SAFETY PROCEDURES

LINScheid LIBRARY

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General Safety Guidelines

Action Steps:

1. Student assistants should notify their supervisor or another full-time library employee as quickly as possible.
2. Full-time employees should notify the designated individual (page 2) and the Dean as directed in the following procedures.
3. When full-time employees are not available, student assistants should attempt to complete as many of the appropriate action steps as they feel comfortable. However, students are not expected to confront patrons who are being physically and/or verbally inappropriate.
4. Don't hesitate to call Campus Police (580-559-5555 or x555) or 911.
5. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms).
Designated Individual List

Designated individuals are as follows:

1. Dean (559-5368)
2. Assistant Director (559-5564)
3. Librarian at Reference Desk (skip to #4 if librarian is on-call) (559-5371)
4. Assistant to the Dean (559-5375)
5. Public Services Librarian (559-5308)
6. Instructional Services Librarian (559-5370)
7. Media Services Librarian (559-5373)
8. Technical Services Librarian (559-5229)
9. Daytime Circulation Assistant (559-5636)
10. Evening/Weekend Circulation Assistant (559-5369)
11. Instructional Services Assistant (559-5372)
12. Outreach Assistant (559-5565)
13. Collection Services Assistant (559-5280)
14. Media Services Assistant (559-5588)
15. Technical Services Assistant (559-5374)

If no faculty or staff members are available, the Student Assistant at the Circulation Desk is the designated individual.
Intercom Usage Policy

All intercom use other than for standard closing announcements should be initiated by the designated individual. See the Designated Individual List (page 2) for the order of designated individuals. The intercom system should only be used in the following instances:

- Closing announcements
  - Standard daily closing announcements are made 20 minutes prior to closing, 10 minutes prior to closing, and at closing
  - Emergency closing
- Situations requiring evacuation to 2nd floor shelter
- Situations requiring evacuation of the entire library
- Situations requiring lockdown
- Other emergency situations as determined by the designated individual
Intercom Scripts

Closing Announcements

Twenty Minute Closing Announcements: The library will be closing in twenty minutes. At this time, please bring any materials that you would like to check-out to the Circulation Desk.

Ten Minute Closing Announcements: The library will be closing in ten minutes. At this time, please begin saving your documents and logging off the library computers.

Final Closing Announcement: The library is now closed. Please check at the Circulation Desk or on the front door for current hours.

Evacuation Announcements

Situations Requiring Evacuation to Second Floor Shelter: Due to _______, we ask that you seek shelter on the second floor of the building at the bottom of the main staircase. For your safety, we ask that you use the stairs rather than the elevators, if possible.

Situation Requiring Evacuation of Entire Library: Due to _______, we ask that you exit the building immediately through the _________ door(s). (Provide additional information as available/instructed.)

Lockdown Announcements

Repeat each announcement twice. Example: Campus 50 repeat Campus 50

Danger outside building: Campus 50

Danger inside building: Linscheid 50 code: unknown, 1 annex, 2, 2 annex, 3, 4, or all (Numbers indicate the floor/location of the danger.)

Danger inside building has been defused: Safe Linscheid code: unknown, 1 annex, 2, 2 annex, 3, 4, or all. (Numbers indicate the floor/location that has been secured.)

Danger outside building has been defused and we can resume normal activities: Safe campus
Medical Emergency Procedures

Medical emergencies are defined as injuries or illnesses that require treatment beyond basic first aid. Situations requiring basic first aid may be handled in-house, but never hesitate to call 911.

Action Steps:

1. Student assistants should notify their supervisor or another full-time library employee as quickly as possible.
2. Call 911 or instruct someone else to do so to report the situation. *Note that the school nurse does not respond to medical emergencies.*
   a. Be prepared to provide the 911 dispatcher with the following information:
      i. Your name
      ii. Phone number (they will call back if you get disconnected)
      iii. Location/Address (ECU Library and the floor)
      iv. Victim/Situation Information
      v. Estimated age and gender
      vi. What happened
      vii. What is currently happening (are they breathing, bleeding, etc.)
      viii. How long since the onset
   b. What medical attention has been provided
   c. Don’t hang up until the dispatcher tells you to do so.
3. Inform the designated individual (page 2) of the situation and let them know that 911 has been contacted.
4. Stay with the victim and tell them that 911 has been contacted.
5. DO NOT move the victim unless it is necessary for their safety. In cases of electrical shock, DO NOT make contact with the victim unless you are certain that the electrical source(s) has been disconnected or removed.
6. Protect the victim from unnecessary manipulation and disturbances.
7. Begin CPR and other first aid measures ONLY if you are currently trained and certified. If you start CPR, you must continue administering until victim is breathing on their own or advanced medical assistance arrives.
8. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet in the Linscheid Library Incident Log (K:\Library\Documentation\Forms).
   a. If the Dean was not serving as the designated individual, the Dean should also be notified at this time.
   b. Employment Services also needs to be notified.
Elevator Emergency Procedures

An elevator emergency is defined as a situation where at least one person is trapped in an elevator.

Action Steps:

1. Student assistants faced with elevator emergencies should notify their supervisor or another full-time library employee while another person stays near the trapped individual. Full-time employees should notify the designated individual (page 2).
2. The designated individual will call Physical Plant (580-559-5377 or x377) or Campus Police (580-559-5555 or x555) or delegate this responsibility.
3. Reassure the trapped person(s) that you are there to help them and remind them to stay calm.
4. Try to keep the trapped person engaged in conversation until assistance arrives.
5. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). If the Dean was not serving as the designated individual, the Dean should also be notified at this time.
Theft Procedures

Personal Property:
Although the library cannot be held responsible for lost or stolen property, we will cooperate with the appropriate authorities in the event of personal property theft.

1. Student assistants should notify their supervisor or another full-time library employee if they have witnessed, experienced, or been told about a theft in the library. Full-time employees should notify the designated individual (page 2).
2. The designated individual will call the Campus Police (580-559-5555 or x555) or delegate this responsibility.
3. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). If the Dean was not serving as the designated individual, the Dean should also be notified at this time.

Library Property:
Security Gates
When the security gates are activated, student assistants should follow these procedures:

1. Ask the patron, “Excuse me, do you have any library materials?”
2. If the patron says “no,” ask them to walk through the security gates again. If the patron says “yes,” make sure that the materials are properly checked out.
3. If the alarm is activated on the second walk-through, the student assistant should notify a supervisor or another full-time library employee.
4. The supervisor will then ask the patron follow-up questions to determine the source of the alarm. These may include asking if they are carrying books from the bookstore, electronics, or ILLs.
5. If the patron is uncooperative or theft is suspected, the supervisor may choose to call Campus Police (580-559-5555 or x555) and record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms).
Emergency Exit Doors
When the emergency exit door alarms are activated, student assistants should follow these procedures:

1. Point out the emergency exit sign to the patron and ask whether they had noticed it. Inform the patron that the designated library exits are on the 3rd floor across from the Circulation Desk and on the 1st floor annex.
2. Ask the patron whether they have any library materials.
3. If the patron says “no,” ask them to walk through the security gates at the front door or outside the Media Services Department. If the patron says “yes,” make sure that the materials are properly checked out.
4. If the security gate alarm is activated on walk-through, the student assistant should notify a supervisor.
5. The supervisor should follow 4-5 in the Security Gates section above.

Other Instances
If they suspect a theft, student assistants should notify their supervisor immediately.

With regard to library property that is not in its expected location when attempts are made to retrieve it, the librarian in charge of the property should initiate a search of the immediate area, seeking faculty and staff cooperation as necessary. After no more than three business days, the search should be considered unsuccessful. At this point, a police report may be filed with Campus Police. The librarian should make an entry which includes the police report number on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms).

In the case of cash theft, a police report should be filed immediately by a full-time library employee. The employee should then make an entry which includes the police report number on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms).
Flood Procedures

Possible flooding sources include plumbing failures and roof, ceiling, or window leaks.

Action Steps:

1. Student assistants should notify their supervisor or another full-time library employee. Full-time employees should notify the designated individual (page 2).
2. The designated individual will either call the Physical Plant (580-559-5377 or x377) or Campus Police (580-559-5555 or x555) or delegate this responsibility.
3. If possible, safeguard any library property that is in danger of being damaged.
   a. Cover library materials with plastic sheeting. The plastic sheeting can be found in the 3rd floor janitorial closet which is located to the right of the copiers.
   b. Relocate any easily-moved furniture to a dry area.
4. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). If the Dean was not serving as the designated individual, the Dean should also be notified at this time.
Utility Failure Procedures

Utility failures include instances in which electricity or gas is not available or cannot be utilized in a safe manner.

Action Steps:

1. Student assistants should notify their supervisor or another full-time library employee. Full-time employees should notify the designated individual (page 2). If the situation is immediately dangerous (i.e. live and exposed wiring or reported smell of gas), lead all individuals to a secure location before notifying the designated individual.

2. The designated individual will evaluate the severity of the situation to determine if the Physical Plant (580-559-5377 or x377), Campus Police (580-559-5555 or x55), or 911 needs to be called and whether or not individuals need to be relocated.
   a. Be prepared to provide the dispatcher with the following information:
      i. Your name
      ii. Phone number (they will call back if you get disconnected)
      iii. Location/Address (ECU Library and the floor)
      iv. What happened and what is currently happening, including information about any people who are injured or in imminent danger
      v. How long since the onset of the issue

3. Once the situation has been resolved, a full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). If the Dean was not serving as the designated individual, the Dean should also be notified at this time.

Notes:

- Remain calm.
- If a gas leak is suspected, limit sources of ignition, including turning on and off electronic devices.
- Don’t touch live wires.
- Emergency lighting will only last a limited amount of time.
- Flashlights and first aid items are available in the emergency kits (available at the Circulation Desk and in the Library Break Room in the Library Annex) if needed.
Inappropriate Verbal Behavior Procedures

Inappropriate verbal behavior includes comments that a reasonable person applying contemporary standards could construe as demeaning, harassing, threatening, or intimidating.

Examples:

- Referring to a patron or staff member using an insulting term, including racial slurs or sexuality-based put-downs
- Commenting on a library employee's physical attributes in a way that could be construed as insulting or harassing
- Making comments that could be perceived as threatening or intentionally and maliciously meant to intimidate, such as “you'll be sorry if you don't waive my fines.”

Action Steps:

1. Student assistants should notify their supervisor or another full-time library employee. Full-time employees should notify the designated individual (page 2) as necessary.
2. A full-time library employee should inform the patron that their comments are inappropriate in a university facility and ask them to stop. Student assistants are not expected to confront patrons.
3. If the patron persists in acting inappropriately, the full-time library employee should tell him/her that they have the option to leave the premises voluntarily or Campus Police will be called. At this time, the employee may choose to bring in a second employee for assistance. The patron should be informed when and if the police are called.
4. A full-time library employee should record the incident on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). Care should be taken to respect the privacy of the individuals involved. If the police were called and the designated individual and Dean were not previously notified, they should also be notified at this time.
Inappropriate Physical Behavior Procedures

Inappropriate physical behavior includes conduct that is intended to physically harm another individual; overt displays of sexuality; and actions that a reasonable person applying contemporary standards could construe as harassing, threatening, or intimidating.

Examples:
- Hitting, kicking, punching, or biting
- Any public display of affection beyond brief hugs or kisses
- Invasion of personal space with an intent to intimidate
- Sexually-suggestive gestures

Action Steps:
1. In situations involving hitting, kicking, punching, biting:
   a. The library faculty, staff, or student assistant should call 911 immediately.
   b. The patron should be informed that the police have been called.
   c. Student assistants should make their supervisor aware of the situation as soon as possible.
2. In situations involving any public display of affection beyond brief hugs or kisses, sexually-suggestive gestures, or invasion of personal space with an intent to intimidate:
   a. Student assistants should notify their supervisor or another full-time library employee. Full-time employees should notify the designated individual (page 2) as necessary.
   b. A full-time library employee should inform the patron that their actions are inappropriate in a university facility and ask them to stop. Student assistants are not expected to confront patrons.
   c. If the patron persists in acting inappropriately, the full-time library employee should tell him/her that they have the option to leave the premises voluntarily or Campus Police will be called. At this time, the employee may choose to bring in a second employee for assistance. The patron should be informed when and if the police are called.
3. A full-time library employee should record the inappropriate physical behavior on the appropriate Excel sheet of the Linscheid Library Incident Log (K:\Library\Documentation\Forms). If the designated individual and Dean were not previously notified, they should also be notified at this time. Care should be taken to respect the privacy of the individuals involved.