

# **LIBRARY SECURITY & EMERGENCY PROCEDURES MANUAL**

MURRAY STATE UNIVERSITY

UNIVERSITY LIBRARIES

Waterfield Library



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## Introduction

Much of the text of this library manual has been taken directly from the Murray State University Emergency Procedures Guide, prepared and distributed by the Office of Environmental Safety & Health Department for Facilities Management, 2nd Edition, Summer 2007 (the little green cards on the key ring)

This handbook is intended for use by library faculty, staff and student assistants. It has been designed to provide a quick reference in cases of emergency. All library employees should become familiar with its contents.

When additions, corrections or updates to this manual are distributed, it is each employee's responsibility to add new pages and remove superseded pages as directed. Keep this handbook readily accessible.

### Emergency Telephone Numbers

|   |      |
|---|------|
| All campus emergencies (MSU Police – 24 hours a day)            | 911  |
| MSU Police (non-emergency)                                      | 2222 |
| Office of Environmental Safety & Health (weekdays 7a.m.-4 p.m.) | 3480 |
| Facilities Management (weekdays 7 a.m.-4 p.m.)                  | 4291 |
| Student Health Services   | 3809 |
| Waterfield Library's Building Coordinator (Aleeah McGinnis)     | 2956 |
| Waterfield Asst. Library Building Coordinator (Cindy Clark)     | 3511 |
| Pogue Library Building Coordinator (John Rall)                  | 3399 |
| Pogue Library Asst. Building Coordinator (Cynthia Barnes)       | 6152 |

Designated meeting area for occupants of university libraries in the event of an evacuation:

*Waterfield: front lawn of Carr Health Building*

## **Library Security**

### **LIBRARY VISITORS POLICY**

If not otherwise affiliated with the university, visitors to the library must be at least 16 years of age. Adult visitors are encouraged to apply for a complimentary user's card in order to access the library's catalog, and check out library material.

If asked, a library visitor is expected to show valid identification.

### **LIBRARY POLICY ON UNESCORTED OR UNSUPERVISED CHILDREN**

The Murray State University Libraries strive to provide an environment conducive to study and research, primarily in support of the academic programs offered by the University. While we are a public facility, the Library does not accept responsibility for the safety or supervision of unescorted or unsupervised children. Therefore, the following guidelines are in place:

- Children under the age of 14 must be accompanied by a parent (or other adult caregiver), and must be under their direct supervision at all times.
- Parents (or other adult caregiver) are responsible for the conduct of their children while they are in the library.
- Parents (or other adult caregiver) will be asked to remove from the library any child behaving in an inappropriate manner.
- Parents will be held responsible for any damages caused to library property by their children.
- Should an unescorted child be discovered, library staff will attempt to locate a parent. If a parent cannot be located, library staff will contact the University Police to assume responsibility of the child.

### **Procedures:**

- 1) Upon observing or being notified of an unescorted or unsupervised child, the library staff member will attempt to find the child's parent or caregiver. Children left unattended are sometimes frightened and crying and should be comforted by staff. In the case of medical emergency, MSU Police (campus telephone extension 2222) will be notified immediately and then the staff will attempt to contact the parent or caregiver, in that order.
  - a) The staff will walk around the library with the child looking for the parent or caregiver.
  - b) If staff cannot find the child's parent or caregiver, staff will page the child's parent or caregiver using the parent's or caregiver's name if known, or the child's name if known. If no name is available, describe the child's physical appearance.
- 2) If a parent or caregiver cannot be found, the library staff will immediately contact MSU Police to assume responsibility for the child. Library staff will remain with the child until an MSU officer arrives.

- 3) If the child's parent or caregiver is located, the "three strikes" guideline will apply:
  - a) Library staff will explain the library policy on unattended children, and will politely ask the parent or caregiver to supervise the child. Parents or caregivers will be provided with a written copy of the policy if requested.
  - b) The second time the child is unsupervised during the same visit, library staff will again inform the parent or caregiver that their child must be supervised while in the library. The staff member should inform the parent or caregiver that the next violation of this policy will result in their being asked to leave the library.
  - c) The third time the child is left unsupervised during the same visit, library staff will tell the parent or caregiver that the child is still unsupervised, and will ask the parent or caregiver to remove the child from the premises.
  - d) If the parent or caregiver refuses to leave the building, the staff member will call MSU Police.
- 4) The staff member will file an incident report with the Dean's Office. If the name of the parent, caregiver, and/or child is not known, include physical descriptions. Include type of behavior exhibited by both parent/caregiver and child, and describe actions taken.
- 5) Under no circumstances will library staff accompany children to any location outside the library building, even by request of the parent or caregiver.

#### **SECURITY GATE PROCEDURE**

- 1) A library patron is called back to the circulation desk when the security alarm sounds.
- 2) Staff are authorized to ask the patron whether he/she has library materials that may have set off alarm. Staff are also authorized to check all patrons' possessions, and may request to be shown proper identification of any person within the library
- 3) If library material is found on patron or in patron's belongings, staff may first request assistance from the supervisor. Staff may question any person who appears to be involved with a possible violation of library regulations.
- 4) If a violation of library regulations appears to have occurred, staff is authorized to call MSU Police at 809-2222 and ask to have an officer sent to the library. Staff may request any person suspected of violating library regulations to wait until the MSU Police officer arrives.
- 5) A report of the incident should be filed by the staff member in attendance & given to the Dean of Libraries.

## **PANIC BUTTONS**

If anyone feels threatened, move to an area a safe distance away from the threat and call 911. If it is unsafe to dial the phone and there is immediate dangerous or life-threatening activity that needs the presence of MSU Police, press the panic button. Panic buttons are located at various service desks in both Waterfield and Pogue Library and shall be used only in cases where dialing the phone would be unsafe. The panic button is directly linked with MSU Police and will “silently” call an officer to the library.

The panic buttons are located at the following service desks:

Pogue Library  
    Special Collections  
    Law Library  
Waterfield Library  
    Circulation Desk  
    Information Desk  
    Starbooks  
    Dean’s Office  
    Copy Express

## **PATRON MISCONDUCT**

If an incident of patron misconduct is either observed by or reported to a library staff, it is our responsibility to handle the situation whether by dealing with it directly, calling in a supervisor, or contacting MSU Police at 2222.

Misconduct within the libraries may be of two types: personal & property.

Examples of personal misconduct:

- To violate established university policies (e.g. tobacco use, carrying firearms)
- To use abusive, obscene or suggestive language with library staff or patrons
- To display threatening, aggressive or annoying behavior or unwanted attention
- To engage in sexual harassment or overt sexual behavior
- To be excessively noisy and disruptive to other patrons (including audible electronic devices or cell phone conversations)
- To fail to discipline or control children in their care
- To view or display offensive Internet content
- To refuse to leave the library at closing or during emergency evacuation,

Examples of property misconduct:

- To deface, mutilate, vandalize, mark in, or in any way damage library property (collection material, computer or photocopying equipment, furniture)
- To sequester or “stash” library property within the library for the exclusive use of an individual or group

- To ignore or fail to respond to recall or overdue notices
- To steal or attempt to steal library or personal property or knowingly possess stolen library property
- To traffic, for profit or otherwise, in library property
- To refuse to show MSU or other identification upon request of library staff or designated library employees
- To be in nonpublic areas without authorization or in library facilities after closing hours
- To urge another to commit a violation

## **HANDLING PATRON MISCONDUCT**

Techniques for dealing with problem patrons:

1. Be consistent in policy application
2. Be calm and patient with all parties involved
3. Allow patron to “save face,” try to remove discussion from public area
4. Meet strange, odd or disruptive behavior with a public service approach, i.e. ask whether you can be of assistance as initial intervention into a situation
5. Never allow confrontation to become personal, remember that the patron may be upset with library or university policy or procedure, not with you even though he or she is venting at you
6. Student assistants must understand that rude and abusive behavior is not tolerated, and are encouraged to report it ASAP, “Let me get my supervisor to assist you.”
7. Choose your battles, know when intervention is truly necessary and when a simple quiet word of warning or suggestion would suffice. For example, asking cell phone users simply to relocate to a lesser used corner of the library during conversation should solve that problem.

However, if a satisfactory resolution does not appear possible, call MSU Police at 2222 and be prepared to give:

- Specific location within library
- Circumstances of incident (what rule has been violated)
- Name and physical description of person(s) involved
- Name of person reporting incident, if you did not personally observe it

## **INCIDENT REPORTING**

Incidents of patron misconduct should be reported within one working day to Dean’s Office. A copy of University Libraries Incident Report should be used (see p. 27). Copies are available on the Library’s Wiki.

- All staff are responsible for upholding policies and procedures regarding library collection security, patron behavior, and emergencies.
- Emergency incident reporting procedures have definite timeline (see especially FIRE, p. 15 for compliance with the Minger Act).

- Hearsay concerning possible emergency situations must be reported, as well.
- Ban letters issued by the Office of Student Affairs should be communicated to Library Dean so library services are not extended.

Formal disciplinary procedures:

- The library considers all offenses listed in the “Property Misconduct” section (p. 7) to be sufficiently serious to warrant swift and firm disciplinary action, regardless of the monetary value of the library property involved. The library will work closely with the Office of Student Affairs and MSU Police to assure prompt and equitable adjudication.
- Depending on the nature of the infringement, “Property Misconduct” violations may be subject to probation, reprimand, penalties, suspension, or dismissal through the campus judicial system. In accord with MSU’s Student Conduct Regulations, most complaints will be handled through the Office of Student Affairs or Campus Judicial Board, but more serious cases may be prosecuted through local criminal courts.

**AFTER HOURS PATRON RELEASE FORM & PROCEDURE**

In the event that a patron(s) is inadvertently locked in the building after closing & alerts MSU Police to be released, the officer unlocking the library is expected to fill out the following form. The library should be notified of the incident the next day by telephone.

*Campus Security Report: After-Hours Patron Release from Waterfield Library*

Time of patron call: \_\_\_\_\_

Name of Patron: \_\_\_\_\_

Patron’s local phone/cell phone: \_\_\_\_\_

Reason for remaining in library: \_\_\_\_\_

Location within library at time of closing: \_\_\_\_\_

Security Officer on Duty: \_\_\_\_\_

**COMPUTER USAGE POLICIES –**

All computer lab users must comply with the MSU accessible user policies at : <http://campus.murraystate.edu/aup>

## **CRIMINAL ACTIVITY**

Report a crime in progress or suspected criminal activity to MSU Police at 911 or 2222. Relay as much information as possible, including, when applicable:

- Nature of crime
- Location within library
- Physical description of the perpetrator
- Type of weapons involved
- Vehicle description, license number and direction of travel when last seen

**DO NOT APPROACH OR ATTEMPT TO APPREHEND THE CULPRIT.** Stay on the telephone with Murray State Police until the first officer arrives.

## **WORKPLACE VIOLENCE**

Workplace violence may take many forms & may include use of deadly weapons. Advance warning of the violence is unlikely.

### *Gunfire*

1. If gunfire is heard, seek refuge in an area that can be locked from within. If possible, choose a room without windows. Once inside the room, hide quietly in a closet, bathroom or under a desk, if possible.
2. If a phone is immediately available, and it is safe to do so, call MSU Police at 911 or 2222. Stay on the phone with the dispatcher if it is safe to do so.
3. Take no action to intervene.

### *Hostage Situation*

1. Immediately evacuate library, using the established evacuation plan (see pp. 21-23). Carefully avoid the attention of those taking hostages.
2. Take no action to intervene.
3. Call MSU Police at 911 or 2222.  
Provide as much accurate information as possible and, if it is safe to do so, stay on the line with the dispatcher.

*Remember never to put yourself in harm's way.*

Workplace violence may take many forms & may include use of deadly weapons. Advanced warning of the violence is unlikely and it will be unlike anything you have ever experienced. Having a Survival Mindset is very important and it comes from training.

The video “Shots Fired” prepared by the Center for Personal Protection and Safety is highly recommended as preparation for any possible situations of violence which might arise. The video is available online at [http://campus.murraystate.edu/media/publicsafety/video/shots\\_fired/](http://campus.murraystate.edu/media/publicsafety/video/shots_fired/) and requires your MSU logon to view it.

The **Survival Mindset** consists of awareness, preparation, and rehearsal. The untrained person reacts with panic, disbelief/denial, becomes lost in that denial and shock, and feels helpless. The person trained through the use of such as this video will be anxious, recall training, prepare to act as rehearsed, and commit to action.

### **Gunfire**

Gunfire may not be immediately recognized.

Trust your intuition – knowing without knowing.

1. Decide on the best course of action in your particular circumstances.
2. Get out if you can; trust your instincts; leave belongings behind.
3. If you can get out, call 911 or 2222 for help, be persistent on getting through to authorities, and give details calmly and quickly.
4. If you cannot get out, find a place to hide out – a hidden location, avoiding places that trap or restrict movement.
5. Find a room that locks; blockade the door; be silent; turn off cell phones/pagers; turn out lights
6. Quietly discuss options with others hiding with you.
7. Don't huddle together – a group makes a much simpler target.
8. As soon as you safely can, call for help.
9. If danger appears unavoidable, be prepared to do whatever it takes to take out the shooter. Total commitment and absolute resolve are needed and you must be very aggressive in your action.
10. When officers arrive:
  - a. Give them details:
    - i. Location of the shooter(s)
    - ii. Number of shooters
    - iii. Physical descriptions
    - iv. Number and type of weapons
  - b. Be sure not to behave threateningly:
    - i. Don't point at officers; keep your empty hands up for them to see.

- ii. Be quiet and compliant.
- iii. They don't know who is a threat and who is not.
- iv. Make no quick movements and no moves toward them.

#### Help Out.

1. Help others remain calm.
2. Help others escape if possible.
3. Help others stay away from the danger area.
4. Help the injured.
5. Warn others.

#### **Hostage Situation**

A hostage situation is different from the above scenario.

1. Remain calm.
2. Be compliant; follow directions.
3. Be patient; wait for authorities to resolve the situation.
4. If possible without drawing attention from those taking hostages, evacuate the library using the established evacuation plan (see pp.21-23).
5. If possible without drawing attention, call MSU Police at 911 or 2222 and be prepared to provide as much accurate information as possible.
6. If the situation changes and violence erupts, take action as above.

#### **Prevention**

Watch for indications of possible violent outbreaks in those you work with or are around a lot such as unreasonable anger or upset, blaming behavior, injustice collection (behaving as if everything and everybody is against them), and failure to accept responsibility for their actions.

## **Major Emergency Procedures**

### **MEDICAL EMERGENCY & FIRST AID**

1. Do not move a seriously injured person unless that person's life would be threatened by not doing so.
2. Render first-aid or CPR if trained. Remember, if you do not know how to do so, you may cause more harm than good.

Always look for a medic alert tag with standard physician's symbol. This tag may be located around wrist, arm, neck, or in wallet. The presence of this tag indicates special medical conditions.

3. Do not leave the injured person unattended except to summon help.  
Call MSU Police at 911 or 2222.
  
4. When reporting a medical emergency, provide the following information:
  - Type of emergency, if heart attack is suspected, so state.
  - Location of injured
  - Condition of injured
  - Any dangerous conditions
  
5. Comfort injured person until EMS arrives.
  
6. Have someone outside library to flag EMS as they reach vicinity.
  
7. If exposed to injured person's bodily fluids, wash exposed area and contact a Supervisor or the Office of Environmental Safety and Health at 3480 or Facilities Management at 4291.

**LOCATION OF FIRST AID KITS**

First aid kits are located in the following areas:

- Acquisitions Rm. 223; Processing Room, 2nd shelf of cabinet behind door
- Cataloging Dept Rm. 224-2; Storage Closet 3rd shelf
- Circulation Dept Rm. 225; Public counter, left end drawer
- Dean's Office Room 205A; Hall closet
- ILL Office Room 219A; student worker desk drawer
- Legal Resources Rm. 150; Pogue Law Library Front desk
- Periodicals Rm. 203; Top drawer of file cabinet in office
- Reference Rm. 217; Credenza in Ref. Office
- Shipping & Receiving Rm. 103; Bottom section of mail sorting cabinet
- Special Collections Rm. 202; In file drawer (left end cabinet) at main Pogue lobby desk
- Systems Office Room 215; bottom drawer of filing cabinet

These kits contain supplies suitable only for small abrasions, cuts, etc. If someone is seriously injured, MSU Police should be notified immediately.

## **EVACUATION OF PHYSICALLY IMPAIRED**

In cases of emergencies, those individuals with physical impairments who are still on the top floor, may need assistance evacuating the library.

**In most emergencies, do not use elevators.**

### *Ambulatory Individuals*

Ambulatory individuals are those with disabilities that may impair rapid evacuation of the library. Examples include those who are blind, deaf or whose mobility is restricted by the use of walkers or crutches. Assistance to ambulatory individuals can be provided by guiding them to a stairwell, waiting until a clear passage is established and helping them down the stairs to the designated meeting area.

- Remember to evacuate mobility aides with the person (e.g. crutches, walker, seeing eye dog),
- Announce your presence to visually impaired person
- Offer assistance, but let person explain what help is needed
- Let person grasp your arm and walk at their pace
- With hearing impaired persons, first establish eye contact
- Use facial expressions and hand gestures as visual clues, sign language if known
- Speak slowly in case person can read lips
- As you evacuate, advise person where they are and what is happening at all times

### *Non-ambulatory Individuals*

Non-ambulatory individuals are those with disabilities who require the use of wheelchairs. It is assumed that physically impaired individuals would be able to evacuate the library ground floor through either of the two glass doors on the east side, or the main floor through any of the lobby exits. To assist these individuals, proceed as follows:

1. Call MSU Police at 911 or 2222. Provide dispatcher with as much information as possible, most importantly, the location of the individual, selecting one of the stairwells on the top floor as a meeting point.
2. Move the impaired individual into the stairwell and await assistance if there is no immediate danger within the vicinity of the stairs. Send a runner to the library's assembly area to report where the evacuation assistance is necessary.
3. If the hazard becomes life threatening while awaiting EMS, move the individual to safety, preferably to the other stairwell, and alert EMS of the necessary change of location.

## **FIRE**

KRS 164.9481-164.9483, known as the Michael Minger Act, makes our responsibility crystal clear: *“Upon learning of a fire or threat of fire, [we] shall immediately report each fire or threat of fire . . .”* to MSU Police at 911 or 2222.

Fire and threat of fire includes, but is not limited to:

- Any electrical sparking (appliance, wall outlet, etc.)
- Smoldering trash
- Smoke from an undetermined source
- Visible flame
- Smell of smoke or burning
- Any type of uncontrolled chemical related explosion or reaction
- Uncontrolled or unapproved grass fire, and
- Any other event with potential for property damage or personal injury

Unless informed that our fire alarm system is being tested, treat all fire alarms as serious & evacuate the library.

1. If the fire is small and your escape route is clear, use the nearest fire extinguisher. Never allow fire to come between you and your exit route.
2. Close doors behind you to contain fire. Do not break windows, oxygen feeds a fire. Before opening any door, touch it near top, if hot or smoke is visible, do not open the door!
3. Call MSU Police at 911 or 2222. Contact Dean’s Office at 2291 and Reference Desk at 2053 and activate nearest fire alarm. See floor plans (pg. 30-33) for locations of fire alarms, extinguishers, and emergency exits.
4. Immediately evacuate library using established evacuation routes. See Evacuation Plans, pp. 21-23. Announce evacuation via intercom:

**“Your attention please. The fire alarm has sounded.  
Please exit the building. Do not use the elevator.”**

5. If possible, provide assistance to mobility-impaired individuals. If this is not possible, or if anyone is injured, call MSU Police at 911. Provide location to arriving emergency services (fire, police, etc.) of physically impaired or injured individuals.
6. Once outside library, account for all building occupants at designated assembly area. Do not re-enter library or leave campus unless advised to do so by library building coordinator, supervisor, or MSU Police.
7. The Dean’s Office shall report damages to Facilities Management at 4291.

8. Written notification on the General Incident Reporting Form (GIRF) shall be made as soon as practical after event, but not to exceed two (2) hours from time of initial telephone notification. GIRF online: <http://campus.murraystate.edu/services/PublicSafety/GIRF.pdf>.

## ACTS OF NATURE

### TORNADO & SEVERE THUNDERSTORM

#### *Tornado or Severe Thunderstorm Watch*

A tornado or severe thunderstorm “watch” means that severe weather is possible, but not imminent. Proceed with normal activity, but continue to monitor weather-related reports. Listen to weather alert radio (located in Dean’s Office, Circulation and Reference) or local radio stations (WKMS 91.3, WFGE 103) and for Murray State’s outdoor warning sirens to sound. The signals may be repeated as necessary

#### *Severe Thunderstorm Warning*

If a severe thunderstorm “watch” is upgraded to a “warning,” proceed as follows:

1. Notify library occupants of the “warning” via intercom.
2. Stay indoors and away from windows, close to structurally reinforced walls, until the “warning” has expired.
3. Report any injuries to MSU Police at 911 or 2222. Give the following information:
  - Library name & location
  - Type of emergency
  - Location and condition of injured
  - Any dangerous conditions

#### *Tornado Warning*

A tornado warning is issued when a tornado has been sighted in the area. Murray State’s outdoor warning sirens will be sounded. If a warning (wavering tone) is issued, proceed as follows:

1. Notify all library occupants via intercom:

**“Your attention please. The emergency weather alarm has sounded.  
Please move to the west side of the lower level. Do not use the elevator.”**

2. In Pogue, southwest section of Law Library. Do not stand near windows.

3. When danger has passed a solid tone indicates “all clear”, (notification will be

broadcast over local radio) immediately report all injuries to MSU Police at 911 or 2222. Be prepared to give the following information:

- Type of emergency
- Location and condition of injured
- Any dangerous conditions

4. Leave a damaged building immediately and do not attempt to return unless given permission by the building emergency coordinator or MSU Police personnel. Report to designated assembly area and account for all occupants.

5. Never attempt to turn utilities on or off. Call Facilities Management at 4291.

## **EARTHQUAKES**

### *During an Earthquake*

1. Seek protection from falling debris in doorways, under desks or tables, near interior load-bearing walls, or in corners of rooms. Do not seek cover between bookshelves as they may tumble over, and stay away from windows, mirrors, overhead fixtures, filing cabinets and electrical equipment. Do not exit library during quaking.

2. Notify all library occupants via intercom:

**“Your attention please. The emergency alarm has sounded.  
Please move to the lobby on the main level.  
Do not use the elevator.”**

3. If outside, move away from buildings, power lines and trees. Seek open areas.

4. Beware of possible hazards as result of quake activity:

- Objects about to fall
- Electrical hazards (downed power lines)
- Natural gas leaks (avoid open flames) DO NOT SMOKE!
- Weakened stairs and staircases
- Broken glass

### *After an Earthquake*

1. Notify all library occupants via intercom (if electrical failure has not occurred):

**“Your attention please.  
We have received notification that we may now evacuate the library.  
Do not use the elevator.”**

2. Collect personal belongings. Open doors carefully, watching for falling objects. A

slow, controlled evacuation is best. Go directly to designated assembly area. Do not leave until you have been accounted for by your supervisor or coordinator.

3. Report any injured, missing, or trapped person to MSU Police at 911 or 2222. It may be necessary to send a runner to MSU Police.
4. To expedite rescue and emergency services, post a sign on library front doors with following information:
  - Date and time
  - Number of people known inside
  - Probable location(s) of persons known inside
5. Provide assistance to those with mobility impairments or to those who may be trapped by fallen debris.
6. Check for injuries, but do not attempt to move a seriously injured person unless there is a greater danger by not doing so. Call MSU Police at 911 or 2222.
7. Use telephones only to report emergencies (i.e. gas leaks, fire or injuries).
8. Only Facilities Management or other trained individuals should attempt to turn utilities on or off.
9. Never touch downed utility poles or lines. Do not approach damaged building equipment.
10. Do not drive a vehicle unless warranted by an emergency. Streets should be kept clear for emergency vehicles.
11. Be prepared for aftershocks. Aftershocks are usually smaller than initial earthquake, but may be strong enough to topple already damaged buildings.

Remember, a significant earthquake will affect an entire community. Rescue and/or assistance may not be immediate. During emergencies that render broad, citywide impacts, it may be necessary to assume responsibility for the safety of oneself and if possible, others in the vicinity who need aid.

## **SNOW EMERGENCY**

If a severe snow storm occurs **while the library is open**, library staff are NOT authorized to close the library early. Authorization to close early must come from the Dean of Libraries or designated appointee.

Should a severe snow storm occur **while the library is closed**, staff should listen to the radio for details concerning whether or not the library will be open for normal operating

hours. Again, the decision on whether or not to close does NOT rest with the library staff. Authorization to close early must come from the Dean of Libraries or designated appointee.

## **TERRORIST THREATS/TERRORISM**

### **Toxic/Irritant Gas & Infectious Agents**

1. Call MSU Police at 911 or 2222. Provide dispatcher with as much information as possible.
2. Do not move or handle material or devices. Immediately vacate library using established evacuation routes.
3. Account for all library occupants upon arrival at the designated assembly area. Segregate those individuals who may have been exposed to an infectious agent.

### **BOMB THREATS**

Every bomb threat must be taken seriously!

1. Most bomb threats are received by telephone, although some may be made via e-mail or letter. If any form of bomb threat is received, remain calm and obtain as much information as possible using the Bomb Threat Checklist (sample page 29).
2. If possible, while still speaking with caller, alert colleague to call MSU Police at 911 or 2222. Otherwise, immediately call MSU Police. Provide dispatcher with all information obtained, most importantly, any specific details concerning location and/or time. During normal working hours, contact the Dean's Office at 2291.
3. Do not touch or move unfamiliar objects. If threat was made by note or mail, do not handle. Wait for MSU Police personnel to arrive. Do not discuss bomb threat with other staff or library patrons.
4. The library building coordinator, Dean's Office and/or MSU Police officer will determine whether evacuation is warranted. If library is evacuated, account for all occupants at the designated assembly area.

## **HAZARDOUS GAS LEAKS**

### **Flammable, toxic, corrosive, oxygen, cryogenic**

If a gas cylinder or gas piping begins to leak or is suspected of leaking, thereby presenting danger to library occupants, proceed as follows:

1. Immediately notify library occupants via intercom to evacuate along established route.
2. Notify MSU Police at 911 or 2222 to report details of chemical emergency. They will alert Facilities Management. During normal working hours, notify the Dean's Office at 2291.

Be prepared to provide following information:

- Library name and location
  - Floor and room number (if needed)
  - Specific chemical name of the involved gas (if known)
  - Estimated volume of gas
3. Facilities Management has the responsibility to shut down the library's HVAC (heating, ventilation, air conditioning).
  4. If it is possible to enter the affected area safely, enter and remove anyone overcome by fumes to a safe area. Qualified persons should render first aid as required.
  5. Make every attempt to direct evacuating personnel away from the hazardous area. Account for all library occupants at the designated assembly area. Library occupants should not return until instructed to do so by library building coordinator, supervisor or MSU Police personnel.

## **EVACUATION PLANS**

## **WATERFIELD LIBRARY – NORMAL WORKING HOURS**

During normal operating hours, Monday-Friday, 7:30 a.m. – 4:30 p.m., if any emergency situation requires general evacuation of Waterfield Library, it shall be done according to the following procedures:

1. Reference desk personnel will pull fire alarm. Alarms are located near all emergency exits, and call MSU Police at 911 or 2222 and Dean’s Office at 2291.
2. Reference desk personnel will announce via intercom:

**“Your attention please. The fire alarm has sounded.  
Please exit the building. Do not use the elevator.”**

3. In addition, all staff personnel within the library will be expected to assist in patron evacuation as follows:

A. Reference Desk person

- alerts Dean’s Office (see B.)
- alerts Interlibrary Loan (see C.)
- alerts Circulation Department (see E.)
- clears reference room and microforms rooms
- alerts Reference Office (See G)

B. Dean’s Office

- alerts Periodicals office (see D.)
- clears south side restrooms

C. Interlibrary Loan Office

- clears government documents

D. Periodicals clears top floor & restrooms

E. Circulation Department

- alerts Technical Services (see F.)
- clears Media
- clears entire lobby
- clears ground floor west

F. Technical Services

- alerts Shipping & Receiving/Binding (see H.)
- clears women’s restroom

G. Reference Office

- assist clearing main lobby

H. Shipping & Receiving/Binding

- clears staff lounge
- clears ground floor east

I. Systems

- clears south hall offices & Room 211

## **WATERFIELD LIBRARY - EVENINGS & WEEKENDS**

During evenings and weekends with a very limited staff, if any emergency situation requires general evacuation of Waterfield Library, it shall be done according to the following procedures:

1. Reference desk person will pull fire alarm. Alarms are located near all emergency exits, and call MSU Police at 911 or 2222.
2. Reference desk person will announce via intercom:

**“Your attention please. The fire alarm has sounded.  
Please exit the building. Do not use the elevator.”**

3. In addition, the other staff member and student assistants within the library will be expected to assist in patron evacuation as follows:

Following announcement to evacuate . . .

Reference desk person with assistance from Circulation students and Racer Patrol:

- Clears reference/government documents/ microforms rooms
- Oversees lobby clearance
- Clears ground floor
- Clears Media room and restrooms
- Assists in ground floor clearance
- Clear top floor and restrooms
- Clear main floor restrooms
- Clear entire lobby

## **EVACUATION PLANS - ASSEMBLY AREA**

*When it appears safe to leave the library, proceed to nearest available exit.*

1. The assembly area for library employees and patrons is the front lawn of Carr Health Building.
2. Library staff should wait in this assembly area until accounted for by building coordinator, assistant coordinator or supervisor.
3. While evacuating the library, each staff member is expected to assist in checking public areas for injured or trapped individuals. Supervisors should insure that their respective office areas and patron service areas are clear of personnel. Supervisors are expected to account for their personnel at the assembly area when evacuation is complete. Check all stairwells, restrooms and elevator for stranded persons. See also procedures at ELEVATOR FAILURE (see p. 24).
4. Handicapped individuals should be carried from the library during evacuation. If necessary, ask library patrons to assist. No attempt should be made to move wheelchairs down staircases or to carry a handicapped individual downstairs while in a wheelchair. In addition to the danger of dropping the individual, there is the very real possibility of blocking an exit route and endangering large numbers of other library occupants.
5. At the assembly area, all persons known to be missing or injured must be reported to library building coordinator or supervisor.

## **Minor Emergency procedures**

### **UTILITY FAILURE**

1. In case of utility failure (electricity, water, gas or telephone) during normal working hours, the Dean's Office will call Facilities Management at 4291. During evening and weekend hours call Murray State Police at 2222.
2. If phone service has been affected, use the public phone in the lobby or an available cell phone, if available. It may be necessary to send a runner to MSU Police if other means of communication fail.

Be prepared to give following information:

- Library name and location
  - Floor and room number (if applicable)
  - Nature of problem
  - Contact person or telephone extension
3. Check all stairwells, restrooms and elevator for stranded persons. See also procedures at ELEVATOR FAILURE (see p. 24).

4. If utility failure occurs during daylight, there may be sufficient natural light to continue library operations. However, if lighting is insufficient (and in all cases at night) the library should be evacuated, especially if the failure is expected to continue for an extended period of time.

5. During evenings and weekends, if Facilities Management personnel determine that the failure will last more than 30 minutes, request authorization to close the library from the Dean of Libraries.

Each unit should have auxiliary lighting for use during power failures, even if this lighting is only a flashlight. Staff should be aware of its location. Flashlights should be checked periodically to keep in operating condition.

#### General Information:

Routine inspection, maintenance, and repair of library equipment are the responsibility of Facilities Management. Library personnel should never attempt to repair or make unauthorized adjustments to equipment, if they have not been specifically trained to do so.

### **ELEVATOR FAILURE**

1. It is important for library staff to give reassurance to anyone who may be stuck in elevator.

2. Ask the person in elevator to activate red start/stop emergency toggle switch. This could possibly free elevator, particularly if stopped between floors.

3. Do not try to force open elevator doors, nor any other “heroic” action which might worsen the situation.

4. Call Facilities Management at 4291 and MSU Police at 911 or 2222. During normal working hours, notify the Dean’s Office at 2291.

5. Elevator keys are NOT kept in the library. Maintenance and emergency personnel should have necessary keys when they arrive.

## **FLOODING & WATER LEAKS**

1. If flooding occurs during normal working hours, contact the Dean's Office at 2291. During evening and weekends call MSU Police at 2222, who will contact Facilities Management.
2. Stay out of flooded areas due to danger of electrical shock. Try to cordon off area with rope or furniture. Post a staff member or student assistant if necessary to keep patrons out of flooded area.
3. Wait until Facilities Management has disconnected electrical power to the area.
4. For less serious water leaks, move material if not wet out of affected area.
5. Cover affected area with plastic sheets (located in the south storage closet downstairs Key #106) and/or place wastebaskets directly under leaks.
6. Report ceiling leaks to Dean's Office within one working day.

If damage to library materials has occurred, the Dean of Libraries will initiate action for emergency response activities.

1. Do not attempt to remove materials until an overall plan has been established.
2. Do not permit anyone to open wet books, to separate single sheets, or to remove covers when materials are water-soaked.

# Appendix

MURRAY STATE UNIVERSITY  
MURRAY, KY 42071-3307  
(270) 809-2291

Type of incident:    \_\_\_ Accident/Injury    \_\_\_ Disturbance    \_\_\_ Complaint  
                         \_\_\_ Theft                    \_\_\_ Vandalism        \_\_\_ Security Gate Alarm  
                         \_\_\_ Fire Alarm            \_\_\_ Unsecured Door    \_\_\_ Other

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name of employee filing report: \_\_\_\_\_

Name of patron involved (if known): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Description of incident:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

MSU Police was called:    \_\_\_ YES            \_\_\_ NO

Officer Responding:

\_\_\_\_\_

Other Witnesses:

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Telephone: \_\_\_\_\_

Additional Copy of Patron Release Form

|  |
|--|
| <p>Campus Security Report: After-Hours Patron Release from Waterfield Library</p> <p>Time of patron call: _____</p> <p>Name of Patron: _____</p> <p>Patron's local phone/cell phone: _____</p> <p>Reason for remaining in library: _____</p> <p>Location within library at time of closing: _____</p> <p>Security Officer on Duty: _____</p> |
|--|

**BOMB THREAT CHECKLIST**

TIME REPORTED: \_\_\_\_\_ DATE REPORTED: \_\_\_\_\_

HOW REPORTED:      Telephone      Written Message      Email message

EXACT WORDS OF CALLER:

**QUESTIONS TO ASK CALLER:**

- 1. When is the bomb to go off? \_\_\_\_\_
- 2. Where is the bomb right now? \_\_\_\_\_
- 3. What kind of bomb is it? \_\_\_\_\_
- 4. What will cause it to explode? \_\_\_\_\_
- 5. What does it look like? \_\_\_\_\_
- 6. When was it planted? \_\_\_\_\_
- 7. Why did you place the bomb? \_\_\_\_\_
- 8. Where are you calling from? \_\_\_\_\_
- 9. Are you a Murray State student? \_\_\_\_\_
- 10. What is your name? \_\_\_\_\_

**DESCRIPTION OF CALLERS VOICE:**

Male    Female      Young      Middle Age    Elderly      Accent

Tone of Voice:

Background Noises:

Is voice familiar?  Yes  No

If so, who does it sound like? \_\_\_\_\_

Other vocal characteristics:

\_\_\_\_\_  
\_\_\_\_\_

Time caller hung up: \_\_\_\_\_ Remarks: \_\_\_\_\_

Your Name \_\_\_\_\_ Department \_\_\_\_\_

Your Phone \_\_\_\_\_ Supervisor: \_\_\_\_\_