Attachment B-21

Bulverde/Spring Branch Library
Emergency Procedures

Fire Emergencies in Library
- Activate fire alarms
- **Dial 911:** “Hello, this is (NAME) from the Bulverde/Spring Branch Library at 131 Bulverde Crossing. (Briefly describe situation)”
- Evacuate building
- Direct people to assembly areas
- Ensure fire vehicles have clear access to building
- Do not reenter building until cleared by fire response officials

Fire Emergencies in Parking Lot
- **Dial 911:** “Hello, this is (NAME) from the Bulverde/Spring Branch Library at 131 Bulverde Crossing. (Briefly describe situation)”
- Ensure public stays clear of fire area

Police Emergencies
- If alarm sounds while library is closed, the director will be called.
- If the director cannot be reached, a board member will be called.
- Do not enter building until police authorize.
- If a patron is abusive, drunk, or high, **call 911 or use panic button below circulation station #2 (press and hold).** Attempt to isolate individual from other patrons, outside if possible, until police arrive.
- If an intruder is attempting to force you to deactivate alarm, press the four numbers going down the middle of the keypad (2580), **this will alert the alarm company** but will deactivate the alarm.

Medical Emergencies
- **Call 911**
  **Suggested call script:**
  Hello this is (NAME) from the Bulverde/Spring Branch Library at 131 Bulverde Crossing.
  We have (GENERAL DESCRIPTION OF PERSON – approximate age, gender) who is (GENERAL DESCRIPTION OF SYMPTOMS OR PROBLEM).
  Will be located near the (DESIGNATED EXIT – probably the main front entrance).
• If trained person is available, administer AED or CPR: continue until relieved by EMS personnel
• For minor injuries of staff a First Aid Kit is located in the staff kitchen.

**Water Emergencies**

• Report the problem to library director
• Shut off water at the meter outside, if needed
• Check the floor plan to note other areas that may be affected
• Remove standing water and protect collection materials with plastic sheeting and diverters
• Stabilize the environment (fans to direct air flow, dehumidifiers as needed, open boxes or cabinet doors, circular fans)
• Dry general collections on location

**Weather and Natural Disaster Emergencies**

• In the event of severe weather, the Library Director will determine if it is safe to open the library.
• The Library Director will call scheduled staff to let them know of any changes to the opening time as soon as a determination is made.
• If in doubt, call the Library Director.
• The Library Director will post any changes in opening times to the website if possible.

**Bomb Threats**

• Keep the caller on the telephone as long as possible and WRITE DOWN as much of the following as you can obtain:
  o time set for the explosion
  o location of the bomb
  o the type of bomb
• **Call 911** to report the bomb threat immediately