

Dell Rapids Carnegie Public Library

Emergency Policy & Disaster Plan

Emergency Numbers:

Fire Department: 911

Medical & First Responders: 911

Police Department: 911

Electrician - Dells Electric: 605-428-5700

Plumbing - Dells Plumbing: 605-428-4343

Mechanical/HVAC - Quality Heating: 605-428-3200

Elevator -Thyssen Krupp: 605-332-4950

Circulation/Catalog System - Atrium: 1-888-289-1216

City Mayor Tom Earley: 605-428-5926

City Hall: 605-428-3595

Public Works: 605-428-3595

IT - Brian Gaspar: 605-310-8094

IT - Mike Pica: 605-759-4457

Emergency Procedures

An emergency kit containing various bandages, a flashlight, and fresh batteries is located in the bottom drawer of the filing cabinet behind the main desk.

Medical

In case of a medical emergency call 911. An AED is located upstairs near the main desk.

Angry or Irate Customers

The following guidelines have been adopted for dealing with an angry or irate customer:

1. Remain calm, listen attentively and elicit all information about the complaint.
2. Paraphrase the customer's statement in order to understand the problem or complaint. If inaccurate, paraphrase until the customer confirms your statement.
3. If the complaint conflicts with established policy, explain the policy in dispute in a calm, firm tone. Provide the customer with a written copy of the policy.
4. Try to find acceptable alternatives that might resolve the matter without violating policy.
5. If the customer persists, use the team approach. Ask another employee or supervisor for help.
6. If necessary call 911.

Assaultive or Menacing Customers

When confronted by a customer whose behavior becomes assaultive or menacing, staff should remain as calm as possible. Avoid arguing with or physically confronting the individual. Attempt to distance yourself from the individual. Use the team approach. A staff member who is physically unable to break away from an attacker should shout for help. If you feel threatened call the police at 911.

Intoxicated Person

Carrying or consuming alcohol or illegal drugs, or the appearance of being under the influence of drugs or alcohol, will immediately result in being asked to leave the library. If the patron refuses or is belligerent call the police at 911.

Violence in the Workplace

The City of Dell Rapids unequivocally condemns harassing, intimidating, threatening, or assaulting behavior, speech or actions by any City employee against fellow regular full-time, part-time, and temporary employees or the public at and away from the workplace. In addition, the City will not tolerate intentional damage to City property by City employees. Violence in any form in the workplace is prohibited. Any employee who violates this policy will be subject to discipline up to, and including, discharge. The City will assist law enforcement in the prosecution of anyone who commits violent acts against employees.

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 siren will be activated. (The siren will be a steady blast for 3 minutes without stopping.) When the tornado siren sounds:

1. The librarian in charge will notify patrons, "A tornado warning is in effect for the Dell Rapids area. This means that a tornado has been sighted. Please move into the restrooms until the all clear signal is received."
2. Take the flashlight.
3. Go to the restrooms and wait for the all clear signal.

Snow Storm

In the event of a snow storm, the library follows City Hall. If City Hall closes early, then the library will close early.

After 5:00 pm on weekdays, since City Hall has closed for the day, the Library Director has the jurisdiction to close the library early (5:00 pm - 7:00 pm).

On Saturdays, since City Hall is not open, the Library Director has the jurisdiction to close the library early, or not open the library at all.

Power Outage

In the event of a power outage, the library will be closed.

When power is restored, the Library Director will go to the library to make sure the power is on and stable and will contact all employees for work.

If the power goes out again, the library will remain open for 30 minutes. If power is not restored after 30 minutes, the library will close for the remainder of the day.

The Library Director will contact City Hall to notify them of the closing.

Fire

If the fire is in its early stages, such as a trash can or a small pile of paper, use the nearest fire extinguisher

1. The librarian in charge will make an announcement, "This is an emergency. Please use the nearest exit to evacuate the building and make your way to the vacant lot south of the library (across the parking lot) for safety."
2. The librarian in charge should make an effort to see that everyone leaves, directing staff and patrons to exit the building as quickly as possible. Gather staff and patrons in the vacant lot south of the library. Do not return to the building for any reason until approval is given by the Fire Department.

Fire extinguishers are checked every year by Justice Fire & Safety, and serviced every three years.

Flood

In the event of a flood, the library will be open normal business hours and provide a warm, safe place for people to charge electronic devices and use the public computers.

Water Emergency

1. Sinks: Stop the flow of water by turning off the water valves under the sinks and call the plumber.
2. Toilets: Stop the flow of water by shutting off the water (valve is behind the toilet). Place an "Out of Order" sign on the bathroom door and call the plumber.

All staff should know the location of all shutoffs, breakers, fire extinguishers, alarms, and exits.

Bomb Threat

All bomb threats are to be considered valid and taken seriously until proven otherwise. Safety of the public and of library employees, buildings and facilities will take precedence over normal activities.

Procedures

1. Threat received by call.
2. Write down all the information obtained from the caller in the exact words.
3. Evacuate the building. Employees and library patrons should gather at City Hall.
4. Call 911 and notify the police immediately.

Active Shooter

1. Evacuate - If there is an accessible escape path, attempt to evacuate the premises.
 - a. Be sure to:
 - i. Have an escape route and plan in mind
 - ii. Evacuate regardless of whether others agree to follow
 - iii. Leave your belongings behind
 - iv. Help others escape, if possible
 - v. Prevent individuals from entering an area where the active shooter may be
 - vi. Keep your hands visible
 - vii. Do not attempt to move wounded people
 - viii. Call 911 when you are safe
2. Hide out - If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.
 - b. Your hiding place should:
 - i. Be out of the active shooter's view
 - ii. Provide protection if shots are fired in your direction (i.e., a room with a closed and locked door with no windows.)
 - iii. Not trap you or restrict your options for movement
 - iv. To prevent an active shooter from entering your hiding place:
 - v. Lock the door
 - vi. Blockade the door with heavy furniture
 - c. If the active shooter is nearby:
 - i. Lock the door
 - ii. Silence your cell phone and/or pager
 - iii. Hide behind large items
 - iv. Remain quiet
 - d. If evacuation and hiding out are not possible:

- i. Remain Calm
 - ii. Dial 911, if possible, to alert police to the active shooter's location
 - iii. If you cannot speak, leave the line open and allow the dispatcher to listen
- 3. Take action against the active shooter - AS A LAST RESORT, AND ONLY WHEN YOUR LIFE IS IN IMMINENT DANGER.
 - a. Attempt to disrupt and/or incapacitate the active shooter by:
 - i. Acting as aggressively as possible against him/her
 - ii. Throwing items and improvising weapons
 - iii. Yelling
 - iv. Committing to your actions

Approved by the Dell Rapids Carnegie Public Library Board of Trustees on October 12, 2023.

This policy will be reviewed and discussed annually with the staff.