



**EMERGENCY PLAN
OF THE
MARSHES OF GLYNN LIBRARIES**

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Amended March 5, 2020*

**MARSHES OF GLYNN LIBRARIES
EMERGENCY PLAN**

MARSHES OF GLYNN LIBRARIES

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INTRODUCTION

This document outlines the actions and procedures to take in the event of an emergency situation or disaster.

With all events or situations the safety and well-being of library visitors and staff is the primary concern.

A physical copy of this plan will be available at all library locations, and an electronic copy will be saved on the libraries' "shared" electronic folder. The Director and the Management Team will keep a physical copy in their work files, as well as a physical copy off-site to be accessed in times of emergency.

The Emergency Plan of the Marshes of Glynn Libraries will be reviewed by the Director and the Management Team annually in May.

HOW TO REPORT AN EMERGENCY

All staff members are empowered to call 911 without a supervisor's permission in the time of an emergency.

An employee witnessing a safety, security, or medical related incident in or near the library should do the following:

- 1) Secure your immediate safety.
- 2) If possible, ensure the safety of those around you.
- 3) If necessary and possible, leave the area.
- 4) CALL 911
 - Provide as much information and detail as possible (incident description, location, injuries, current situation, address and telephone of the library).
 - Follow the Dispatcher's instructions. DO NOT HANG UP UNTIL DIRECTED TO DO SO BY THE EMERGENCY PERSONNEL.
- 5) Notify your supervisor of the incident with specific details of the event.

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LIBRARY NOTIFICATIONS

The Director, or Director's designee, is the only person authorized to release information on behalf of the Marshes of Glynn Libraries to the news media or for public inquiries.

During and after an emergency situation library employees will not respond to media or public information requests and will refer all media and information requests to the Director or the Director's designee. Library employees will not discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation.

EMERGENCY TELEPHONE TREE

Each person whose name is underlined is responsible for the group listed under his or her name. These are the "callers." If, for any reason, a person with a call responsibility cannot make the calls, the caller above that person must take responsibility for those calls.

Director

MOGL Board of Trustees
Georgia Public Library Service
Glynn County Manager's Office
Glynn County Finance Manager
Glynn County Human Resources Manager
Glynn County Facilities Manager
MOGL Assistant Director
Brunswick Library Manager
SSI Library Manager

MOGL Assistant Director

PINES Admin
State Courier
Programming Coordinator
Cataloging Specialist

Brunswick Library Manager

Brunswick Library Staff

SSI Library Manager

SSI Library Staff

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EVACUATION OF THE BUILDING

These guidelines are to be followed only if possible. Do not attempt to follow the guidelines at the risk of personal, staff, or visitor injury.

General Guidelines for Evacuating the Brunswick Library:

- 1) Call authorities and/or push the “panic” button at the help desk. Supervisors or lead staff notifies library visitors to exit the building through the nearest safe exit and assists anyone needing help. Be polite but firm. Warn them of the danger. *If a person refuses to comply or follow directions, leave them. Notify the authorities that there is still someone in the building.*
- 2) Leave lights on.
- 3) Close but do not lock inside doors.
- 4) Make sure exterior doors are closed.
- 5) If possible, take personal items (keys, purses, etc.).
- 6) Leave the building and wait in pre-designated area.
- 7) Supervisors or lead staff makes sure everyone has evacuated and is safe.
- 8) Follow instructions from police, fire, or other authorities who show up on the scene.
- 9) No staff is allowed back into the building without approval from the authorities, supervisors, and/or lead staff.

General Guidelines for Evacuating the St. Simons Island Library:

- 1) Call authorities. Supervisor or lead staff notifies library visitors to exit the building through the nearest safe exit and assists anyone needing help. Be polite but firm. Warn them of the danger. *If a person refuses to comply or follow directions, leave them. Notify the authorities that there is still someone in the building.*
- 2) Leave lights on.
- 3) Close but do not lock inside doors.
- 4) Make sure exterior doors are closed.
- 5) If possible, take personal items (keys, purses, etc.).
- 6) Leave the building and wait in pre-designated area.
- 7) Supervisor or lead staff makes sure everyone has evacuated and is safe.
- 8) Follow instructions from police, fire, or other authorities who show up on the scene.
- 9) No staff is allowed back into the building without approval from the authorities, supervisor, and/or lead staff.

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GENERAL EMERGENCIES

In an emergency situation remember to use common sense and stay calm. The most important considerations are that neither staff nor library visitors be harmed.

Severe Weather

Severe weather includes, but is not limited to, tornados, snow, and ice.

- **At Notice of a Tornado Watch:**
 - The supervisor or lead staff member on duty will be responsible for paying attention if the Watch is elevated to a Warning, and will communicate to staff and visitors of a change in weather.

- **At Notice of a Tornado Warning:**
 - The supervisor or lead staff member on duty will warn staff and visitors of the possible danger, and move people to a secure location within the facility. If a person refuses to comply or follow directions, leave them and get to safety immediately.
 - Avoid any areas with window and/or glass doors. Interior rooms are the safest. Crouch along interior walls and cover your head.
 - When the threat is over, assess any damage and call authorities if needed.

- **At Notice of Snow/Ice:**
 - The Marshes of Glynn Libraries will base closing decisions for snow/ice based upon weather alerts from Glynn County Emergency Management, Glynn County Board of Commissioners, and/or decisions by the Marshes of Glynn Libraries Board of Trustees.
 - Library facilities will not close until the Director or the Director's designee makes the decision to close based on information from the above agencies.
 - The MOGL Management Team will meet to discuss preparations, check emergency numbers, review emergency telephone tree procedures, and will prepare to post public closing notices at the facilities, on the website, and on social media.
 - Library staff should make personal preparations during off-hours. Staff will be expected to work as scheduled up until the time library locations are closed. Pre-scheduled leave of staff may be cancelled if deemed necessary. Request of leave will only be considered for extraordinary circumstances.
 - If the notice to close is given, library locations in affected areas are to close as soon as they have prepared the location for closure.
 - Staff members currently at work in the affected library locations are granted to use vacation or leave-without-pay.
 - Library operations may continue in areas not affected by the inclement weather. Staff may be redeployed to other locations to coordinate closings, openings, and damage assessment.

Fire

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Anytime you hear the fire alarm, assume it is not a test and follow the evacuation guidelines immediately. If there is a test of the fire alarm, all staff will be given written and verbal warnings prior to the test being conducted.

- If you notice or cause a fire, pull the nearest fire alarm.
- Call the authorities, or 911.
- Evacuate the building through the nearest exit.
- Walk – don't run.
- Go to the pre-designated meeting area.
- NEVER go back into a burning building.
- Supervisors, or lead staff, take a head count at the pre-designated meeting area to make sure everyone is out of the building. Notify authorities if a person is still inside the building.

For fire extinguisher use – remember "PASS."

*P*ull the pin on the extinguisher handle

*A*im low at the base of the fire

*S*queeze the handle

*S*pray from side to side

Medical

Unless it is a life-threatening situation, do not attempt to render first aid before emergency first responders arrive.

- Call for emergency medical aid.
- Keep unessential personnel and public away from the emergency.
- Do not move a person who has fallen and appears to be in pain.
- When the situation is complete, report to your supervisor. Supervisors will complete an Incident Report.

Power Loss

Flashlights are kept at the help desk, and should be regularly checked to see if they are working.

- In the first 5 minutes of power loss:
 - Remain calm.
 - Announce to staff and visitors to remain where they are until the power comes back on.
 - Use flashlights if needed, and proceed cautiously if you need to move within the building.
- Power loss between 5 minutes and 15 minutes:
 - Lead staff investigates the reason behind the power loss.
 - Announce to staff and visitors to continue remaining where they are until the power is restored.
- Power loss after 15 minutes:
 - Supervisors or lead staff will announce that the library is closing due to the power outage, library visitors need to collect their belongings and exit the library in an orderly fashion.
 - Once all visitors have left the building, library staff secures the facility and locks exterior entrances.

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- Supervisors or lead staff will continue to investigate reason for outage and get estimates for if and/or when the power will be restored.
- Based on the information available and depending on conditions in the building, supervisors or lead staff will determine if it is safe for staff to continue to work in the building.
- **If it is not safe to stay in the building, supervisors or lead staff will prepare the location for closure.** Staff will be given the option to use vacation or leave without pay.

When power is restored, staff will inspect all computer equipment, telephones, and other necessary electronics to conduct library business to make sure everything has restarted correctly. Any issues will be reported to the supervisors or lead staff.

SECURITY EMERGENCIES

Lockdown & Lockout

Lockdown is a response when there is an immediate threat to anyone in the building. Staff and visitors are secured in designated rooms throughout the building and are NOT allowed to leave until the situation has been resolved. The purpose of a lockdown is to keep staff and visitors safe.

- 1) Supervisor or lead staff will announce to the library, "Attention. We are in a lockdown situation. Staff will guide you to the nearest safe area."
- 2) Call the authorities, or 911, and inform them of the emergency situation. Do not hang up until directed to do so by emergency personnel.
- 3) Move to a safe area.

Lockout is a response to secure the building so no one may enter. The purpose is to keep staff and visitors safe from a dangerous situation outside the library building, such as an explosion, hazardous materials leak, violent situation, etc.

- 1) Supervisors or lead staff will lock all entrances.
- 2) Supervisors or lead staff will announce to the library, "Attention. There is a situation happening outside the library. Staff and visitors are not allowed to leave until the situation has been resolved. Staff will guide you to the nearest safe area."
- 3) Call the authorities, or 911, and inform them of the emergency situation. Do not hang up until directed to do so by emergency personnel.
- 4) Move to a safe area.

Depending on the situation, it may be necessary to modify these procedures. Common sense should prevail.

Suspicious Object or Mail Threat

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If you suspect a suspicious object or mail threat, do the following:

- 1) Isolate the damaged or suspicious mail piece or package. Cordon off the immediate area.
- 2) Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- 3) Notify your supervisor immediately.
- 4) Call the police department by dialing 911 if not already done.
- 5) List all persons who have touched the mail piece. Include contact information and have this information available for the authorities. Provide the list to the U.S. Postal Inspection Service.
- 6) Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- 7) Shower with soap and water as soon as practical.
- 8) Call a Postal Inspector at 877-876-2455 or at the number provided by a Postal Inspector contact to report that you've received a letter or parcel in the mail that may contain harmful substances.

Signs of a suspicious package:

- No return address
- Strange odor
- Poor handwriting
- Foreign postage
- Excessive postage
- Strange sounds
- Misspelled words
- Restrictive notes
- Stains
- Unexpected delivery
- Incorrect titles

Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms. Victims are usually selected at random and the event is unpredictable and evolves quickly. Law enforcement is usually required to end an active shooter situation.

In the event of an active shooter situation:

- 1) **EVACUATE.** Run if you can. Have an escape route and plan in mind. Leave your belongings behind. Keep your hands visible.
- 2) **HIDE.** Hide in an area out of the shooter's view. Block entry to your hiding place and lock the doors. Silence your cell phone.
- 3) **TAKE ACTION.** **As a last resort and only when your life is in imminent danger attempt to incapacitate the shooter. Act with physical aggression and throw items at the shooter.

Call 911 when it is safe to do so.

After the threat has passed, let your supervisors know you are okay.

When you call 911, tell the operator the location of the active shooter, number of shooters, the physical description of shooters, number and type of weapons held by shooter, and number of potential victims at the location.

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When law enforcement arrives, remain calm and follow their instruction. Put down any items in your hands, raise your hands, spread your fingers, and keep hands visible at all times. Avoid quick movements toward the officers, screaming, pointing, or yelling. Do not stop to ask officers for help or direction when evacuating.

Bomb Threat

- If you receive a bomb threat by telephone:
 - Remain calm and keep the caller on the telephone line as long as possible. Listen carefully, be polite, and show interest. Try to keep the caller talking to learn more information. Pay attention to the tone of the caller's voice, gender, and background noises. Ask the caller the following questions:
 - 1) Where is the bomb located?
 - 2) When will it go off?
 - 3) What does it look like?
 - 4) What kind of bomb is it?
 - 5) What will make it explode?
 - 6) Did you place the bomb?
 - 7) Why?
 - 8) What is your name?
 - While on the phone, have another staff member call the authorities, or 911.
 - Do not transfer the call or interrupt the caller.
 - Notify your supervisor.
- If you receive a bomb threat by email:
 - Call the authorities, or 911.
 - Notify your supervisor.
- If you are informed about a bomb threat:
 - Evacuate immediately.
 - Call the authorities, or 911.

HURRICANE EMERGENCIES

Hurricane Plan:

Closing Decisions

Marshes of Glynn Libraries will base their decisions for preparing and closing library locations in the event of a hurricane upon weather alerts from National Oceanic Atmospheric Administration (NOAA),

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evacuation notices from Glynn County Emergency Management, decisions by the Marshes of Glynn Libraries Board of Trustees, and/or Glynn County Board of Commissioners.

Library facilities will not close until the Director or the Director's designee makes the decision to close based on information from the above agencies.

- **At Notice of a Hurricane Watch:**
 - The Director or Director's designee meets with the Marshes of Glynn Library Board of Trustees to discuss preparations.
 - The MOGL Management Team meets to discuss preparations.
 - Managers will check emergency numbers, review emergency telephone tree procedures, review the hurricane plan, review Glynn County hurricane procedures, and review library hurricane recovery procedures.
 - Library locations will prepare to post public closing notices at the facilities, on the website, and on social media in case of voluntary or mandatory evacuations.
 - Library staff should be making personal preparations during off-hours.
 - Staff will be expected to work as scheduled up until the time library locations are closed.
 - Pre-scheduled leave for staff may be cancelled if deemed necessary.
 - Request for leave will only be considered for extraordinary circumstances.

- **At Notice of Evacuation (voluntary or mandatory):**
 - Library locations in affected areas close as soon as they have prepared their location for closure.
 - Staff members currently at work in affected library locations are granted to use vacation or leave-without-pay.
 - Staff members living in areas designated for evacuation are given the option to use vacation or leave-without-pay.

Library operations may continue in areas not affected by evacuation notices. Staff may be redeployed to other locations to coordinate closings, openings and post hurricane assessments.

Facility Preparation

After the notice of an evacuation is given, the Director and Management Team will begin preparing the libraries for closure.

The specific guidelines for the facilities are as follows:

- Brunswick Library:
 - 1) Pack the choral codex in the books designated carrying container.
 - 2) Pack the following Heritage Room Materials in courier bins:
 - Box 001: contains miscellaneous original photographs and documentation
 - Box 002: contains original photographs of Brunswick
 - Box 003: contains original photographs of the 1898 hurricane, miscellaneous Glynco photographs and small J.A. Jones photographs
 - Box 004: contains miscellaneous photographs of St. Simons Island, Sea Island, and Camden County

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- Box 005: contains miscellaneous photographs from the *View from Pompey's Head*, and miscellaneous library photographs
 - 1940's Sanborn Insurance Company Map
 - "Ships for Victory" box and vertical files
 - "Abreu Files" box
 - "Robert Cummins Fishery Albums" box
- 3) Place a label on the outside of each bin with the materials inside.
 - 4) Number the outside of each bin.
 - 5) Create an inventory document with the items in the bins and choral codex.
 - 6) Take the bins, codex, and two copies of the inventory document to Glynn County Records for evacuation. The library staff member couriering the materials and the County Records employee sign the inventory document stating the materials have been delivered and are to be evacuated with the other County records.
- St. Simons Island Library:
 - 1) Request Glynn County to board up the windows.
 - 2) Pack the following in courier bins:
 - Original "Old Mill Days" Scrapbook
 - Original letter from Abbie Fuller Graham titled, "Wanted a Library"
 - St. Simons Island Library 1st Accession Book: 3/1937-1/1947
 - Book used in Mallon School at the Mills: 1985-1986
 - Arrowheads
 - Fossilized shark teeth
 - SSI Library Minutes: 1937-1977
 - 3) Place a label on the outside of each bin with the materials inside.
 - 4) Number the outside of each bin.
 - 5) Create an inventory document with the items in the bins.
 - 6) Take the bins and two copies of the inventory document to Glynn County Records for evacuation. The library staff member couriering the materials and the County Records employee sign the inventory document stating the materials have been delivered and are to be evacuated with the other County records.

Hurricane Recovery:

The Glynn County Board of Commissioners and Glynn County Emergency Management will determine and announce when it is safe to return to an affected area. Staff is expected to keep in touch with their supervisors while the library system is closed. Supervisors are to use the Emergency Telephone Tree to keep information flowing.

Recovery Team

The Recovery Team is comprised of the Director and Management Team.

The team will meet in May each year prior to the Glynn County Hurricane Training to review library hurricane procedures.

Location Recovery

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First damage assessment will be done by Glynn County. When the “all clear” is given for the general public, a member of the Recovery Team will go to a designated facility to conduct the following:

- Assess damage. Photograph evidence of damage done to the building or contents.
- Arrange with Glynn County to conduct any emergency repairs. Emergency repairs consist of any roof damage, broken windows, and/or damaged walls that cause elements to enter into the building (water, wind, etc.).
- Determine when staff may return to begin recovery work, and present findings to the Recovery Team.

Once staff is able to return to work, being the following recovery process:

- 1) Bring networking and computer systems online, if possible.
- 2) Remove all water damaged library materials. Keep an inventory of all barcode labels from discarded items.
- 3) Clean, repair or discard damaged furnishings and equipment (as appropriate). Keep make, model, serial number, and barcode number of all discarded equipment and furnishings. Photograph as necessary.
- 4) Drain water from any outdoor container to prevent mosquito breeding.
- 5) Clean the building and prepare to reopen.

After the recovery process is complete and the library is considered safe for use by the Recovery Team, the facility may reopen to the public.

PANDEMIC EMERGENCIES

A pandemic occurs when there are more cases of a disease than normal, and the libraries may be required to take unique measures to help slow the spread of the illness including, but not limited to, closing down by order of local public health officials.

Closing Decisions

Marshes of Glynn Libraries will base their decisions for preparing and closing library locations in the event of a pandemic by a mandate order or recommendation for closure issued by public health officials on the local, county, and/or state level.

At the discretion of the Marshes of Glynn Libraries Board of Trustees, the Director, or the Director’s designee may close the libraries, reduce operating hours, or limit services temporarily (e.g. programming) in the event that there is not sufficient staff to maintain basic library service.

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In the event that any schools in Glynn County are closed due to pandemic illness, the Marshes of Glynn Libraries will remain open unless one of the aforementioned requirements for closing are also met. However, all library programs and special events will be canceled on any day in which any or all schools in Glynn County are closed due to pandemic-related illness.

Library operations may continue in areas not affected by pandemic closure notices. Staff may be redeployed to other locations to coordinate closings, openings and assessments.

The Marshes of Glynn Libraries follow the Glynn County Personnel Policy. Staff members currently at work in affected library locations closed for pandemic illness are granted to use vacation or leave-without-pay.

Minimum Staffing Levels

Minimum staffing level for a temporary period of time is defined as two healthy employees available to be present at a library during all open hours with a maximum 8-hour workday and 40-hour workweek per employee. An inability to maintain this temporary minimal level or a necessity to maintain this temporary minimal level for more than five consecutive days will result in reduced hours or closing the library.

The level of excused absences of library staff will determine the ability to carry out services and maintain open hours. Phases may include:

- 1) Cancellation of all programs, special events, and meeting room reservations.
- 2) Reduction of public hours if number of employees falls below temporary minimum level.
- 3) Closure of a library for one or more days if number of employees further declines or only minimum level can be met for five or more consecutive days.

If a library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the Glynn County HR leave policy. Pre-scheduled leave for staff may be cancelled if deemed necessary. Request for vacation leave will only be considered for extraordinary circumstances.

Cleaning

Disinfecting and/or cleaning procedures issued by public health officials will be followed as possible. Staff may be assigned to cleaning duties as needed.