

SUMMARY EMERGENCY RESPONSE PROCEDURES

NOTE: WHEN 911 IS CALLED, A SIGNAL IS AUTOMATICALLY SENT TO THE COLLEGE OFFICE OF PUBLIC SAFETY INDICATING THE LOCATION FROM WHICH THE CALL WAS GENERATED.

MEDICAL EMERGENCY

1. **Call 911** (Address here is 110 Storrs Ave.)
2. Call Public Safety (x5911) to report location of victim and nature of emergency. (or dial 388-4911 with cell if phone system is down.)
3. Report location of victim to Circulation Desk, (x5494)
4. Refer to section B-1: Medical Emergency Procedures

FIRE

1. Call **Public Safety** (x5911) to investigate smoke or burned odors
2. **In case of fire, pull fire alarm; call 911** from safe location.
(Address here is 110 Storrs Ave.)
3. Refer to section B-2: Fire Emergency Procedures
4. Refer to section B-4: Evacuation Procedures

BOMB THREAT

1. Call **Public Safety**, (x5911); if unavailable, dial 388-4911.
Security will call police and/or fire department, according to their own protocol.
2. Notify Circulation Desk Supervisor (x5494)
3. Refer to section B-3: Bomb Threat Emergency Procedures
4. Refer to section B-4: Evacuation Procedures

Blackout/Power Failure

1. Notify Circulation Desk Supervisor attendant (x5494), who will in turn call Facilities Management to report outage, x5472
2. Refer to section B-5: Blackout Emergency Procedures
3. As needed, refer to section B-4: Evacuation

Flooding or Water Damage

1. Stop flow of water if possible.
For assistance call **FACILITIES MANAGEMENT**, x-5472
2. Protect dry items, if possible
3. Notify Circulation Desk Supervisor (x-5494)
4. Refer to B-6: Water Damage Emergency Procedures

Telephone Failure

1. A cell phone may be used to contact Public Safety at 388-4911 if the campus phone system is down.

NOTICE: When building has been evacuated re-entry is allowed ONLY after clearance by and permission from Public Safety or fire department officer.

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PERSONS AND OFFICES TO CONTACT IN AN EMERGENCY
 (After emergency procedures on page A-1 have been followed)

	Name	Ext.
PUBLIC SAFETY		5911 5133
FACILITIES SERVICES	Expediter	5472
NETWORKS & SYSTEMS	Howie McCausland Mark Pyfrom	5754 2010
LIBRARY COLLECTIONS	Joseph Watson Ginny Faust	5487 2391
LIS ADMINISTRATION:		
Dean Lib & Info Services	Mike Roy	5490
Assoc. Dean of LIS	Carol Peddie	3113
AD, Enterprise Applications	Carol Peddie	3113
AD, Research & Collections	Terry Simpkins	5045
AD, User Services	Mary Backus	5711
Manager, Cent. Sys., Network	Jim Stuart	5054
St. Tech. Strategist	Chris Norris	5480
Effected area:		
Armstrong Science Lib.	Carrie Macfarlane	5018
Circulation Services	Dan Frostman	5928
Computers	Helpdesk	2200
Gov. Doc. & Vermont Coll.	Hans Raum	5493
Help Desk, Cust. Service	Joe Durante	2347
Library Collections	Rebekah Irwin	3028
Library System	Barbara Merz	5356
Media Services	Petar Mitrevski	2833
Music Lib.	Joy Pile	5140
Special Coll & Archives	Andy Wentink	5501
Systems/Network	Jim Stuart	5054
Telephone Services	Peggy Fischel	5033
Wilson Media Dev. Lab	Joe Antonioli	3062
COLLEGE PERSONNEL		
Department of Public Safety	Lisa Burchard	5911
Campus Safety Officer	Edmund Sullivan	5726
Director, Communications	Tim Etchells	5707
Director, Facilities Services	Norm Cushman	5003
Stockroom Supervisor	Robert Preseau	5073
CONSULTANTS		
NEDCC Disaster Assistance 24-hour hotline	978-470-1010	
Library of Congress Preservation Directorate	202-707-5213	

EMERGENCY SUPPLIES

Item/Source	Suggested Quantities	Main	Music	Armstrong
Batteries/College stockroom	varies	as needed	as needed	as needed
Flashlights/College stockroom	varies	varies	1	3
Freezer paper: 18"x250'/Agway	2 rolls	2 roll- closet by rm 135	2 rolls	2 rolls
Gloves, rubber/Local vendors	2 pairs reusable	2 pairs	2 pairs	2 pairs
Gloves, Tru-Touch non-latex/ Marble Works; Kinney	1 box single-use latex	1 pk- closet by rm 135	1 box (50 pairs)	1 box (50 pairs)
Labels/Readily acquired	varies	varies	varies	varies
Lantern/Boise Cascade	1	at circ desk	1	1
Mop/bucket/Custodial services	at least one set	2 sets basement	1 set	1 set
Paper towels, "loose-leaf"/ College stockroom	1 box	1 box in basement	1 box	1 box
Pens/Readily acquired	varies	varies	varies	varies
Plastic bags/Custodial services	box of at least 50	1 box- closet by rm 135	1 box+	1 box
Plastic sheeting: 10' x 25' x 4 mil/Agway	500 sq. feet	2 roll- closet by rm 135	2 rolls	2 rolls
Rags/College stockroom	1 box	1 box- closet by rm135	1 box	1 box
Scissors/Readily available	varies	varies	varies	varies
Sponges: Boat & Auto/ Aubuchon	12 large	~8- closet by rm 135	~8	~8
Tape: duct/Aubuchon	1 large roll	1 roll- closet by rm 135	1 roll	1 roll
Tape: Scotch/Readily available	varies	varies	varies	varies
Tape: masking/Readily available	varies	varies	varies	varies
Water vacuum/Custodial services	1	1, large capacity in basement	in theater shop	--
Waxed paper/Readily available	varies	P&P rm 134	varies	varies
Waste baskets/trash cans/Facilities management	varies	varies	varies	varies

MEDICAL EMERGENCY

DIRE EMERGENCY: Patient's life or health threatened by delay:

1. Call 911 for ambulance.

(Address here is 110 Storrs Ave. Instruct to use entrance at NE corner of building near large overhead door. In case of power failure when elevator can not be used, clearly state location of victim and suggest use of front door entrance via Old Chapel Rd. for access to patient on main or upper levels. Suggest Storrs Ave. for lower level.)

2. Call Public Safety (x5911) to report location of victim and nature of emergency. (or dial 388-4911 with cell if phone system is down.)
3. Notify Circulation Desk Supervisor (x5494) and report location of victim to them.

Circ Desk Supervisor to coordinate volunteers:

- one to wait on Storrs Ave. at loading dock driveway to flag down **and** escort Emergency Services to the victim and then escort them back to exit.
- one to open loading dock doors (overhead and interior), clear a path (should remain and keep doors open for exit).
- one (if needed) to hold elevator #2 near loading dock for trip to victim and trip back to ambulance. (Runs on emergency generator during power outage.)

Note: A staff key is needed to access loading dock. (Get from Circulation staff). Loading dock phone extension is 2397.

4. If you are certified to do so, administer appropriate first-aid.

First aid kits are located at the Information Desk, Circ Desk, and Staff room

OTHER MEDICAL PROBLEMS:

1. If a person becomes ill or is injured but the situation is not an emergency, call Public Safety: 5911, or dial 388-4911 with cell if phone system is down.
2. Notify Circulation Desk Supervisor as appropriate (x5494).
3. If you are certified to do so, administer appropriate first-aid.

A first-aid kit is located at the Information Desk, Circ Desk, and Staff room

LIS Personnel with First Aid/CPR TRAINING

Nate Burt
Linda Knutson
Carrie MacFarlane

Rachel Manning
Howie McCausland (EMT,ERT)
Chris Norris

Kate Schmitt
Julie Tumminia-Tomsuden
Joseph Watson

FIRE

IF THERE IS A FIRE PULL THE FIRE ALARM AND GO TO STEP ONE BELOW
If there is an unconfirmed suspicion of fire call Public Safety (x5911) to investigate.

1. **In the event of fire PULL FIRE ALARM and CALL 911** from safe location.
(Address here is 110 Storrs Ave.)

Be prepared to give information on the location and size of the fire.

Call Public Safety (x5911) to inform them of nature and location of fire.

If the fire is confined to a trashcan or other small source, if possible and if you have been trained to do so, use a fire extinguisher to extinguish it. These are located adjacent to the stairs and elevators. (See detailed locations on floor plans in section D-1) To use the extinguisher, pull the pin, aim the nozzle at the base of the fire, and squeeze the handle. You must try to smother the fire by covering it with the chemical. The fire will go out when its oxygen supply is cut off. To avoid injury, stand back 6 to 8 feet from the fire.

2 **Evacuate the building**

- Do not use elevators in cases of fire. If you are unable to use the stairs, enter the stairwell and wait inside the stairway for emergency personnel to rescue you.
- In a smoke filled area, keep low to the floor to escape the smoke.
- If you see or smell smoke in a hall or stairway, use another exit.
- Before opening any door, use the back of your hand to see if it is hot. Also check to see if the doorknob is hot. If either is hot, leave the door closed and stuff towels or clothes in the cracks and open a window. Try another exit if one is available.
- If the door is not hot, open it slowly and be prepared to close it quickly if necessary.
- Close doors behind you to act as a fire break.
- Once outside the building everyone *must* immediately gather in front of Warner Hall to indicate that you've safely exited the building and to give and receive situation updates.

Know all the exits and evacuation plans for your building

BOMB THREAT

1. The person receiving the call: Remain calm.
 - a) On a display phone note the extension/number from where the call originates.
 - b) Note the exact time of the call.
 - c) Attempt to prolong the conversation for as long as possible.
 - d) Listen to the voice to determine sex, age, accents, etc.
 - e) Listen for background noises (e.g. music, voices, automobile traffic, etc.)
 - f) Attempt to question the caller regarding location of bomb, etc.
 - g) Report incident to Public Safety at 5911. If unavailable, call 911. You should remain in the area to talk to Public Safety and/or the Middlebury Police when they arrive.
 - h) Immediately notify your supervisor.

Second person (if available): Call the Public Safety Department at extension 5911 as soon as call is received.

2. Notify Public Safety, (x5911) and the Circulation Desk Supervisor (x5494). If possible, do this while still on the telephone with the caller by signaling a nearby staff member and having him/her make the calls
3. Instruct everyone in the area not to turn off any lights or electrical devices in the building.
4. If instructed to do so by Public Safety, evacuate the building. (See evacuation procedures section B-4) and ask people to gather and bring with them their personal belongings as they exit the building. Consult with Office of Public Safety about when the library can be reentered. Public Safety will call police and/or fire department, according to their own protocol.
5. **DO NOT TOUCH ANY SUSPICIOUS PACKAGES, BOXES, GIFT BOXES, OR OTHER ITEMS YOU MAY NOT RECOGNIZE.** Report any unusual items immediately.

EVACUATION

At the sound of the alarm or upon receiving instructions to do so via the public address system, all patrons and staff should leave the building by the nearest exit immediately.

When exiting the building staff should:

- Relax; keep calm, but be alert.
- Encourage others to leave the building. Give clear and loud instructions. If necessary, alert patrons that "this is not a drill". If instructed to do so, gather and bring personal belongings with you.
- **Do not use the elevator in case of fire.** If you are unable to use the stairs, enter the stairwell and wait inside the stairway for emergency personnel to rescue you.
- In case of fire take note of anyone who cannot use the stairs and tell them to wait inside the stair well for rescue personnel. Exit the building. When outside, notify Circulation Desk Supervisor attendant and/or rescue personnel of the location of anyone who cannot leave the building by the stairs.
- Close doors to act as firebreaks.
- Do not endanger yourself.
- Once outside the building everyone *must* immediately gather in front of Warner Hall to indicate that you've safely exited the building and to give and receive situation updates. Encourage guests to join you near Warner so everyone is a safe distance from the building and out of the way of emergency response personnel.

CIRCULATION DESK SUPERVISOR'S ROLE IN EVACUATION EMERGENCY

In case of an emergency requiring evacuation, the Circ Desk Supervisor should:

1. Make public announcement over PA system.
2. If appropriate Call 911 or confirm it has been called. (Address here is 110 Storrs Ave.)
3. Wear reflective emergency vest (on pillar by phone) so you can be easily identified as information point person.
4. Be available in front of Warner Hall
 - to coordinate volunteers to monitor exits to see that nobody reenters the building.
 - to inform Public Safety or emergency personnel of the status of the emergency and the location of anyone remaining in the building that may need to be rescued.
5. Inform the following of the emergency as soon as feasible:

See contact information Section A-3.

- Dean of LIS
- Emergency Preparedness Committee chair/member
 - if appropriate, ITS, Media, Armstrong, music or special collections librarian

Black out/Power Failure

1. Notify Circulation Desk Supervisor (x5494) who will then call Facilities Management (x5472) to report the outage.

When the main power to the building fails, a generator located in the basement should automatically start and power portions of the building as follows:

- ◆ Elevator #2 (near loading dock) will operate normally. Elevators #1 and #3 will automatically go to level 1, will open and shut once, then will no longer operate. If the generator fails to operate all elevators stop.
- ◆ Card access and alarm systems.
- ◆ ITS machine/server room.
- ◆ Circulation desk.
- ◆ Some lighting (but not all lights) sufficient to illuminate pathways to exits.
Compact shelving will not operate; loading dock overhead door will not operate; most outlets will not work; phone system will work as long as battery backup lasts; PA system will work as long as phone system works.

CIRCULATION DESK SUPERVISOR'S ROLE DURING A POWER FAILURE

1. Call Facilities Management (x5472) to report outage
2. Act as central information point
Recruit a volunteer(s) to:
 - A. Check the building to see if anyone needs help and to confirm that no one is caught in an elevator. Do not attempt to extricate anyone from an elevator. Call Public Safety (x-5911, or dial 388-4911 with cell is phone system is down)
 - B. Confirm that the generator in the basement is operating by listening for it below the staff room. If it is not running notify Facilities Services at x5472
3. Consult with Dean of LIS or other ADs regarding potential closing of the building. (See Section A-3 Person's to Contact in an Emergency). Building should only stay open during daylight hours. If the library is closing early see section **B-6** Unscheduled Closing
4. If the building is to stay open powered by the generator:
Recruit a volunteer(s) to:
 - A. Clear and lock rooms 105, 140, and 145. Post a sign indicating the rooms are locked for the duration of the power outage.
 - B. Place an easel and tablet in the atrium on which to provide situation updates. PA system may be used to provide updates as long as phone system battery backup lasts. If making PA announcement, make sure that staff in offices receive updates as well because they can't hear the PA. Use "route cards" in pocket of Circ Desk Manual.

If the generator fails to operate, the door locking system runs on battery and will only last a little while. If this happens ask Public Safety (x5911) to put the doors in card access mode to save the battery backup and also tell them we are propping the doors open. Retrieve concrete blocks from closet 201A and prop one exterior door and one interior door open.

Unscheduled closing of the building

If the Office of Public Safety, the College Administration, or the Dean of LIS or their designee gives instructions to close the Davis Family Library, the following procedures should be followed. If there is a life threatening emergency requiring immediate evacuation of the building see Evacuation on pg. B-4

Middlebury College Emergency Information telephone line is x2500

1. Consult with LIS Administration and decide what time the library will close, when it will likely reopen, and what information needs to be communicated to users and LIS staff. Who? What? Where? Why? When? How? What other LIS services will be closed or stay open? (See contact information on page A-3 and call them at home as needed.)

Circulation Desk Supervisor on duty (or designated "incident coordinator") should oversee the following--

2. Call the Office of Public Safety and ask them to lock the doors at the appropriate time.

3. Communicate: *Message should be clear, consistent, and concise.*

- Post signs on the front and back doors. (See forms in Circ Desk & Info Desk copy of Emergency Manual.)
- Make an announcement over the PA system. (See suggested message text in Circ Desk & Info Desk copy of Emergency manual.)
- Send an email to the community if authorized by Dean of LIS. (may want to call attention to availability of book drops)
- Each public service point manager should put voice mail messages on public phone lines if needed. (Info Desk, Helpdesk, Ref, Circulation.) Refer to contact info on pg.A-3 and call at home as needed.
- Communicate with branch libraries as needed.

4. Post a staff member at the front door to prevent people from entering after announcement to close has been made, and to share information about the situation.

5. Assign routes to staff volunteers to sweep the areas of the building in which the PA system cannot be heard to communicate content of PA message. (The PA system is only audible in the open stacks areas and in study carrel towers on the north side.) Use "route cards" in the pockets of the Circulation Desk emergency manual. In some instances, public spaces like classrooms, meeting rooms, and study rooms should be cleared and locked.

6. LIS Administration should notify staff yet to arrive for work but who will/may no longer be needed. (See AD contact information on page A-3 and call them at home as needed.) Middlebury College Emergency Information telephone line is x2500

Water Damage

1. Stop flow of water. As needed call Facilities Management: x-5472 (If Facilities Management is closed, call security x-5911 to reach “on call” facilities workers.)
2. As the situation requires, protect items not yet wet by covering with plastic or relocate them to a dry area. Turn off, unplug, and cover any computer equipment with plastic to protect it from water damage. (Supplies are located in closet next to 135.)
3. Until setting them up to dry:
 - Do not open wet books.
 - Do not separate single sheets.
 - Do not remove covers.
 - Do not disturb wet file boxes, prints, drawings, and photographs.
4. **Notify the Circulation Desk Supervisor**, who will in turn notify the Preservation staff, particularly the Preservation & Processing Manager. The Preservation staff is responsible for preparing a plan of action. See contact information on page A-3 and call them at home as needed.

For more information on recovery from a water incursion see **Section E**

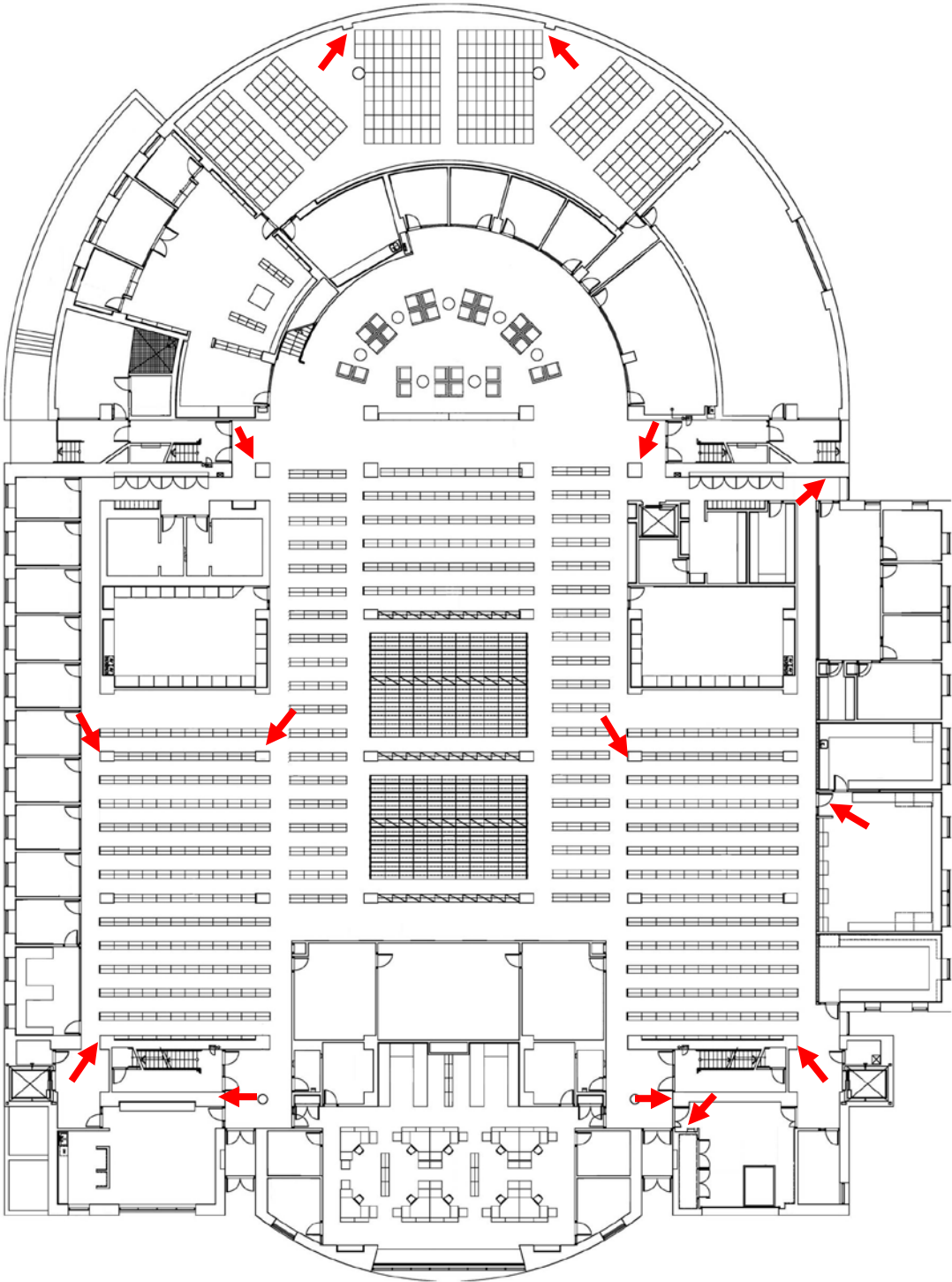
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Recovery Team	E-7
Recovery Products and Services Information	E-8-12
NEH Emergency Response and Salvage Wheel	In back Pocket
<u>Salvage Of Water-Damaged Library Materials</u> by Peter Waters http://palimpsest.stanford.edu/bytopic/disasters/primer/waters.html	In back pocket

Mold

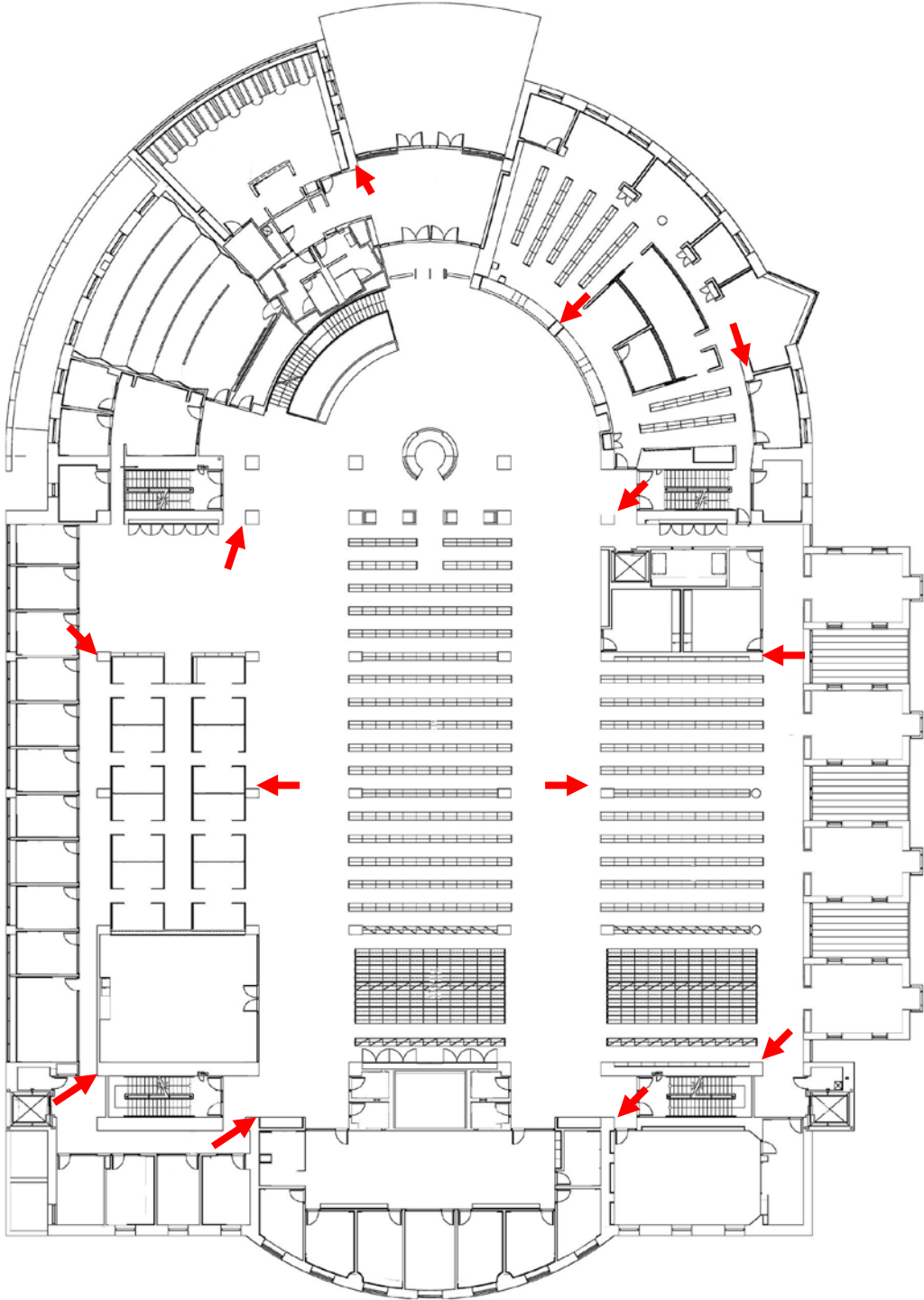
1. Notify Preservation Staff (see contact information section A-2). Call at home as needed.
2. If the mold growth is limited to a few items not on regular shelves with other volumes, isolate those items by placing them in a box or plastic bag.
3. If the mold growth is potentially widespread, e.g., in book stacks, leave items in place and do not touch.

NOTE: *Mold can be harmful to human health. Some people are allergic to mold. Caution should be used when handling moldy materials. Plastic gloves and respiratory masks are available in the Preservation & Processing office and should be used for personal protection.*

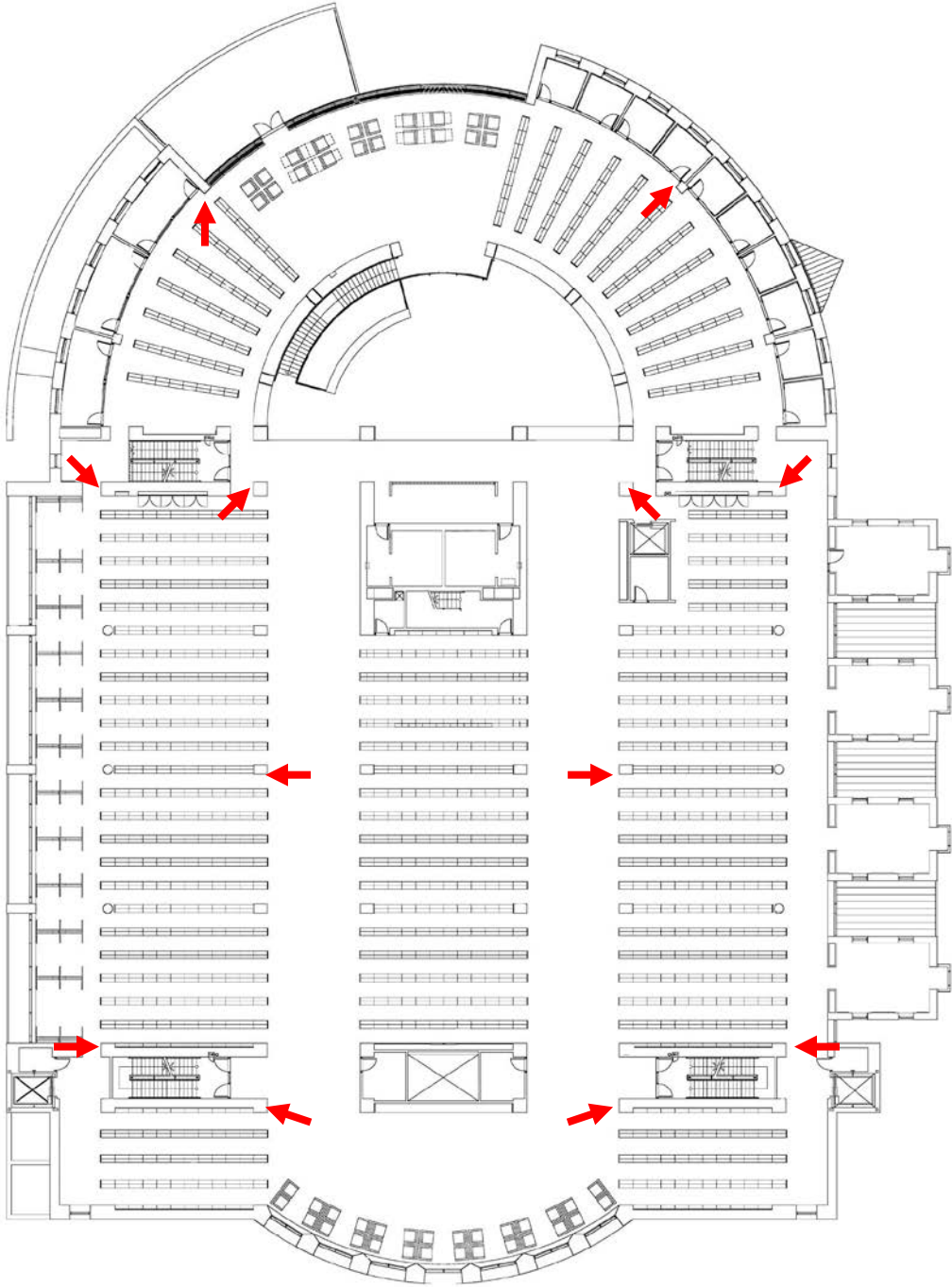
D-1.1
FIRE EXTINGUISHER LOCATIONS
LOWER LEVEL 1



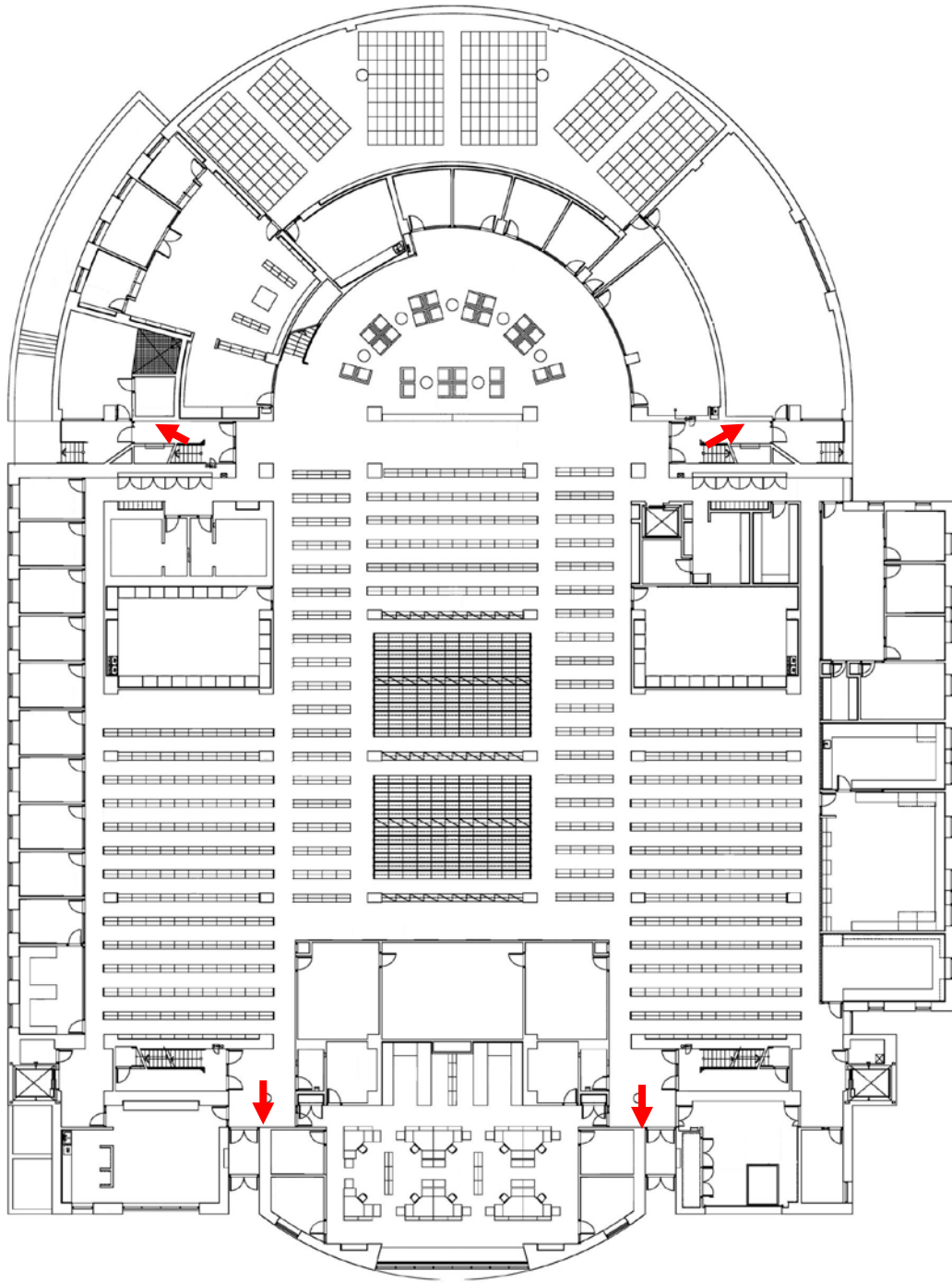
D-1.2
FIRE EXTINGUISHER LOCATIONS
MAIN LEVEL 1



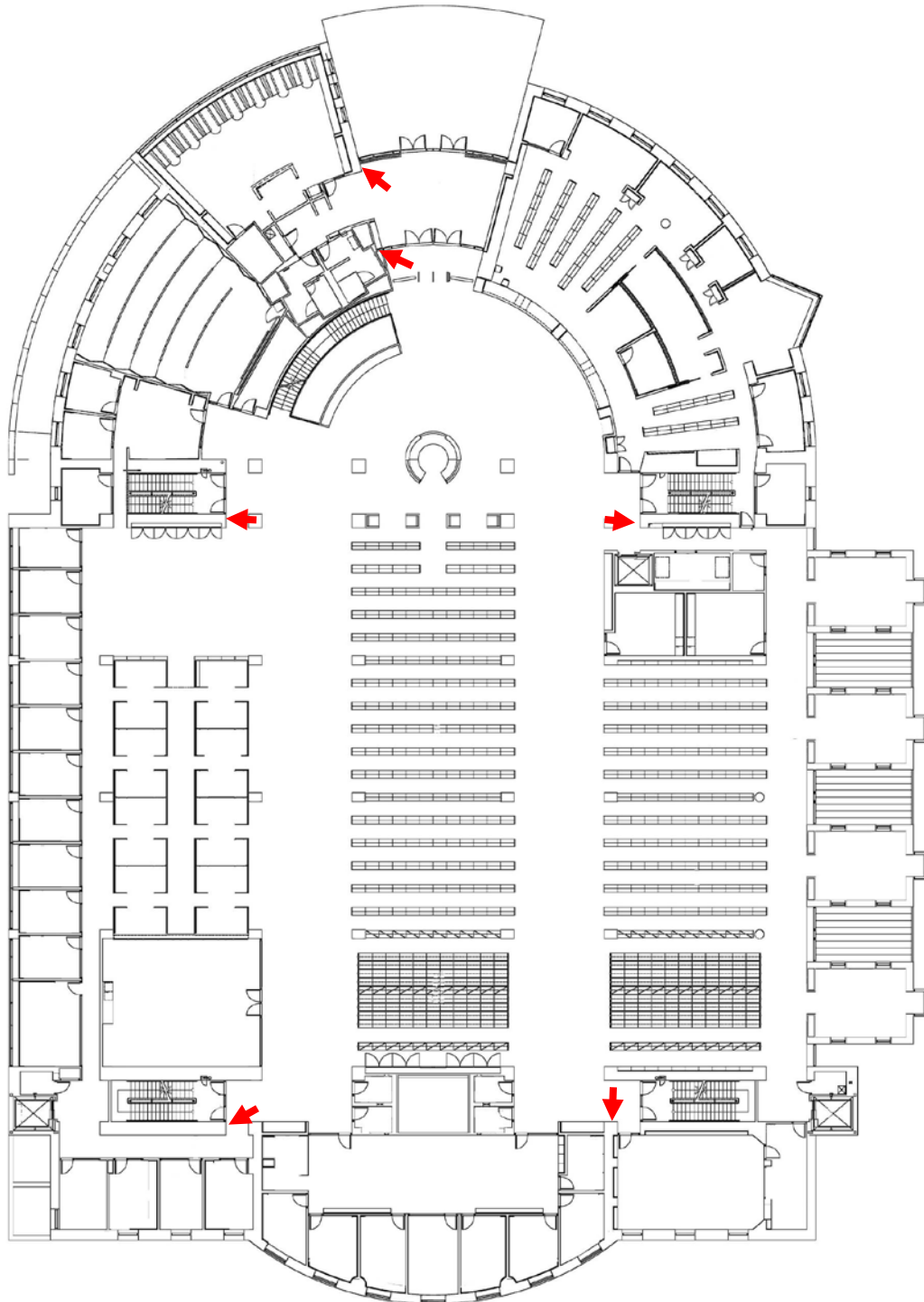
D-1.3
FIRE EXTINGUISHER LOCATIONS
UPPER LEVEL 1



D-2.1
FIRE ALARM PULL STATION LOCATIONS
LOWER LEVEL 1



D-2.2
FIRE ALARM PULL STATION LOCATIONS
MAIN LEVEL 2



D-2.3
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