAGE SITUATION

IF AWARE OF A HOSTAGE-TAKING:

- Immediately notify the Police Department at 911.
- If safe to do so, remain nearby and advise others not to enter the area.

IF TAKEN HOSTAGE:

- Be calm, cooperative and obedient.
- Do not attempt to escape unless absolutely safe.
- Remain still...no sudden movements or gestures.
- Do not make threats or arouse hostility.
- Look for protective cover in the event of a rescue attempt.
- If a rescue attempt occurs, drop to the ground, keep still, and fully cooperate with authorities until you can be identified.

EVACUATION

GENERAL:

- Do not use elevators...stairs only.
- Verbal notice or fire alarms will sound the notice...failure to evacuate is unlawful.
- Evacuate immediately. Check to be sure all customers and staff are out of the building.
- Remain calm and orderly. Walk, do not run to the nearest exit.
- Provide assistance to others who may need it.
- After exiting building, proceed to pre-designated assembly area near your building.
- Do not re-enter building before being advised by emergency personnel.

DISABLED PERSONS:

- In the event you have a disabled person in your building, you should first see if you can assist the person with other staff.
- If this is not possible, you should then contact dispatch at 911. They will then make arrangements with the Fire Department to have the person evacuated. When you contact dispatch, give them the location of the person who will need assistance.

BOMB THREATS:

- Do not evacuate unless told to do so, and use only the evacuation route specifically directed.
 - **Wausau:** Employees will report to the food court at the mall unless directed otherwise.
 - **Branches:** Will report where directed by local police or sheriffs department.

MEDICAL EMERGENCIES

- Access situation.
 - Call 911 if appropriate.
 - Give 911 dispatcher precise directions to your location.
 - Communicate any symptoms to the 911 dispatcher.
 - Have someone meet emergency medical personnel outside to escort them the quickest way to the patient.
 - Check the patient for any medic-alert tags/bracelets.
 - Do not move the patient unless absolutely necessary.
 - Attempt to find someone on-scene who has special medical training.
 - If patient is disoriented or is a seizure victim, prevent them from harming themselves.
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- Note: Wisconsin has a “Good Samaritan” law which protects well-intentioned care providers who inadvertently do harm to a patient.

BOMB THREATS

SUSPICIOUS PACKAGE/DEVICES

- Do not disturb the device.
- Prevent others from disturbing it.
- Quickly attempt to determine who the item belongs to.
- Notify the Police Department at 911

TELEPHONE THREAT

- Be calm...do not panic.
- Record phone number if displayed.
- Record the time of the call.
- Keep the caller on the line as long as possible.
- Get as many details as you can, i.e.
 - Exact threat
 - Description of device
 - Location of device
 - Type of device
 - What will cause the device to explode
 - Detonation time
 - Reason why
 - Did the caller place the device
 - Name and address of caller
- Make note of background noises, and distinguishing characteristics of caller.
- **DO NOT HANG UP THE PHONE.**
- **IF THE BOMB THREAT IS COMMUNICATED ON A VOICE MAIL RECORDING, DO NOT DELETE THE MESSAGE.**
- Call recipient should notify the Library Director or Walk directly to the Library Director's office and report the bomb threat.
- Keep information about the call confidential until cleared by the Police Department.
- DO NOT evacuate unless directed to do so.
- Complete Bomb Threat Checklist. Standby to talk to emergency personnel.

WRITTEN OR ELECTRONIC THREAT

- Print message if necessary.
- Place message in a manila envelope and deliver it to the Library Director's office.
- Keep the message confidential until cleared by the Library Director.

EVACUATION PROCEDURES:

- Building occupants will be advised to evacuate all or portions of the building via the intercom system or by staff.
- Employees and the public shall leave the building via evacuation routes. Staff check to be sure all staff and customers are out of the building.
- Persons designated to assist with the search shall be notified of the threat by the Police Department or other law enforcement agency responsible for the search.
- All persons evacuated shall take their personal belongings such as briefcases, purses, etc. with them.
- Evacuees shall stay at least 300 feet away from the library and Wausau employees should re-group at the Wausau Mall in the food court area. Branch staff will report where directed by local police. Staff will be summoned from these areas when it is safe to return to work.
- Doors should be left open when the building is evacuated.
- The decision to return to the building shall be made by the Police or person in the chain of command who made the original decision to evacuate.

BOMB THREAT CALL **CHECKLIST**

PHONE NUMBER IF DISPLAYED: _____

EXACT TIME OF CALL: _____

QUESTIONS TO ASK:

(GET EXACT WORKING OF THE THREAT)

1. When is the bomb going to explode?

2. Where is it right now?

3. What does it look like??

4. What kind of bomb is it??

5. What will cause it to explode?

6. Did you place the bomb?

7. Why?

8. What is your address?

9. What is your name?

Sex of caller _____

Age _____

Race _____

Length of call _____

CALLER'S VOICE: (✓ as many as apply)

- | | | |
|------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Angry | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Raspy | <input type="checkbox"/> Accent | <input type="checkbox"/> Excited |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Deep | <input type="checkbox"/> Familiar |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Slurred | <input type="checkbox"/> Clearing throat |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Nasal | <input type="checkbox"/> Deep breathing |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Stutter | <input type="checkbox"/> Cracking voice |

If voice is familiar, who did it sound like? _____

BACKGROUND SOUNDS: (✓ as many as apply)

- | | | |
|------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Local | <input type="checkbox"/> Factory | <input type="checkbox"/> Street noises |
| <input type="checkbox"/> Machinery | <input type="checkbox"/> Crockery | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Office | <input type="checkbox"/> Music | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Voices | <input type="checkbox"/> Animal noises |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Clear | <input type="checkbox"/> Other |
| <input type="checkbox"/> Static | <input type="checkbox"/> Motor | _____ |

BACKGROUND SOUNDS: (✓ as many as apply)

- | | | |
|---|---|-------------------------------------|
| <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Well Spoken (educated) | |
| <input type="checkbox"/> Message read by threat maker | | |

REMARKS: _____

**Report call immediately to:
Police Department Dispatch at 911**

Fill out completely, immediately after bomb threat.

Date: ____/____/____

Phone Number: _____

Name/Position: _____

ID BADGES

ID CARDS:

- To be worn by all staff members at all times in the library.
- Must be visibly displayed at waist level or above.

FACILITY ACCESS:

- Staff entry to the Library building may be made through any designated entrance.

ROBBERY

- Be as calm as possible.
- Be totally cooperative.
- Do not argue or resist.
- Be quick about meeting demands but don't make sudden moves
- Note distinguishing features of the robber.
- Activate duress button or call 911 as soon as safe to do so.
- Note direction/means of travel after robber has departed.
- Standby to talk to police.