



STILLWATER COUNTY
LIBRARY

DISASTER PREPAREDNESS
PLAN

FEBRUARY 1, 2023

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LIBRARIES ARE ESSENTIAL DURING DISASTER/CRISES

America's libraries provide crucial services during a pandemic/disaster and in the recovery to come.

Community Leaders and Library Partnerships

Community leaders should:

- ✓ Partner with libraries to expand Internet access and support distance learning and/or working.
- ✓ Leveraging Library resources to assist impacted workers and businesses.
- ✓ Ensuring libraries have the resources needed to maintain services during and after the pandemic or disaster.

Libraries are essential partners in economic recovery, workforce, student success, and digital inclusion. Even when closed, libraries continue to deliver services.

Libraries keep their communities connected during crisis. Many Libraries provide free wireless internet in their parking lots and hotspots to use at home.

Libraries play crucial roles in economic recovery. Impacted businesses and workers rely on Library services to search and apply for jobs, develop business plans, navigate economic assistance, and learn new career skills.

Americans turn to libraries in times of need. Demand for Library services increases during economic downturns. Americans can depend on libraries' free educational, career, and business development resources to help recover—and libraries rely on stable funding to provide these services.

Libraries are foundational to a community's social infrastructure, open to all for free. Library staff remain closely connected to their communities and tailor resources, programs, and services to meet community needs.

IMMEDIATE EMERGENCY RESPONSE

- Assess your own safety and act accordingly.
- Elicit help from a co-worker or another person in the area.
- Act to protect lives, then physical property.

Emergency Contact List & Facilities: Locations of Emergency Systems

Fire extinguisher locations: 1 inside furnace room
1 inside non-fiction room by the garden door

Fire alarm locations (pull down): 1 by front door
1 by garden door
1 in hallway by furnace room door

Circuit breaker location: Furnace room.

Water shut-off location: Back left storage room blue shut-off valve above the hot water tank.

First Aid Kits: Staff office (next to locking file cabinet) and in the lunch/conference room on the North Wall.

AED Defibrillator: North wall (garden wall) of the lunch/conference room.

Emergency Shelter-in Kits: Back West storage room (the one on the left coming from circulation).

Master key for the Library entry doors: At the Sherriff's dispatch office 406-322-5326

In an emergency (including suspicious acting patrons), contact the Sheriff's Office at 406-322-5326 and the Director.

Staff Numbers:

Director: Jennifer Ball:	406-697-0273
Marketing/Admin Coordinator: Melissa Codner	308-390-0465
Library Clerk: Kayli Howard	253-686-7812
Library Clerk: Devin Matthews	501-691-5299
Youth Programs Coordinator: Pamela Aumueller	406-321-0860

Other Contacts:

Water shut-off (City of Columbus):	406-322-5313
Stillwater Billings Clinic:	406-322-1000
County Facilities Maintenance:	406-322-8061
Maid in Columbus (Mary Blankenship)	406-321-0397
360 Office Solutions:	406-259-0429
Copy Machine issues - Equipment # 12740	
Acct for office supplies: 11419	
Billings Gazette:	406-657-1298
Acct 102-00015953	
Name: Stillwater County Library	
AlSCO (Rug delivery):	406-252-6697
Customer #: 310024	
Cybrarian Tech Support: Bryan	631-724-5000
DIS Technologies (IT):	Helpdesk: 406-252-1872

MEDICAL EMERGENCIES

Medical Emergencies: Staff

If a staff member or volunteer is seriously ill or injured:

1. Remain calm.
2. Notify the person in charge as soon as possible.
3. Render the minimum first aid necessary and decide what additional treatment is required (Call 911 for serious illnesses/injuries).
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Limit your conversation to quiet reassurances.
6. After the person has been taken care of and the incident is over, remain available to provide pertinent information for a medical report or, if applicable, a Workers' Compensation report with Human Resources.

Medical Emergencies: Patron

When an employee or volunteer observes a patron who appears to be ill or injured:

1. Remain calm.
2. Notify the person in charge as soon as possible.
3. Render the minimum first aid necessary and decide what additional treatment is required (Call 911 for serious illnesses/injuries).
4. Do not attempt to move a person who has fallen and who appears to be in pain.
5. Limit your conversation to quiet reassurances.
6. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
7. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
8. After the person has been taken care of and the incident is over, remain available to provide pertinent information for a medical and/or police report.

Phone Threat, Mail Threat, or Suspicious Object

If you receive a **telephone threat**:

1. Remain calm.
2. Listen carefully. Be polite and show interest. Try to keep the caller talking so you can gather more information.
3. If possible, signal a colleague to inform the Director for you or call yourself as soon as the caller hangs up.
4. Promptly write down as many details as you can remember for a police report.
5. Call the Sheriff's Department (406)322-5328 should the situation deem it necessary.
6. If evacuation is ordered, go to the sidewalk in front of City Hall.

If you receive a **written threat** or a **suspicious package** or if you find a **suspicious object** anywhere on the premises:

1. Remain calm.
2. Keep anyone from handling it or going near it.
3. Notify the Director immediately.
4. If the Director is not available, call the Sheriff's Department (406)322-5328.
5. Promptly write down everything you can remember about receiving the letter or package, or finding the object for a police report.
6. If evacuation is ordered, go to the sidewalk in front of City Hall.

Fire

If a fire occurs in your area:

1. Remain calm.
2. Pull the fire alarm and assist patrons in exiting the building.
3. Call 911.
4. If the fire is small, attempt to put it out with a fire extinguisher. Do not jeopardize your personal safety.
 - a. **Fire extinguisher locations:**
 - i. 1 inside furnace room
 - ii. 1 inside non-fiction room by the garden door
 - b. **Fire alarm locations (pull down):**
 - i. 1 by front door
 - ii. 1 by garden door
 - iii. 1 in hallway by furnace room door
5. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).
6. As soon as possible, notify the Director of the location and extent of the fire.
7. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Go to the sidewalk in front of City Hall.
8. Do not break windows. Oxygen feeds a fire.
9. Before opening any door, touch near the top. If the door is hot or if smoke is visible, find an alternate exit.
10. Do not attempt to save possessions at the risk of personal injury.
11. Do not return to the area until cleared by emergency personnel.

Power Outage

If a power outage occurs:

1. Remain calm.
2. Emergency lights will automatically come on.
3. Each staff desk has an emergency flashlight with extra batteries.
4. The Fire Control System will make a high-pitch whining sound while the power is off, but nothing needs to be done with it.
5. Because of the battery back-up units, the computers will stay on, but there will be no Internet service.
6. Escort patrons out of the library.
7. Place the “Electricity is out” sign (found in the circ desk file drawer) on the front door.
8. If needed, check the device safe to see if hotspots are available for staff to connect to.
9. If possible, with a phone or iPad, see if the outage has been reported to Northwestern Energy. Reported outages will have an estimated repair time. Report the outage if it is not listed.
<https://northwesternenergy.com/outages/outage-map>
10. In the case of absence, notify the Director to determine a plan of action if the repair time is lengthy.

Flooding and Water Damage

If a water leak or flooding occurs:

1. Remain calm.
2. Shut the water off via the blue shut-off valve located above the hot water tank.
3. If water is still flowing, call the city for water shut-off 406-322-5313.
4. Notify building maintenance (406-322-8061) and the person in charge. Give the exact location and severity of the leak. Indicate whether any part of the collections is involved or is threatened.
5. Do not walk in standing water which may have contact with wiring and may be electrified.
6. If you know the source of the water and are confident of your ability to stop it (unclog the drain, turn off the water, etc.), do so cautiously.
7. Escort patrons out of the Library if flooding is not contained.
8. If flooding is significant, place signs (located in the circulation desk) on the front door.
9. Be prepared to assist if requested in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage. Do not remove already wet books from shelves.

Disaster Recovery

Many disasters result in water-damage; mold can develop within two or three days. A disaster restoration service should be employed for remediation.

Document the Damage

How much damage has occurred? What kind of damage is it?

The Heritage Emergency National Task Force-HENTF- (www.heritageemergency.org), a coalition of 41 national organizations and federal agencies, states that even if books and other materials are completely soaked, they can probably still be saved if they are not contaminated with sewage or chemicals.

- Is the damage confined to one area or is the entire building damaged?
- How much of the office has been affected?
- What types of materials have been damaged?
- Are the damaged items easily replaced or are they irreplaceable?
- Document the damage by a written description and by photographs.

It will be necessary to note title pages or other available identifying matter in order to search for availability, replacement or withdrawal (including removal from the Montana Shared Catalog or OCLC in the case of cataloged items) of damaged materials.

State of Emergency Procedures:

Criteria for closing the Library:

- ✓ A State of Emergency called by the Commissioners, Governor, or Government
- ✓ An unpredicted threat by persons in or outside of the Library facility
- ✓ A natural weather occurrence: winter storm, tornado, hurricane force wind, etc..
- ✓ Unless it's an emergency situation, Library Board approval must be obtained prior to the closure.

Employee policies for sick leave and payroll:

- ✓ In the event of closure requiring Library employees to be sent home, those employees shall be compensated for their regularly scheduled hours, as the budget allows.
- ✓ Closure of the facility for a length of time requires that newspaper, janitorial, and rug delivery services be cancelled until reopening.

Response Levels for Pandemic/Disaster Crises

Stage One:

Regular Library Services continue with additional health & safety steps implemented.

- Board of Trustees, staff, and Director are made aware of the situation, are on alert, and participate in preparation & prevention measures as directed.
- Public is informed about the risks and preventative measures being taken via web, social media, newspaper, and window signage.
- Director begins preparations for Stage Two and keeps all informed.

Stage Two:

Library Services shift to Circulation only to limit public assembly.

- Library facilities are open under limited use. The doors may be locked and patrons will be required to make an appointment to enter.
- In-person programs, meetings, or prolonged use of any kind will be discontinued until further notice.
- Public computer use will be available for essential life needs in 30-minute increments. Patrons will be able to call in to reserve a time for computer use. No gaming at this time.
- The Library becomes holds pick up, checkout & return, and quick-browsing only.
- Public is informed about limited access and measures being taken via web, social media, newspaper, and window signage.
- Director begins preparations for Stage Three and keeps all informed.

Stage Three:

- Library facilities are closed to the public.
- The number of staff may be reduced.
- Patrons may use the online catalog to place holds on items.
- Patrons may call or email the Library to request items.
- Patron items will be able to download items through Overdrive/Libby.
- Patrons may call or email the Library for curbside service.
- Item checkout length may be extended.

Stage Four:

- All Library Facilities are Closed to the public on the recommendation of the **Department of Health** or as directed by the **Library Board of Trustees**.
- The public is informed about Library facility closures, available services, and measures being taken via the Internet, social media, newspaper, and window signage.
- Director begins preparations for returning to Lower Stages as the situation changes and keeps all informed.

Employee Procedure During a Pandemic

Daily Cleaning:

1. Computers must be wiped with antiseptic cloth when patrons are finished using the space.
2. Flat surfaces must be sprayed or wiped with antiseptic when patrons are finished using the space.
3. Door handles must be sprayed or wiped with antiseptic every 30 minutes when in use.
4. Restroom services (toilet seat, toilet back, sink, faucets, paper towel dispenser) must be sprayed or wiped with antiseptic every 30 minutes when in use.
5. Must wipe shared work stations between employee shifts.

Returned Items:

1. Gloves and masks are available for employees.
2. Place book drop items into crates, attach a date returned note on the crate, and set them in the quarantine area for 72 hours.
3. All Partners crates will be marked with a date returned note and be placed immediately into quarantine for 72 hours.
4. After 72 hours items may be checked in and returned to shelves.

Furniture During Pandemic:

1. Seating will be such that a 6-foot space can be maintained by all persons. Extra chairs will be stored in an out of the way space.
2. The children's area will be clear of toys and activities.

Critical Facility Needs:

1. During the closure of the building, the Library will be checked twice weekly during warm weather and once a day during freezing weather.
2. Toilets need to be flushed twice a week to maintain seals.
3. Faucets need to be run for five minutes twice a week to maintain seals.
4. Upon the return of staff, all facility services will be wiped down with antiseptics should a pandemic virus be the reason for closing.
5. The book drop will be cleared when the facility is checked with items being crated and dated.

Communication:

1. Should the facility need to be closed, the Director will use the Library laptop while working from home to update the Board as needed.
2. The Director will update social media, media, and others as information is available.

Accommodating the needs of Patrons during a Shutdown:

1. WIFI will be left on 24/7 with the network and password visible from outside the building.
2. If staff is in the building, patrons needing copies or faxes will wait outside of the facility while the process is completed. Copies and faxes will not be charged for during a shutdown to eliminate the transfer of germs.

Reopening the Library

Stage 1: Library closed to allow staff to organize.

- ✓ Check in quarantined items after 72 hours
- ✓ Reshelve items
- ✓ Catalog new items
- ✓ Catch up on emails and paperwork
- ✓ Curbside delivery begins __ (Date) _____ until further notice

Stage 2: Limited Opening

- ✓ Only ten (10) Patrons in the Library at any time.
- ✓ Patrons may only be in the Library for 30 minutes.
- ✓ Adult computers open for a limit of 30 minutes.
- ✓ Days/times will be dedicated for senior citizens and those with compromised immune systems.
- ✓ Patrons may checkout books.
- ✓ No youth computers at this time.
- ✓ Continue to quarantine returned items for 72 hours.

Stage 3: Regular Service

Should the cases of illness climb, the stages will be reversed in order to keep our patrons and staff safe.

Facemasks are available and highly recommended.

Sanitizer is available and is highly recommended.

Shelter-In-Place Plan

Introduction

Depending on the circumstances and nature of an emergency, the first important decision is whether to stay on the premises or leave within 3 minutes. Sheltering in place is a defensive action that building occupants can take to protect themselves against hazards outdoors, and for which there is a warning.

Location(s)

The primary pre-determined rooms of areas which have been identified for use as shelter-in-place for this facility are **Women's Restroom, Men's Restroom, and, if necessary, Furnace Room.**

In the event that a shelter-in-place is advised for this area, all occupants will be notified to proceed to the shelter area (Restrooms) and the building doors will be locked. After the building is closed, no one will be allowed to break the seal on the building until the 'all clear' is given.

Procedure

Communication: Director or Substitute

- ✓ Take emergency kit(s), cell phone and/or laptop to check updates.
- ✓ Announce to occupants that shelter-in-place has been advised--you cannot force people to shelter.
- ✓ Create a list of all people sheltering.

Control of Air

- ✓ Dependent on the nature of the disaster, turn off all air handling equipment: HVAC shut down depending on the nature of the disaster.
- ✓ Close and lock all doors and windows.
- ✓ Pull blinds on windows.
- ✓ The person in charge should place signs (located in the circulation desk) on exterior and shelter area doors stating the facility and shelter area are closed and are in a shelter-in-place mode.

Shelter Room

- ✓ Account for all individuals
- ✓ Monitor network for further information and instructions

Emergency Shelter Kits

Located in the Southeast back storage room with food for distribution.

Active Shooter Procedure

RUN

Evacuate using one of the three exit doors or, if needed, windows at the front of the building, including the one in the Director's office.

- Leave your belongings behind.
- Keep your hands visible while exiting the building.

IF EVACUATION IS NOT POSSIBLE:

HIDE

- Locate a safe area (out of shooter's view)
- Lock door and block/barricade entry
- Silence phones, remain quiet
- Evacuate if opportunity arises

AS A LAST RESORT AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER:

FIGHT

- Attempt to incapacitate shooter
- Act aggressively
- Throw items at the shooter

HOW YOU SHOULD REACT WHEN LAW ENFORCEMENT ARRIVES:

- Remain calm, and follow officers' instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as attempting to hold on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

INFORMATION TO PROVIDE TO LAW ENFORCEMENT OR 911 OPERATOR:

Location of the victims and the active shooter

Number of shooters, if more than one

Physical description of shooter(s)

Number and type of weapons held by the shooter(s)

Number of potential victims at the location

Evac Plan

