

Handout #12

**Pioneer Library System
Emergency Management
Procedures**
revised May 2004

EMERGENCY GUIDELINES

1-17

Guidelines for Handling Medical Emergencies	1-2
Automobile Accident Involving Staff	3
Injury or Sudden Illness of Customer	4-5
Injury or Sudden Incapacitation of Staff	6
Bomb Threats	7
Electrical Failure	8-9
Fire	10
Flooding	11
Gas Odor	12
Telephone Failure	13
Tornado	14-15
Handling of Suspicious Mail	16-17

HUMAN BEHAVIOR

18-37

Guidelines	18
Alcohol/Drug Abuser	19
Armed, Aggressive, and/or Physically Threatening Behavior	20
Assault	21
Child Abuse/Child Neglect	22
Child (Policy for the Safety of Children in the Library)	23-24
Eating and/or Smoking in the Library	25
Emotionally Disturbed or Psychotic Behavior	26
Eccentric Behavior and Other Non-Disruptive Behavior (Transients)	27-28
Noisy and Rowdy Behavior	29
Purse Snatching or Theft of Other Personal Property	30
Sexual Misconduct	31-32
Telephone Calls, Obscene	33
Theft of Library Property (Non-book)	34
Truancy	35
Vandalism	36
Verbal Abuse	37

SERVICE INQUIRIES AND COMPLAINTS **38-42**

Guidelines	38
Guidelines for Problem Behavior	39
Service Inquiries and Complaints	40
Employee Grievances	42

APPENDICES **43-61**

1. Good Samaritan Act	43
2. Emergency Closing Policy (Inclement Weather/Emergencies/Branch Closings)	44
3. Customer Incident Report Form Southwestern Bell Telephone Co.	45-46
4. Threatening Phone Calls. (Bomb Threats, etc.)	47-49
5. Public Policy for Protection of Children (State Statute)	50-52
6. PLS "While at the Library" Behavior Guidelines	53
7. Individual Comments on Library Materials Form	54
8. PLS Employee Grievance Procedures	55-56
9. Employee Accident/Occupational Illness Report	57-58
10. Vandalism Report	59
11. Concealed Weapon Policy	60-61

To be added by Branch:

Branch Closing Procedures - Regular Lock-Up
Branch Evacuation Plan
Emergency Branch Closing Procedures
Mechanical Failure (Heating, Cooling, Electrical Procedures, and Telephone List)
Meeting Room Policy Rules and Regulations
Staff Emergency Notification List
Weekend Emergencies and Standby Telephone List
Week Night Emergency List
Others lists

To be added in next update (2009):

Amber/Alex Alert
Law Enforcement Requests for Library Records and/or Equipment