



# BONDURANT COMMUNITY LIBRARY

## EMERGENCY MANAGEMENT GUIDE

Staff to be called in the event of a disaster:

| Position                 | Name                 | Home phone | Cell          |
|--------------------------|----------------------|------------|---------------|
| Director                 | Jill Sanders         | None       | 563-880-8611  |
| Assistant Director       | Michell Klinker-Feld |            | 515-314-0846  |
| Library Board President- | Pat Kaura            |            | 515-201-8361  |
| City Administrator       | Marketa Oliver       | N/A        | 515- 332-6597 |

### Emergency Response Team

Library Director  
Assistant Director  
Library Board of Trustees Chair  
Library Board of Trustees

### Library Staff

|                        |                                       |              |
|------------------------|---------------------------------------|--------------|
| Jill Sanders, Director | 405 11 <sup>th</sup> St SE, Bondurant | 563-880-8611 |
| Michell Klinker-Feld   | 1058 Beardsley Street, Monroe         | 515-314-0846 |
| Margaret Christian     | 3905 Bayberry Ct, Urbandale           | 515-664-7881 |
| Megan Schincke         |                                       | 515-257-3061 |

### Library Board of Trustees

|                |                |              |
|----------------|----------------|--------------|
| Pat Kaura      | President      | 515-201-8361 |
| Josh Bryant    | Vice-President | 515-205-2354 |
| Julie Bergeson | Secretary      | 515-205-3404 |
| Craig Campbell |                | 515-419-1480 |

Sue Ugulini  
Craig Kinrade  
Jen Keeler

515-210-1556  
515-729-2783  
515-745-4412

## **Responsibilities of the Emergency Response Team**

The Library Director's responsibilities include coordinating the work of the disaster response team, working with city officials on the recovery effort, and meeting with the media. The Library Director will set up an emergency operations center. The Library Director will assist the Assistant Director in the assigned tasks, including but not limited to, negotiate with vendors, recovery contractors, and work with city officials on worker's compensation, safety issues and documentation of loss estimates. The Library Director is designated as the facility's emergency coordinator. The Library Board of Trustees President will assume the duties of the emergency coordinator in the absence of the Library Director. In the event of an emergency the Library Director has the authority to direct all reasonable and prudent actions necessary to protect employee and patron safety, health and preventing or reducing any resulting injury or harm. Upon arrival of the emergency responders the emergency coordinator shall relinquish command and control authority to the ranking officer on the first arriving unit. The Library Director will request from the city administration support through the County Emergency Management Coordinator, and will collect initial report information to provide to the County Emergency Management Coordinator. In addition, the Library Director will contract with mental health professionals to serve as a resource during crisis situations. The Library Director will oversee the evacuation and recovery of the library's technology inventory; including computers, printers, telephones, copiers, faxes, and other peripherals. The Library Director will communicate with book jobbers and materials vendors to postpone, redirect, or stop materials deliveries, and will manage the website during the recovery period. The Library Director will document every aspect of the disaster.

The Library Director will, with the assistance of the city's Public Works Director, implement basic emergency procedures and secure the building by covering doors

and windows when necessary. The Director will assist local law enforcement in keeping unauthorized visitors out, supervise building volunteers in the cleanup of buildings, grounds and fixed plant equipment. The Library Director will be prepared to contract utility services and arrange for the maintenance or disconnect of gas, electrical, and water supplies. The emergency response team will protect the library's assets and the existing facility.

The Assistant Library Director will assist the Library Director with the evacuation, relocation, recovery of the library's collections, and mobilize volunteers to work as recovery teams at the site of the emergency. They will be authorized to generate work schedules, purchase emergency equipment and supplies. The Library Director and Assistant Library Director will seek out volunteers and community organizations, maintain a detailed log of the emergency and recovery effort with input from other members of the disaster response team.

The President of the Library Board of Trustees will act as the public information officer. News releases and other public information should be cleared through the President of the Library Board of Trustees or in his/her absence, the Vice-President of the Library Board of Trustees.

### **Off-Site Services to be called in the Event of a Disaster**

| <b>Service</b>              | <b>Contact</b>               | <b>Phone</b> |
|-----------------------------|------------------------------|--------------|
| Airport                     | Des Moines International     | 515-256-5100 |
|                             | Ankeny Regional              | 515-965-1020 |
| Ambulance                   | City of Bondurant            | 911          |
| Architect-Denny Sharp       | FEH Architect                | 515-288-2000 |
| Carpet Cleaning             | Sunny's Specialized Services | 515-321-4505 |
| Centers for Disease Control | Atlanta, GA                  | 800-232-4636 |
| Circulation Software        | Biblionix-Apollo-Clark       | 877-800-5625 |
| City Hall                   |                              | 515-967-2418 |
| Computers                   | Kadeth, Inc                  | 641-842-2840 |
| Des Moines Water Works      |                              | 515-283-8700 |
| Doors                       | Automatic Door Group         | 515-264-0782 |
| Electrician                 | Stewart Electric             | 515-967-8877 |

|                              |                                  |              |
|------------------------------|----------------------------------|--------------|
| Exterminator                 | Diam Pest Control                | 515-244-3533 |
| FBI                          | West Des Moines                  | 515-223-4278 |
| Fire Department              | City of Bondurant                | 911          |
|                              | Non-Emergency-Chief cell         | 515-971-1282 |
| Fire Alarm Monitoring System | Johnson Controls                 | 515-559-0500 |
|                              |                                  | 888-746-7539 |
| Glass                        | Elite Glass                      | 515-284-0141 |
| Hospitals                    | Iowa Methodist                   | 515-241-6212 |
|                              | Iowa Lutheran                    | 515-263-5612 |
|                              | Blank Children's Hospital        | 515-241-5437 |
|                              | Mercy Medical Center             | 515-247-3121 |
| Insurance Carrier            | Iowa Communities Assurance Pool  |              |
|                              | 5701 Greendale RD                | 515-727-1597 |
| www.icaptiowa.com            | Johnston, Iowa                   | 800-689-1918 |
| IA Homeland Security         | Johnston                         | 515-725-3231 |
| IA Secretary of State        |                                  | 515-281-5204 |
| Janitorial Service           | Stratus Building Solutions       | 515-222-3128 |
| Legal Advisor                | City of Bondurant                |              |
|                              | David Brick                      | 515-274-1450 |
| Locksmith                    | Doors, Inc.                      | 515-288-8951 |
| Mental Health Professionals  | Mercy Behavioral Health Services |              |
|                              |                                  | 515-271-6111 |
| National Response Center     | Toxic/Chemical Spills            | 800-424-8802 |
| News media                   | KCCI                             | 515-247-8888 |
|                              | KCCI Closings to report          | 515-247-8808 |
|                              | WHOTV13                          | 515-242-3500 |
|                              | WHO Radio                        | 515-245-8900 |
|                              | Altoona Herald                   | 515-699-7000 |
|                              | Des Moines Register              | 515-395-8000 |
| Phone System                 | Media Com                        | 877-550-3282 |
| Plumbing/Mechanical          | ??????.                          | 515-964-1810 |
| Poison Control Center        |                                  | 800-222-1222 |
| Police                       | Polk County Sheriff              | 911          |
|                              | Non-emergency                    | 515-286-3333 |
| Polk Co. Admin Building      | Des Moines                       | 515-286-3000 |

|   |                         |              |
|---|-------------------------|--------------|
| Polk County Emergency Management Services |                         | 515-286-2107 |
| Roofer                                    | Central States Roofing  | 515-246-8421 |
| Security System                           | Convergent Tech         | 877-990-9430 |
| Telecommunication                         | MediaCom                | 877-550-3282 |
| Utilities                                 | MidAmerican             |              |
|   | Non-Emergency           | 888-427-5632 |
|   | Gas Leaks               | 800-595-5325 |
|   | Power Outage/Wires Down | 800-799-4443 |
| Ziegler Cat                               | Generator Rental        | 515-957-3838 |

## **Resources**

Collection Recovery    Nancy Kraft-University of Iowa-Preservation Librarian  
319-335-5276

## **Building Maintenance Readiness Checklist**

- Operable flashlights on hand.
- Weather radio operable and in a place familiar to all staff.
- Staff will be familiar with location and operation of fire extinguishers.
- Staff will be familiar with the location of gas and electric cutoff switches.
- Well-stocked first aid kits located in staff work area.

## **Managers' Readiness Checklist**

- Emergency telephone numbers posted near every telephone.
- Inside and outside keys accounted for at all times.
- Current department staff list kept at home of Library Director and Assistant Library Director.
- Copy of this plan kept at home of Library Director and Assistant Library Director, in a readily accessible place.
- Plan incorporated into the orientation of all new staff.
- Plan reviewed at least once a year with staff at a departmental meeting.
- Computer files backed up and backups stored in a different location.
- Spare set of batteries for each battery operated device.

## **Current Emergency Inventory**

The Bondurant Community Library holds the following equipment for emergency use in an emergency backpack located in staff work area:

1. Two flashlights.
2. One portable radio.
3. One weather radio.
4. One first aid kit.
5. Three fire extinguishers.
6. Battery operated emergency lighting located in ceiling tiles at various locations throughout the library.

## **Emergency Call List**

The emergency call list will be filled out and posted by all telephones in the library for easy reference. See diagram 1.

## **Staff Training**

Library Staff will be trained in CPR and basic First Aid on a bi-annual basis.

## **Collection Evacuation Priorities**

Items that must be saved first, in order of priority, are:

- Genealogy Section of the Library

## **Documentation**

Every aspect of the disaster needs to be documented for:

Insurance/FEMA Reimbursement

Evaluation (to better handle the next emergency)

Historical reasons

Document a minimum of the following:

- Each employee's work schedule.
- Hours worked related to the disaster.

- Items lost or damaged.
- Volunteer, names, donations, hours worked, and work performed.
- Every item or piece of equipment purchased during the disaster.
  - Note whether replacement is for item lost in disaster or new purchase for disaster recovery efforts.
  - List vendor, date of purchase, and time of day.

## Emergency Procedures

### Instructions for Making 911 Calls

#### **Be prepared to provide the following information:**

1. Location of the emergency, including facility name and address.
2. Caller's name.
3. Phone number from which the call is being made from. Cell or library number.
4. Type of Emergency:
  - Fire
  - Medical
  - Rescue
  - Criminal Act
  - Hazardous Materials
5. Extent of emergency:
  - How many people are injured/type and extent of injuries.
  - Fire in/out of control.
6. Any other important information.

Do not hang up first. Let the person you called hang up first.

After making the call:

1. Station someone to flag emergency response vehicles and direct responders to the scene of the emergency.
2. Be prepared to provide additional information.
  - Facility floor plans.
  - Location of the emergency.

### Evacuation Plan

Patrons will be alerted to the need to evacuate by the Library Director or staff on duty. Library staff will monitor and safely secure vital operations before they evacuate. When alerted to the need to evacuate, staff/patrons will exit by the designated emergency escape way and gather across the street in front of City Hall. At the designated gathering point the staff on duty will assess if there is need of EMS services and communicate with emergency personnel as to the scope of the emergency.

## **Emergency Closing**

Emergencies or catastrophes, including, but not limited to, extreme weather, utility failure, demonstration, bomb threat, fire, explosion, or terrorism may require closing the library.

The primary consideration in any emergency or catastrophe is the safety of all persons in the building and on the property. The library will cooperate fully with public safety departments and emergency service providers. Immediate closure in the event of the emergency will be determined by the Library Director and/or senior library staff on duty.

The Library Director or, in his/her absence, the President of the Library Board of Trustees will determine when to close the library in the long term during an emergency or catastrophe and be the library spokesperson.

## **Active Shooter**

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.



Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in the library.
- If you are in an office, stay there and secure the door if possible.
- If you are in a hallway, get into a room and secure the door if possible.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.
- If possible use a fire extinguisher to the shooter's face to try and incapacitate him/her.

How to respond when an active shooter is in your vicinity:

- Evacuate—Have an escape plan in mind. Evacuate regardless of whether others agree to follow. Leave your belongings. Help others if possible. Keep your hands visible. Follow the instruction of any police officer. Do not attempt to move wounded people. Call 911 when you are safe.
- Hide out—If evacuation is not possible. Find a place to hide out of the shooter's view that does not trap you or restrict your options for movement, and that would provide protection if shots are fired in your direction. Prevent the shooter from entering your hiding place by locking the door and blocking it with heavy furniture. Silence your phone. Turn off any radios or TV's. Hide behind large furniture. Remain quiet and calm. Call 911; if you cannot talk, just remain on the line for the dispatcher to listen.
- Take action—only as a last resort. Act aggressively as possible. Throw items at the shooter and improvise weapons. Yell. If possible set off fire extinguisher in shooter's face.

How to respond when law enforcement arrives:

- Remain calm and follow officers' instructions.
- Put down anything in your hands.
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.

- Avoid making quick movements
- Avoid pointing, screaming or yelling.
- Do not stop and ask officers for help, just proceed in the direction from which the officers are entering the premises.
- Let the law enforcement officer know the location of the shooter, number of shooters, physical description of shooters, number and type of weapons, and number of potential victims at the location.

## **Bomb Threat**

The staff receiving a bomb threat should ask:

- Time and date the bomb is set to explode.
- Size of bomb and physical description.
- Location (specific area) and why it was put there.
- Whether there is more than one bomb.
- Who is calling?

Note any characteristics of the caller, and record for police and library administration:

- Date and time of call.
- Exact words spoken.
- Voice and accent.
- Gender.
- Approximate age (young or old).
- Background noise (music, cars, trains, people, etc.).

Do not hang up. Call the police (911) on another line so that the call can be traced. Evacuate the building. Call the Library Director, if the Library Director is not on site.

If a suspicious object is discovered:

- DON'T TOUCH ANYTHING.
- Evacuate the building to at least 500 feet.
- Make sure staff and patrons leave the building.

- Gather staff and patrons in front of city hall for a head count.
- Notify people in the area not to use cell phones or radios since they may accidentally activate the bomb.

If a suspicious package is received by mail:

- Do not handle the package or envelope.
- Leave the immediate area.
- Call 911.
- Secure the area to prevent re-entry.
- Follow emergency evacuation plan.

If a bomb explodes:

- Evacuate and assist any injured to escape.
- Provide first aid to injured (observe universal precautions).
- Call 911.

## **Difficult Patrons**

Library staff are frequently confronted with annoying or threatening behavior from visitors to the library. In these cases, common sense and best judgment come into play when determining how to respond. All employees are responsible for knowing the rules in the Code of Conduct Policy. After each incident, complete an Incident Report and submit it to the Library Director within twenty-four hours of the incident.

When confronted with difficult behavior, use your best judgment to assess the threat to your personal safety and then assign the problem to one of the following three levels of response:

- Level 1: Yourself and any available coworkers.
- Level 2: The Library Director
- Level 3: Police dispatch (911) Polk County Sheriff's Office 515-286-3333.

Listed below are some examples of bad behavior with suggested response levels.

- Inebriated customer who is sleeping in the library (Level 2).

- Rowdy teenagers who are making too much noise – first offense (Level 1), Second offense (Level 2), Third offense (Level 3).
- Inebriated customer who is unsteady on their feet and bothering other patrons (Level 2).
- Angry mother who is shouting at her child (Level 2, and possibly Level 3).
- Angry man who is shouting at you and making threatening statements (Level 3).
- Exhibitionist/flasher (Level 3).

## **Earthquake**

In the event of an earthquake:

- Crouch under desk or table.
- Lie flat on floor and cover head and neck with your arms if you cannot reach shelter.

Avoid any of the following:

- Masonry walls or large glass areas susceptible to collapse.
- Running from the building where you may be struck by collapsing walls, broken glass, overhead power lines or falling debris.

After the danger has passed:

- Assess situation and count heads to account for all staff and patrons.
- Evacuate if building may collapse or if gas lines are broken.
- Provide first aid to injured (observe universal procedures) and get medical assistance.

## **Fire**

Upon the discovery of a fire, proceed according to the following plan:

- Sound the alarm verbally and if the fire is in its early stages, such as in a trash can or a small pile of paper, and use the nearest extinguisher. (Maintain a clear path of escape).

- If electrical, disconnect from power source. Extinguish with a suitable fire extinguisher (Maintain a clear path of escape).
- Evacuate the building to an area of 500 feet. Before leaving, close the door to the burning area to confine the fire and minimize the spread of smoke, if at all possible. Make sure staff and patrons leave the building. Gather staff and patrons in front of City Hall for a head count.
- Call 911 after leaving the building, to confirm that the Fire Department has been notified.
- Do not return to the building for any reason until approval is given by the Fire Department.
- Provide first aid to injured (Observe universal precautions).

## **Life-Threatening Medical Emergency**

Do the following in the event of a life-threatening medical emergency:

- Call 911.

Provide life-saving first aid/CPR (observe universal precautions).

## **National Emergency**

The Civil Defense siren will sound. The attention and alert signal is a five-minute steady blast. The attack-warning signal is a five-minute wavering tone.

Move library staff and patrons to a windowless area, preferably men's/women's restroom. Take the emergency back pack located in staff work area with you to the shelter. Local radio and television stations will broadcast emergency information.

## **Non-Life Threatening Injury/Illness**

Do the following in the event of a non-life threatening injury or illness:

- Get assistance if required.
- Provide first aid and comfort (observe universal procedures).

## **School Emergency**

In the event of an emergency at the Bondurant-Farrar School District. The Bondurant Community Library will act as an evacuation site. Library staff will assist school personnel in whatever capacity that is deemed necessary.

## **Snow Emergency**

In order to provide the best service, the Library is open for scheduled service whenever possible. The Library is, however, concerned about the safety of its employees and patrons. During extreme weather situations, the Library Director or the Assistant Library Director may close the Bondurant Community Library. The news media will be notified of the closing to be announced.

## **Tornado**

A tornado WATCH is declared when conditions are favorable for tornadoes but none have been sighted.

A tornado WARNING is declared when a tornado has been sighted in the area. The city's tornado sirens will be activated. A steady siren blast indicates Civil Defense Warning and Tornado Warning.

When the siren sounds, tell staff and patrons what the siren means. Insist that they join you in the designated tornado shelter area for your building. Take emergency backpack with you. The designated shelter area for the Bondurant Community Library is the bathrooms. Do not leave shelter until the danger has passed. Assess the situation and count heads to account for all staff/patrons. Provide first aid to injured (observe universal precautions) and summon emergency assistance if required.

## **Utility Emergency**

In the event of a gas line break:

- Evacuate the library of all staff and patrons.
- Don't use any electrical switches or telephones in the building.

- Call 911 from a phone outside of the library building.
- Call the Library Director from a phone outside of the Library building, if the Library Director is not on site.
- DO NOT ATTEMPT TO SHUT OFF GAS AT THE SHUT OFF.

## **Violence**

Listed below are guidelines for library staff when threatened with violence on the job or witnessing a criminal act:

- CALL 911.
- REMAIN CALM, Do not make any quick or sudden moves.
- If the situation involves a weapon, instruct staff and patrons to get down on the floor.
- Speak calmly to the intruder and try to distract him/her.
- Maintain eye contact but stay out of reach.
- Take prudent actions to protect yourself and others. If there is a chance to evacuate, lead people quietly to the nearest exit.
- Alert other staff in area of danger if at all possible.
- Provide first aid to injured (observe universal precautions) and summon emergency assistance if required.

## **Water Emergency**

Stop the flow of water by turning off the building's water supply, by plugging the leak, or by catching the water in any available containers. If water can't be stopped immediately, cover any affected materials with plastic sheeting or remove them from the area. Water turn offs are located at bottom of the sink in each bathroom. Main water turnoffs are indicated on the library floor plan. Contact the Library Director.

## **Floor Plan**

All staff should be familiar with the floor plan of the library on the following page and should know the location of all shutoffs, breakers, fire extinguishers, and exits. Mark in red the location of the evacuation priorities in the collection.

Approved by the Bondurant Community Library Board of Trustees: 1/6/2016,  
Revised: 1/2018, 4/2021



## UNIVERSAL PRECAUTIONS

1. **Barrier Protection** should be used at all times to prevent skin and mucous membrane contamination with blood, body fluids containing visible blood, or other body fluids (cerebrospinal, synovial, pleural, peritoneal, pericardial, and amniotic fluids, semen and vaginal secretions).

Barrier protection should be used with ALL tissues.

The type of barrier protection used should be appropriate for the type of procedures being performed and the type of exposure anticipated. Examples of barrier protection include disposable lab coats, gloves, and eye and face protection.

2. **Gloves** are to be worn when there is potential for hand or skin contact with blood, other potentially infectious material, or items and surfaces contaminated with these materials.
3. Wear **face protection** (face shield) during procedures that are likely to generate droplets of blood or body fluid to prevent exposure to mucous membranes of the mouth, nose and eyes.
4. Wear **protective body clothing** (disposable laboratory coats (Tyvek)) when there is a potential for splashing of blood or body fluids.
5. **Wash hands or other skin surfaces** thoroughly and immediately if contaminated with blood, body fluids containing visible blood, or other body fluids to which universal precautions apply.
6. **Wash hands immediately** after gloves are removed.
7. **Avoid accidental injuries** that can be caused by needles, scalpel blades, laboratory instruments, etc. when performing procedures, cleaning instruments, handling sharp instruments, and disposing of used needles, pipettes, etc.
8. Used needles, disposable syringes, scalpel blades, pipettes, and other **sharp items are to be placed in puncture resistant containers** marked with a biohazard symbol for disposal.