

AD: SEC - Security Planning and Disaster Recovery

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POLICY:

In order to ensure the safety of Library Members and Staff, the Lac La Biche County Library Board has established the following Security Planning & Disaster Recovery Policy. The Library Director shall ensure that sufficient resources and plans exist to deal with emergency situations. At minimum, these resources and plans shall include:

- Two first aid certified employees on staff
- Communication with other agencies for assistance
- A current emergency contact list posted near the circulation desk
- One first aid kit equipped with the required supplies

1. Building Evacuation

The building should be evacuated whenever remaining in the building becomes dangerous or upon the request of government authorities.

- Remain calm and leave the building as quickly as possible.
- When evacuating persons with disabilities, ask how you can help before giving assistance. Ask how he/she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.
- Get the attention of a person with a hearing disability by touch or eye contact. Clearly state the problem. Gesture and pointing are helpful but be prepared to write a brief statement if the person does not seem to understand.
- Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.
- Take with you: your car keys, purse, briefcase, etc. if taking them does not delay an orderly evacuation. Do not attempt to take large or heavy objects.
- Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
- Proceed as quickly as possible, but in an orderly manner. Do not push or shove. Hold handrails when you are walking on stairs.
- Once out of the building, move away from the structure to a designated muster point.
- Assign one present staff member to ensure that all staff and library members have left the premises.



2. Fire

At the first indication of smoke or flame, investigate the situation to determine the location and extent of the fire.

- Do not panic, but do not under-estimate the potential danger to Library Members or staff.
- If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. Fire extinguishers are mounted on the wall at the following locations:
- Never allow the fire to come between you and the exit.
- Call 911.
- The smoke detectors may set off the fire alarm. Otherwise pull the fire alarm to notify staff and Library Members to evacuate the building. When possible, a staff member should be at each exit to guide Library Members.
- When the evacuation/fire alarm system sounds, or when told verbally, all employees and library members must evacuate the building by the nearest and safest route and report to the designed muster point.
- Do not break a window as the fire needs oxygen to feed.
- Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible do not open the door.
- Do not enter a smoke-filled area. If an area has filled with smoke, all persons must exit via an alternate exit.
- Do not attempt to save possessions at the risk of personal injury. Employees, when close to their workstation during the evacuation, should take their coats and briefcases (if it is safe to do so).
- When evacuating the building the Library Director or their designate will check the restrooms and other rooms to ensure that everyone has left. Doors and windows will be closed if it can be done safely.
- Evacuate to the front parking lot away from the building at the muster point and wait for the Fire Department.
- Do not re-enter the building until the Fire Department, Emergency responders or the On-Site Controller says that it is safe to return.
- Call the Library Director if he/she is not on the premises.



3. Explosion

- Remain calm and be prepared for possible further explosion.
- Crawl under a table or desk and stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- If evacuation is ordered, go to a designated area.
- Do not move seriously injured persons unless they are in obvious, immediate danger.
- Open doors carefully and watch for falling objects.
- Do not use elevators, matches, lighters or telephones.
- Do not spread rumors

4. Health Emergency

Two staff members will hold valid Emergency First certificates but should exercise caution when administering First Aid. No medication, including aspirin, should ever be dispensed to the public.

- Call 911 in the event of a serious problem.
- First Aid supplies are located in the kit near the circulation desk.
- Call the parent/guardian if it is a minor.
- Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
- After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for a medical report.
- Call the Library Director if he/she is not on the premises.
- Fill out an accident report.

5. Medical Staff Emergency

- Call 911 in the event of a serious problem.
- First Aid supplies are located in the kit near the circulation desk.
- Call the Library Director if he/she is not on the premises.
- Call the parent/guardian if it is a minor.
- After the person has been taken care of and the incident is over, remain available to help the supervisor with pertinent information for an accident report or, if applicable, a Workers' Compensation report.



6. Power Outage

- During a power outage immediately close the library to the public.
- Follow the building evacuation procedures.
- If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
- Check all bathrooms to make sure that Library Members are not trapped inside without lights.
- There are emergency battery back-up lights in the building and if any of these lights fail to operate, or if an exit light by a door is not working, advise the Library Director so they may be repaired.
- There are flashlights located at the circulation desk and in the staff room.
- Extra batteries will be kept on the top shelf of the supply cabinet in the staff room.
- Turn off computers at the start of a power outage.
- If possible, do not run any water.
- Secure the building from vandalism and intrusion.
- Call the Library Director if he/she is not on the premises.

7. Biohazard

- Leave the suspicious substance where it was found.
- Do not take any action that might spread it to another area.
- Call 911
- Follow the building evacuation procedures.
- Call the Library Director if he/she is not on the premises.

8. Suspicious Package

- In the event of an employee or Library Member discovering a suspicious package the first response is to NOT touch it. Secure the area and notify the local police department.
- A complete evacuation may not be required until advised or request by the police department. If an evacuation is required, please follow the guidelines listed above.



9. Bomb Threats

- Keep the caller on the line as long as possible.
- Ask the caller to repeat the message and try to write down every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- Pay particular attention to background noises such as motors running, background music and any other sounds which may indicate the location from which the call is originating.
- Immediately after the caller hangs up, call 911.
- Call the Library Director if he/she is not on the premises.
- Follow the building evacuation procedures if requested by the police department.
- The police will handle the actual bomb search.
- Do not discuss the threat with others.

All employees must:

- Maintain an uncluttered work area
- Watch for suspicious or unfamiliar packages in their work area
- Not touch or move any suspicious packages
- Notify Library Director or designate if a suspicious package is found, and
- Attempt to record vital information using the attached form "Bomb Threat Initial Response Checklist."

10. Gun Threat

- Announce "Lock Down" in progress to all staff and library members.
- Lock doors and proceed to the nearest room which can be secured and remain inside.
- Cover the windows, move away from the door, and turn off the lights.
- Remain calm and quiet.
- If you are unable to enter a secured space, stay where you are and seek any available shelter and only attempt to leave if you are in immediate danger.
- If it is safe to do so contact 911.
- Once the all clear signal is given, please contact the Library Director if he/she is not on the premises.



11. No Heat

- If the facility has no heat immediately close the library to the public.
- Contact a Lac La Biche County Facility Operator/Coordinator and advise them of the problem.
- Call the Library Director if he/she is not on the premises.

12. No Water

- During water shortage immediately close the library to the public.
- Contact a Lac La Biche County Facility Operator/Coordinator and advise them of the problem.
- Call the Library Director if he/she is not on the premises.

13. No Telephone Service

- Call the Library Director from the Library's cell phone if he/she is not on the premises.
- Contact a Lac La Biche County Facility Operator/Coordinator and advise them of the problem.

14. Water Damage

- Contact a Lac La Biche County Facility Operator/Coordinator and advise them of the problem.
- Call the Library Director if he/she is not on the premises.
- 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.
- Be prepared to help as directed in protecting collection materials that are in jeopardy. Take only those steps needed to avoid or reduce immediate water damage: cover shelf ranges with plastic sheeting; carefully move materials out of the emergency area. Do not remove already wet books from shelves.

15. Local/National Emergencies

- Monitor the news and follow any instructions given.
- Call the Library Director if he/she is not on the premises.
- Evacuate the building or remain in a safe area of the building.



16. Tornadoes

- Do not leave the building. Shut all exterior windows and doors if there is time.
- Do not remain in any open areas as their roofs could collapse. Take shelter in inner hallways or rooms, washrooms, do not stay in the open part which is exposed to the high roof areas (note: flying debris could become lethal).
- Stay away from door openings and windows, crouch, lie flat or get under desks etc.
- Prepare for a power outage. Remain under cover until the storm has completely passed or given the all-clear sign.

17. Earthquakes

- Remain calm.
- Stay in the building. Take shelter within a doorway, in a narrow corridor, or under a heavy table, desk, or bench.
- Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
- Do not attempt to leave the building, as exit stairwells may have collapsed or be jammed with people.
- Remain alert for aftershocks.
- Listen to local radio stations for instructions.
- Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
- Evacuate the building if safe to do so. Do not re-enter until the building has been declared structurally sound.
- Check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Shut off utilities at main valves or meter boxes. Turn off appliances.
- Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
- Ensure that sewage lines are intact before running water or flushing toilets.



Emergency Response Contact Numbers

Emergency Management Agency (AEMA)	1-866-618-2362
Alberta One Call (Edmonton)	1-800-242-3447
Ambulance/Fire Department/Police	911
Board Chair Loraine Anderton	780-623-8242 or 780-404-5552
Building Maintenance (Lac La Biche County Staff) Gerald Boostrom	780-623-8503
Dangerous Good Incidents (Edmonton)	1-800-272-9600
Library Director Maureen Penn	780-520-8695
Environmental Emergency (Edmonton)	1-800-222-6514
Hospital	780-623-4404
Lac La Biche County Office	780-623-1747
NLLS	1-800-561-0387 Plus 4-digit extension number
Occupational Health & Safety	1-866-415-8690
Peace Officers (24-hour Hotline)	780-623-6767
Phone Service (County Contact) Travis Simmons	780-623-6824 or 780-404-6201
Poison Centre	1-800-332-1414
RCMP	780-623-4012 (day) or 780-623-4380 (evening)

Important Notes:

For all Emergency response (Situations) in all regions of Alberta use “911” (if available), for all other non-emergency responses (situations) employees can use the alternate number which is provided for each company office location.

All Emergency Response Contact Numbers will be reviewed annually.



Polaris after Hours Contact Information

If you come across any problems with the Polaris system, or if you cannot access the Polaris system, please call the after-hours emergency phone number.

After-Hours Emergency Phone: 1-877-452-8722

Leave a voice message so that support staff can contact you about your problem. When leaving a voice message, please provide as much information as possible, including your name, the library, and your telephone number. After-Hours Emergency Support is only available during the following times:

Monday to Thursday: 4:30pm – 8:00pm
Friday: 4:30pm – 6:00pm
Saturday: 9:00am – 5:00pm
Sunday: 1:00pm – 5:00pm

Please call the emergency support number if a problem is encountered within these covered time periods as noted below that result in a library being unable to carry out critical functions. Critical functions are defined as:

- Login
- Check out/in
- TRACpac searching
- Patron registration

Additional Emergency Response Contact Numbers

Canadian Nuclear Safety Commission	Ottawa	1-800-668-5284
CANUTEC	Prairie North	1-888-463-0521
Stuart & Hunt Associates (Radiation)	Edmonton	1-800-661-4591



Salvage of Water Damaged Collections

Books: Cloth or Paper Covers

- Priority

Freeze or dry within 48 hours. **Coated paper** must not be allowed to air dry in a clump or it will permanently block together. If slightly damp and the pages are separable, air dry interleaved pages before items have an opportunity to dry. If saturated, coated paper must be frozen as soon as possible for subsequent vacuum freeze-drying.

- Handling Precautions

Do not move items until a place has been prepared to receive them. Do not open or close books or separate covers. Oversized books need to be fully supported; it may only be possible to move one at a time.

- Preparation for Drying

Closed books that are muddy should be rinsed before freezing. If air drying is not possible, books should be frozen within 48 hours. Separate with freezer paper, pack spine down in milk crates, plastic boxes, or cardboard boxes lined with plastic sheeting.

Coated paper requires that each and every page be interleaved with a non-stick material such as silicone release paper, Holytex, or wax paper. If the leaves cannot be separated without further damage, the book cannot be air dried successfully and must be prepared for vacuum freeze drying.

- Drying Methods

Air Drying is suitable for small quantities for books (less than 100 volumes) that are not thoroughly soaked. Requires space in an area away from the disaster to spread the books out. Books are stood upright and gently fanned open to dry. Keep air moving at all times using fans. Direct fans into the air and away from the drying volumes. Use dehumidifiers as needed to maintain humidity at or below 50 percent RH.

Oversize volumes must lay flat and should be turned when the blotter is changed. Pages should be interleaved with sheets of uninked newsprint or blotting paper that is changed as it becomes saturated.

Freeze Drying (not vacuum thermal drying) is suitable for large quantities of books and books that are very wet. Pack as described above and ship to drying facility.

Vacuum Freeze Drying is suitable for large quantities of books. Wet *coated* paper can only be dried by this method. Pack as described above and ship to drying facility. Pack carefully, as volumes packed with distortions will retain that distortion permanently after vacuum freeze drying.



Magnetic Media: Video and Audio Cassettes

- Priority

Air dry within 72 hours.
- Handling Precautions

Pack cassettes vertically into plastic crates or cardboard boxes.
- Preparation for Drying

Often the casings will keep tape clean and dry. If the tape is damaged, disassemble the case and remove tape. Rinse dirty tapes, still wound on reel, in clean deionized or distilled water.
- Drying Methods

Air dry by supporting the reels vertically or by laying the reels on sheets of clean blotter. Leave tapes next to their original cases. Use fans to keep air moving without blowing directly on the items.

Use dehumidifiers as needed to maintain humidity at or below 50% RH.
- Additional Steps

Once dry, the tapes can be assessed for further cleaning and duplication by a specialized recovery service.

Compact Discs and CD-ROMs

- Priority

Immediately air-dry discs. Dry paper enclosures within 48 hours.
- Handling Precautions

Do not scratch surfaces.
- Preparations for Drying

Remove discs from cases. Rinse discs with distilled water. Do not rub the discs because dirt could scratch. If necessary, blot, do not rub, with a soft lint-free cloth.
- Drying Methods

Case and paper enclosures may be freeze dried. Do not freeze dry the discs. Air dry vertically in a rack.



Wood

- Priority

Begin drying within 48 hours to prevent mold growth. Polychromed objects require immediate attention; notify a conservator.

- Handling Precautions

Move items only after a place has been prepared to receive them. Lift from the bottom of an object; tables from the apron; chairs by the seat rails, not by the arms, stretchers, slats, headpiece, or crest rails; trunks from the bottom, etc.

- Packing Methods

Partially wetted objects can be packed with dry blotting materials such as uninked newsprint or acid free blotters to remove as much moisture as possible. Thoroughly wetted, unpainted objects should be wrapped with blotting materials, then wrapped in polyethylene sheeting to retain as much moisture as possible, since fast drying will cause irreversible damage.

- Preparation for Drying

Rinse or sponge with clear water to remove mud or dirt before drying. Be careful not to wipe or scour as grit will damage remaining finish. Use a soft bristle brush to clean carvings and crevices. If mud has dried, dampen with a sponge and remove with a wooded spatula, rinse. Remove wet contents and paper liners from drawers and shelves.

- Drying Procedure

Absorb excess moisture with sponges, clean towels, paper towels, or uninked newsprint. Blot do not wipe, to avoid scratching the surface.

Air dry, using fans to keep air moving without blowing directly on the pieces. Tent the objects with polyethylene sheeting to slow the drying. Raise items off the floor on trestle or 2x4 lumber to allow air to circulate on all sides. Open doors and drawers *slightly* to allow air to circulate inside the items.

Use portable dehumidifiers to slowly remove moisture from the area and objects. Drying quickly will cause warping and cracking. Bring relative humidity down to 50-55 percent.



Ceramics, Glass, Metals, Stone (Decorative/Historic)

- Priority

These materials can be dealt with last since they generally will suffer little damage from short term exposure to water.

- Handling Precautions

Move items only after a place has been prepared to receive them.

- Packing Method

Varies with the fragility of the material; water/wetness has no bearing.

- Preparation for Drying

Rinse or sponge with clear water to remove mud or dirt before drying.

- Drying Procedure

Sponges, clean towels, paper towels, or unused newsprint may be used to absorb excess moisture. Exchange wet for dry blotting material at least daily until items are dry. Check daily for mold growth.

Air dry, using fans to keep air moving without blowing directly on the pieces. Raise items off the floor on trestles or 2x4 lumber to allow air to circulate underneath.

Metal objects can be dried with moderate heat (90-100° F in an oven or using a heater or hair dryer).

Use portable dehumidifiers to *slowly* remove moisture from the area/objects. Bring relative humidity down to 50 percent.



Bomb Threat Initial Response Checklist

Date: _____ Time: _____ Duration of the call: _____

Exact wording of threat:

Location of the bomb: _____

Detonation time: _____ What does it look like: _____

Why did you place the bomb/or make the threat: _____?

Caller's name: _____ Caller's location: _____

Note identifying characteristics of the call

Sex: _____ Estimated age: _____ Accent (English, French etc.): _____

Voice (loud, soft etc.): _____ Speech (slow, fast, nervous etc.): _____

Manner (calm, emotional, vulgar etc.): _____ Diction (normal, nasal, lisp etc.): _____

Familiar voice (specify): _____ Caller familiar with the area? _____

Background noise: _____

Other information: _____



First Aid Record Form

Date of the injury or illness: _____ Time: _____ AM
PM

Date that this was reported: _____ Time: _____ AM
PM

Full name of the injured person: _____

Description of the injury or illness:

Description of where the injury or illness occurred/began:

Cause of the injury or illness:

First Aid provided Yes ☐ (If yes, complete the rest of this page) No ☐

Name of the First Aider:

First Aider qualifications:

Emergency First Aider ☐
Standard First Aider ☐
Advanced First Aider ☐
Nurse ☐

Emergency Medical Technician – Paramedic ☐
Emergency Medical Technician – Ambulance ☐
Emergency Medical Technician ☐
Emergency Medical Responder ☐

First Aide provided:

First Aider Signature & Date: _____

Library Director & Date: _____



Emergency History

In the space below, describe emergencies which have occurred. Include the date, the location within the building, the number of materials affected, recovery procedures, and the resources (time, money, personnel, etc.) needed for complete recovery from the emergency. Also note any vendors or suppliers used in recovery actions and evaluate their performance for future reference. This section should be updated after any emergency occurrence.

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