Safety Policy
January 2015

For the safety of all persons in the Library and for the security of property, the Library Director will institute a program that incorporates the following components.

I. Building Security

- ✓ A functioning alarm is in effect.
- ✓ The code for disarming the alarm is changed when the Director determines it necessary.
- ✓ The Director is responsible for keys and maintains an up-to-date record of who has keys.
- ✓ Employees shall wear visible nametag identification while in the building. Vendors will report to staff and introduce themselves before entering any non-public area.
- ✓ The Library staff and volunteers shall observe all OSHA rules and guidelines, which are posted in the employee lounge, to make a safe work place.
- ✓ Fire extinguishers are placed in locations recommended by the Chickasha Fire Chief and are regularly serviced to make sure they are in working order. All Library staff is aware of the location and proper operation of all fire extinguishers through OSHA-approved online training
- ✓ A first aid kit is available and is checked regularly.
- ✓ All Library staff are aware of the location of the first aid kit~~s~~. If a customer sustains a minor injury, a staff member may provide first aid within the limits of his training. If the customer is a child, staff will consult accompanying parents. The staff member will call 911 in case of serious injury (such as a fall, apparent stroke, seizure or heart attack, profuse bleeding, unconsciousness) or when requested by a customer. Under no circumstances will a staff member offer or administer any oral medication (such as aspirin, cough syrup) to a customer. The staff member will complete the Customer Accident/Incident Form (Attachment 1) and forward it to the Director.
- ✓ A panic/duress signal system exists for emergencies. The alarm sounds at the alarm company which immediately notifies the Chickasha Police Department.

II. Emergency Plans

A Fire Evacuation Plan was developed with the advice of the Chickasha Fire Chief. Regular training and mock fire drills for staff on their role in the evacuation plan are held.

In case of a bomb threat, the staff member will obtain as much of the information on the Bomb Threat Report (Attachment 2) as possible. Staff will immediately report the incident to the Chickasha Police Department and provide the

information from the form. The staff will notify the Director. The building will be evacuated only if advised by the Chickasha Police Department.

If a person threatens customers or staff, staff will push the panic button or call 911, as appropriate. Staff not in the immediate threat area will exit the building and take as many customers with them as possible. After evacuating the building, staff will go across the street north of the building and brief police on the situation when they arrive.

In case of a tornado alert, the building will not be evacuated. Staff will take all unaccompanied children into custody and escort them to the Board Room. Adults will be invited to follow the group. Those who decline to come into the Board Room must leave the building as no staff will be available to monitor them, and at that time the doors will be locked. The group will remain in the area until an all-clear signal is given. A battery radio and flashlights, both with additional batteries, are to be available in the Board Room.

III. **Package Control**

To assure the safety of the Library's customers and staff, it is necessary to prevent anyone from bringing a weapon, a bomb, or other harmful thing into the building. The policy on package control is designed to prohibit such items from being brought in while allowing customers as much freedom as possible.

1. The staff on duty at the circulation desk will observe persons coming in to the Library, and determine if items they are bringing in are allowable.

a) Allowable items include: book bags, diaper bags, brief cases, purses, shopping bags.

b) Non-allowable items include: guns, baseball bats, gun cases, knives, or anything else that looks like a serious weapon.

2. If customers are attempting to bring in non-allowable items, staff will immediately intercede and advise the customer of the policy.

3. Customers who are not allowed to bring in items will be asked to take them to their cars. The Library does not provide lockers nor can the staff "hold" items for customers.

4. Staff members are encouraged to use their own best judgment in determining what may be brought into the Library.

a) The two factors to consider are the customers' right to carry their possessions with them and the customers' right to be safe in the Library.

b) A pocket knife kept in someone's pocket will not be considered a weapon. A huge Bowie knife on someone's belt would be considered a weapon and not allowed in the building.

c) Circumstances must be taken into account. If an elderly person comes in using a cane as an obvious assistive device, the cane would not be considered a weapon. If an able-bodied man comes in swinging a heavy cane, that might be considered a weapon.

5. When a staff member prohibits a customer from bringing something into the Library, he will fill out a Package Control Report (Attachment 3) for the Director. Such report will include the nature of the item prohibited and any other pertinent information.

IV. **Disruptive Customers**

For any type of incident described in this section, staff will fill out a Disruptive Customers Report (Attachment 4) for the Director.

1. Verbally Abusive Customers

If staff observe verbally abusive behavior or if such is reported to them, they will intervene. They will remain calm, but will approach the customer and tell him that such behavior is not allowed. The staff member will give customers a chance to explain fully what he needs without interrupting. Staff will then restate what was said to assure that the customer's question is understood. Staff will proceed to assist customer. If the customer continues his abusive language contact the Director. If the Director is out, call the Police. If the Director is out, and the Police have been called, and the incident is likely to attract public attention, notify the City Manager.

2. Physically Abusive Behavior

For the safety of customers and staff, acts of violence will not be permitted in the Library or on its property. Such acts are defined as rough, or injurious physical force, action, or treatment, and include striking, using a weapon, or threatening another person.

If the violence is from one adult toward another adult or a child, the staff will call the Police immediately and then the Director. If it seems feasible, they will offer assistance to the victim. Each staff member must decide whether they can really assist the victim or if they will just cause the situation to escalate. As appropriate, staff will offer first aid to victim.

If the violence is from a child toward another child, staff will intervene to stop any unarmed fighting. If parents of the children are in the Library, they will be asked to intervene. If intervention does not work, or if the children are armed, staff will immediately call the Police and notify the Director. As appropriate, staff will offer assistance and first aid to the victim.

In all violent situations, staff must use common sense. It is reasonable to keep a six-year old child from kicking a three-year old. It may not be reasonable to try to disarm a fourteen-year old with a gun. The first priority is always the welfare of the customers and staff.

3. Sexual Misconduct

Sexual misconduct is a crime. Sexual misconduct is defined as exposure, sexual solicitation, "peeping," stalking, or physical contact of a sexual nature. If the staff observes an act of sexual misconduct or if such an act is reported to them, they will call the Police and notify the Director. They will proceed to assist the victim by moving him to a private space such as an office to await the Police, and offer any other appropriate assistance. If the alleged perpetrator is leaving the building, staff will note his appearance to aid the Police in apprehending him.

4. Sexual Harassment

If customers are sexually harassing staff, staff will first tell the harasser that his actions are annoying and tell him to stop. Staff will notify the Director who will initiate the City's policy on sexual harassment complaints.

If a customer reports to staff that he is being sexually harassed by another customer, staff will call the Police and notify the Director.

5. Nuisance/Annoying Behaviors/General Disruption

a) If staff observe a customer annoying others or making a nuisance of himself, making excessive noise, running, or engaging in horseplay, following people around, attempting to engage in unwanted conversation, entering a staff work area without permission, making unauthorized use of supplies and equipment, using non-prescription inhalable vapor products, i.e., e-cigarettes, or creating any other type of nuisance, staff will intervene. If the customer is an adult, staff will inform the customer that his actions are unacceptable and that he must desist. If the customer does not desist, staff will ask him to leave. If he refuses to leave, staff will notify the Director. If the Director cannot get the customer to leave, staff will call the police.

If the customer is a child, staff will ask him to desist and suggest alternate activities. If the child's disruptive behavior continues, staff will locate his parents

in the Library and inform them of his behavior and ask them to make him stop. If parents refuse to assist or are unable to control their child, they will be asked to take their child and leave. If they refuse to leave, staff will notify the Director. If the Director cannot get the customers to leave, staff will call the Police.

b) Nuisance calls are those which call and hang-up, call and say nothing, call and say something not relevant to Library business, or make obscene remarks. Staff will just hang up the phone immediately and report the incident to the Director and will alert other staff members. If calls persist, staff will notify the telephone company and the Director, and call the Police.

c) Customers who fail to maintain bodily hygiene that is tolerable by other customers and staff may be asked to leave.

6. Mentally Disturbed

Staff will treat a mentally disturbed customer like any other customer. On the advice of mental health professionals, staff will also give a mentally disturbed customer his space so that he does not feel that he is being crowded. Staff will offer such a customer assistance. If the customer begins to be disruptive, staff will try to calm him. If this is unsuccessful, staff will ask the customer to leave. If the customer will not leave, staff will call the Police and notify the Director.

7. Intoxicated

If a customer has been drinking alcohol but is not disruptive, staff will treat him like any other customer. Staff will offer customer assistance. If customer is disruptive, staff will ask the customer to leave. If the customer refuses to leave, staff will call the Police and notify the Director.

If a customer is extremely intoxicated and unable to conduct regular Library business, staff will call the Police and notify the Director.

8. Cell Phone Users

No cell phone calls are allowed in the Library except for adults who are using their cell phones in conjunction with business via the Internet. All cell phones must be turned to silent/vibrate mode while in the Library. If a customer must use his cell phone for a call, he must move to the foyer (not the lobby). Cell phones may be used in the Library's meeting rooms at the discretion of the group leader.

Staff Training

A Library Safety Training Program is part of the regular orientation given to all new employees. Such training will be scheduled following the completion of the new employee's hiring procedures.

The Library Safety Training Program will include the following:

- ✓ OSHA rules and guidelines
- ✓ Building evacuation plan for fire, tornados, and other emergencies
- ✓ OSHA-approved online fire extinguisher training and "live" training when offered by the Fire Department
- ✓ Location of fire extinguishers
- ✓ Procedures for handling violence in the workplace
- ✓ Procedures for handling bomb threats and similar panic situations
- ✓ Procedures for handling disruptive customers
- ✓ Procedures for package control

Safety Training will be an ongoing part of the employee's regular training program. The Director will have responsibility for the design and implementation of the training program, and for documenting that such training has been provided. Experts from the community will be utilized as appropriate.

Attachment 1

Chickasha Public Library
Customer Accident/Incident Form

This form is to be filled out by the person who was involved in an accident or incident in a City facility, or by a staff member if the person is unable/unwilling to complete the form.

Today's date: _____ Name of accident victim: _____

If the victim is a child, name of parent/guardian: _____

Address: _____ _____

Daytime phone: _____ Time of accident: _____

Date of accident: _____ Place of accident _____

Describe what happened: _____

_____

_____

_____

_____

Describe the nature of the injuries: _____

_____

_____

_____

Were paramedics called: Yes _____ No _____

If yes, what action did they take/recommend: _____

_____

_____

Name of person completing this form (Please print): _____

Signature of person completing this form: _____

Attachment 1a

Chickasha Public Library
Witness to Customer Accident Form

This form is to be filled out by all City employees who witnessed a customer accident, and by other persons as deemed appropriate.

Today's date: _____ Name of witness:_____

If customer, address: _____

If customer, daytime phone:_____ Date of accident: _____

Describe what you observed: _____

_____

_____

_____

_____

_____

_____

What action, if any, did you take: _____

_____

_____

_____

Attachment 2

Chickasha Public Library
BOMB THREATS – QUESTIONS TO ASK

Report Call Immediately to Police Department 222-6065 or 911.

Note: If the building is being evacuated, take this form with you as you leave.

1. When is 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?

EXACT WORDING OF THE THREAT:

_____

_____

_____

_____

Sex of Caller: _____ Race:_____ Age:_____

Length of Call: _____ Number at Which Call is Received:_____

Time: _____ Date:_____/_____/_____

CALLER'S VOICE:

_____Calm
_____Angry
_____Excited
_____Slow
_____Rapid
_____Soft
_____Loud
_____Laughter
_____Crying
_____Normal
_____Distinct
_____Slurred
_____Nasal
_____Stutter
_____Lisp
_____Rasp
_____Deep
_____Ragged
_____Clearing throat
_____Deep breathing
_____Cracking voice
_____Disguised
_____Accent
_____Familiar

If voice is familiar, who did it sound like?

_____

_____

Background Sounds:

_____Street Noises
_____Crockery
_____Voices
_____PA System
_____Music
_____House Noises
_____Motor
_____Office Machinery
_____Factory Machinery
_____Animal Noises
_____Clear
_____Static
_____Local
_____Long Distance
_____Booth
_____Other:

_____

_____

Threatening Language:

_____Well-Spoken (educated)
_____Foul
_____Irrational
_____Incoherent
_____Taped
_____Message read by threat maker

Remarks:_____

_____

Date: _____/_____/_____

Name:_____

Position:_____ Phone Number: _____

Attachment 3

Chickasha Public Library
Package Control Report

This report form is to be completed by staff immediately after the occurrence.

Date of Occurrence: _____Time: _____am ____pm_____

Identification of person (if known):

Name:_____ Phone:_____

Address:_____

City:_____ State:_____ ZIP code: _____

Nature of package disallowed (explain fully): _____

_____

_____

Reason for disallowing package (if not obvious): _____

_____

_____

Your Signature_____ Date_____

Attachment 4

Chickasha Public Library
Disruptive Customer Report

This report form is to be completed by staff immediately after the occurrence.

Date of Occurrence:_____ Time:_____am/pm

Name of complainant: :_____ Phone:_____

Address:_____

City:_____ State:_____ ZIP code: _____

Witnesses:

Name: _____ Phone:_____

Address:_____

City:_____ State:_____ ZIP code: _____

Name: _____ Phone:_____

Address:_____

City:_____ State:_____ ZIP code: _____

Please describe completely the event and your actions. Please provide information on Who, Where, What, How and Why. Continue on second sheet if necessary.

_____

_____

_____

_____

Name of person completing this form (Please print): _____

Your Signature_____ Date_____