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Emergency Procedures

Disaster Plan for the Cattaraugus Free Library

The Cattaraugus Free Library understands their responsibility to protect the life and property of all patrons, staff and visitors to our Library. With this in mind, the following document has been prepared and is presented to all concerned and shall be known as the Emergency Procedures Disaster Plan for the Cattaraugus Free Library. The information presented in this document was developed following, section 262 of the New York State Education Law, to provide guidance on actions that can be taken to minimize the immediate impact of all types of hazards, whether they are natural, technological or national security in nature. The plan/policy was prepared with the belief that it will be of use to all who have responsibilities for the mitigation, planning, preparation, response to, and recovery from any disaster that might affect the Library and all those who use it.

A copy of this plan shall be kept in the library for reference or to ensure compliance during disaster response or recovery operations that may potentially affect the library.

PLAN DISTRIBUTION LIST

1. Director of Library
2. President of the Board
3. Vice President of the Board
4. Treasurer of the Library
5. Secretary of the Library
6. Staff
7. In the policy and procedure manual at the rear of the circulation desk

PURPOSE AND SCOPE

Disasters can happen to all of us in libraries large and small. Knowing what (and what not) to do before, during, and after a disaster will prevent panic, lessen damage, and enable library staff to implement an organized recovery. The following guidelines are offered to assist library staff in the event of a disaster as well as the organization of salvage procedures for our library; they are tailored to fit our needs. The staff member in charge has standing instructions, in the event of an emergency situation, to first protect library staff and patrons, and to then protect the collections and equipment. People come first, library materials second.

GENERAL EMERGENCY RULES

- Keep the Disaster plan available in appropriate locations.
- The staff and director need to be aware of its location and contents
- Review and update the Disaster Plan regularly. (names, addresses and telephone numbers of personnel, service providers and government offices.)
- Keep the upstairs door and the cellar door closed at all times.
- In all cases, common sense should be the deciding factor as to when and/or who should implement emergency procedures.
- Know the locations of exits from the Library
- Keep storage cabinets doors/drawers closed when not in use.
- Keep walk ways and floors clear.
- Know the location of alarms in the library
- Know the location of fire extinguishers and how and when to use them
- Know the contents of the first aid kit and where it is stored – keep it supplied at all times
- Maintain fire alarms, fire extinguishers – batteries need to be changed at least 2 times a year
- Keep access to exits, fire equipment, electrical panels and plumbing valves clear
- When the immediate danger has passed, a report of the incident should be given to the director
- A written report using the library incident report should be made within a few days of the emergency.

Man-made disasters can often be prevented by routine inspections of a facility. Cleaning and spraying for insects and rodents should be performed on a regular basis. Materials should be properly stored and protected from fire, dust, and light. Leaky pipes, frayed electrical wires, untended machinery, open windows and structural damage can result in unnecessary destruction of materials and possible loss of life. Aisles and work areas should be kept free of unprocessed materials and trash. Machinery should be unplugged when not in use. Rules regarding food, beverages, smoking and unauthorized access have been established and are enforced. Security checks should be made at closing time to ensure that all exits and windows are locked, all appropriate equipment has been turned off, and no unauthorized persons are in the building.

Disasters do not appear out of nowhere. Be aware of all hazards (situations that have the potential for causing damage) and correct them before they develop into disasters. Staff members should all be familiar with the layout of the building and possible danger areas. They should know the location of all fire extinguishers and how to operate them. Exits and alternate escape routes should be clearly marked. Evacuation procedures should be established and practiced regularly. Keep in mind that in a large scale, major disaster, your sources may not be available because they have their own damages to deal with or because they are assisting someone else. It is recommended that you keep as many recovery materials as possible on-site.

PERSONS TO BE NOTIFIED IN CASE OF A DISASTER

Director – Tyler Soderlund

President – Ed Erhart

UPKEEP CHECKLIST

Daily Procedures

- Locks on doors and windows secure, all keys accounted for
- No pipes, faucets, toilets leaking
- Electrical equipment unplugged
- No frayed wiring in evidence
- No signs of structural damage
- No burning materials in wastebaskets
- Turn ceiling fans off
- Turn fan on furnace on at beginning of shift and off at end of shift to operate halo

Periodic Procedures

- Emergency numbers posted and up to date
- Carbon Monoxide operable
- Fire Extinguishers operable
- Smoke alarms Operable
- Staff familiarized with location of fire extinguishers
- First Aid kit up to date
- Change batteries in door counter

- Change batteries in furnace controls
- Change batteries in clocks

Cutoff switches and valves:

- Electric: Basement turn left at bottom of stairs on wall directly ahead of you
- Gas: Basement one shutoff is on the furnace the main shut off is out the back door turn left, turn left again shut off is on the gas meter straight ahead
- Water: Basement turn left go to the front of the building shut off is in center of front wall, there are shutoffs for bathroom sink under sink and for toilet behind toilet
- Smoke/Carbon Monoxide Alarms: On the ceiling over the computer desks, on the ceiling over the middle shelving unit, in back room on ceiling as you go thru the door and on the back wall under the exit sign
- Fire Extinguishers: To the left of the front when facing door mounted on the wall, in back room on the left as you enter the room mounted on the wall, upstairs facing the back of the building on the right of the door to the kitchen
- First aid kit: is under the circulation desk to the right of the main computer
- Flash lights: on the counter at the rear of circulation desk, in back room on the filing cabinet
- Mops and brooms: in the stairway alcove going upstairs on the wall
- Paper towels: in the backroom storage closet
- Vacuum: in the bathroom storage closet

INVENTORY/SALVAGE PRIORITY LISTS

1. Category 1 – Salvage at all costs: Materials that are used most often, essential for the library's operation, have significant monetary value, and support the library's mission, art work etc.
2. Category 2 – Salvage if time permits: Material that could be replaced, but replacement costs would exceed salvage costs, administrative files in office and all reference materials
3. Category 3 – Salvage as part of general clean up: Material that could be easily replaced in the original or other format, or those with a high monetary value, but low value by other measures, (any circulation materials)

DISASTER RECOVERY

If a disaster strikes when the building is occupied, your first concern should be for the safety of the individuals inside. Escape routes, alternate routes, and procedures for evacuating the building should be clear to all personnel and visitors.

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

Evacuate the building by the nearest exit that is not affected by a fire/smoke or obstruction.

Bring your purse, and coat **ONLY** if doing so does not put you in harms' way.

DO NOT attempt to bring files or documents.

When evacuating persons with disabilities, ask how you can help before giving assistance. Ask how he/she can best be assisted or moved, and whether there are any special considerations or items that need to come with the person.

Get the attention of a person with a hearing disability by touch and eye contact. Clearly state the problem. Gesture and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand.

Do not grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd.

If possible, have everyone meet outside the library and take a head count for the people on the computers and in the library.

Do not panic exit as quickly and safely as possible

Most disasters tend to occur when the building is unoccupied – during the early morning hours, on weekends, or during holiday closings. In the event of a major disaster, do not enter the building until it has been declared safe to do so by emergency personnel. Ninety-five percent of all disasters will result in water-damaged materials. Keep in mind that mold will form within 48 to 72 hours in a warm, humid environment. You must work quickly to salvage damaged materials and to prevent additional damage from occurring.

The following steps are recommended for an effective recovery operation:

1. Assess the damage, how much damage has occurred? What kind of damage is it? (fire, smoke, soot, clean water, dirty water, etc.) Is it confined to one area or is the entire building damaged? How much of the collection has been affected? What types of materials have been damaged? Are the damaged items easily replaced or are the irreplaceable? Can the in-house recovery team salvage the items, or will outside help be required?
2. Stabilize the environment, the environment must be stabilized to prevent the growth of mold. Ideal conditions for a recovery operation are 65 degrees Fahrenheit and 50% relative humidity. The following equipment is necessary

to help stabilize the environment: Portable generators, in case of power failure, pumps to remove large quantities of standing water, fans, to circulate the air, thermometer, hygrometers, hygrothermographs and/or sling psychrometers, to measure the temperature and humidity.

Dehumidifiers can help to lower the humidity, but they usually are only effective in small, enclosed areas, and tend to increase the temperature in a room. They can also freeze-up in the lower temperatures required for salvage and recovery operations. Raising the temperature will not lower the humidity – it will only accelerate mold growth. Temperature and humidity should be monitored constantly. Air should be circulated in the damaged area. This may be accomplished by running fans constantly. If possible, they should expel the humid air from the area. Any standing water should be pumped from the area. Extreme caution must be taken; a standing water can conceal hazards.

3. Organize work crews and be sure their responsibilities are clearly defined. No salvage activity should begin until the team leader has determined a plan of action. Disaster and recovery areas should be inaccessible to the public. Frequent rest breaks should be provided for workers. Food and/or beverages should be available.
4. Restore the area after the damage items have been removed and the environment has been stabilized, the area must be thoroughly cleaned. Walls, floors, ceiling, and all furniture and equipment must be scrubbed with soap and water and a fungicide. Carpeting, and especially the padding under it, should be carefully examined, as mold will develop rapidly. Only professionals should perform removal of smoke odor and fogging with fungicides or insecticides.

Salvage Procedures for Water-Damaged Materials – A number of options are available for treating water-damaged materials. The choice of treatment will depend on the extent and type of damage incurred, and the manpower, expertise, and facilities available.

1. Freezing: Freezing wet materials will stabilize them and provide you with time to determine your course of action. Mold will not grow and further deterioration from water will not occur when materials are in a frozen state. Books have been left in a freezer for ten years and successfully thawed and air-dried with no resultant damage. Freezing will also help to eliminate smoke odor from materials. Rapid freezing is recommended to minimize damage from ice crystals (the faster the materials are frozen, the smaller the ice crystals will be). Temperatures below 15 degrees Fahrenheit will freeze and dry out wet materials. If freezer space is not immediately available, and the outside temperature is below 15 degrees Fahrenheit, place the materials in a secure area outside. Cover them with plastic if rain or snow is expected.

2. Vacuum freeze-drying: Vacuum freeze-drying is the safest and most successful method, although it is also the most expensive. Materials must be already frozen when they are placed in a sublimation chamber. This type of chamber operates under high vacuum and high heat, and turns the ice crystals in and on the frozen material to water vapor. The vapor is then collected on a cold panel that has been chilled to at least 200 degrees F., so it cannot go back on the materials. If they are not frozen when they are put in the chamber, the material will freeze on the outside and the water molecules on the inside will be forced through the frozen barrier as the vacuum is pulled. This action will cause the book or document to “explode.” When materials are removed from the vacuum freeze chamber, they will be very dry and should acclimate for at least one month before they are opened to avoid cracking the spine and/or binding (this is especially true for leather bindings). They may be placed in a high humidity room to accelerate the acclimation process but must be monitored closely for signs of mold. Materials so treated will not look like new but will show signs of swelling and distortion. In most cases you will need additional shelf space for materials treated in this manner. Photographs will not be damaged by this treatment, but rubber cement will dissolve and stain the page to which it has been applied.
3. Air-Drying: Air-Drying should be performed only in a stable environment it inhibits the growth of mold. The ideal environment for air-drying is 50-60 degrees F. and 25-35% relative humidity. Instructions are outlined II below. This process is not recommended for coated stock materials such as art books (see III below).
4. Vacuum drying: Vacuum drying involves the placement of wet materials in a chamber that pulls the moisture by means of vacuum. This method is not recommended, as the heat involved is damaging to paper (especially bound paper) and photographic materials. Microwave ovens should not be used, for the same reason.

The following salvage procedures are recommended:

I. Volumes to be frozen

A. Removal

1. Clear the floor and aisles first
2. Begin with the wettest materials. These will usually be on the lowest shelves, unless water has come in through the ceiling.
3. Dirt and mold should be removed and treated before freezing (see IIA and VI below). If time does not permit these activities, dirty and/or moldy books may be frozen (mud will easily brush off when it is dry). Silt should be washed out immediately, as it is almost impossible to remove it when it is dry.

4. Pack materials on-site if possible. If not possible, remove by human chain.
5. Keep accurate records of the location from which the materials are removed.

B. Packing

1. Remove volume from shelves in order
2. Wrap freezer paper around each volume (waxed side next to the volume) and place in plastic crates spine down
3. Pack crates one layer only, snugly enough that volumes will not slide or lean
4. Wrap open book as found and place on top of packed container. Do not place more than one open book in a container. Be sure there is a freezer paper barrier between the packed volumes and the open volume to prevent staining from binding dyes.
5. If books are stuck together, do not attempt to separate them, but crack as one volume

C. Record keeping

1. Label each container with your institutions' name and assign it a number
2. On a separate sheet of paper, record the box number, call numbers of the first and last volumes packed, and the total number of books in each container. If there is not a call number, note the location where found
3. If the containers are sent to more than one freezer, note which container number are sent where
4. Keep records of discarded items.

D. Transporting

1. Materials should be placed in a freezer facility as possible to prevent the growth of mold. Care should be taken that containers do not fall over during transport, as further damage may result.
2. Materials should be placed in refrigerated truck if they cannot be frozen within 48 hours

II. Volumes to be air-dried

A. Washing procedure (to be performed off-site only)

1. Keep the book tightly closed and hold it under cold, clean running water

2. Remove as much mud as possible from the binding by dabbing gently with a sponge. Do not rub or use brush and do not sponge the pages or edges, as these actions can force the mud into the spine or wet pages, causing further damage to the volume. Let the motion of the running water clean off the dirt.
3. Squeeze the book gently and with even pressure to remove excess water and to reshape the binding
4. Do not wash
 - a) Open or swollen volumes
 - b) Vellum or parchment bindings or pages
 - c) Full or partial leather bindings
 - d) Fragile or brittle materials
 - e) Works of art on paper
 - f) Water-soluble components (inks, tempera, watercolors, dyes charcoal, etc.)
 - g) Manuscripts
 - h) Non-paper materials

B. Saturated volumes

1. Do Not Open! Wet paper tears easily!
2. Set volumes on their heads on absorbent paper. Pages tend to droop within the binding when a volume is shelved upright, so setting it on its head will counteract this tendency. Plastic sheeting should be placed under the paper toweling or unprinted newsprint to protect tabletops. Turn the volumes right side up when changing the paper beneath them. Their position should be reversed each time the paper is changed and the wet paper removed from the area.
3. Covers may be opened to support the volume.
4. Aluminum foil may be placed between the cover and the end leaf to prevent staining from the binding dyes.
5. When most of the water has drained, proceed as for "Damp volumes."

C. Damp volumes

1. Very carefully open the book (not more than a 30-degree angle).
2. Begin interleaving from the back and keep the volume in an upright position.

3. Place interleaving sheets at intervals of 25 leaves (50 pages), unless this will distort the volume. Change interleaving frequently. Do not reuse unless the sheets are being impregnated with fungicide. Ontho-Phenyl Phenol (O-PP) has been found to be less toxic than thymol and is recommended. Mix one pound of O-PP to one gallon of acetone or ethanol (do not use methanol, as it will cause inks to bleed). Safety equipment (mask, eye goggles, and rubber gloves) should be worn when preparing and using this solution.
4. Continue to change the paper underneath and remove from the area.

D. Slightly damp volumes/volumes with only wet edges

1. Stand volume on its head and fan open slightly. Paperback books may support each other with barrier between or they may be wedged with Styrofoam pieces. Position volumes in the path of circulation air.
2. When almost dry, lay the volumes flat and place weights (not on other drying books) on them to minimize distortion. Do not stack wet volumes.
3. Light weight volumes (less than six pounds) may be hung on lines to dry.
 - a) Use monofilament nylon lines, not more than 1/32" diameter, not more than five or six feet long, spaced approximately one-half inch apart.
 - b) Do not line-dry a saturated volume, as the monofilament will cut through the wet paper.

III. Volumes with coated stock paper

- A. Wet coated stock paper should be handled with care, as the print will slide off the wet page if it is rubbed. Do not allow wet books with coated stock paper to dry in a closed state, as the pages will permanently bond together. Almost all attempts to separate stuck pages by rewetting them have failed. Boeing's Document Reclamation Service reports that vacuum/freeze-drying of coated stock volumes is rarely successful. Keep volumes submerged until the pages can be separated (IV B below). The only chance of saving such materials is to interleave every page and air-dry.

IV. Document/unbound materials

A. Freeze as found

1. Do not remove from file cabinet drawers, document cases, or folders.

2. Do not turn container upside down to empty or drain.

B. Separation of wet sheets

1. Place a stack of polyester film on top of a stack of wet, unbound papers (or the first page of a bound volume).
2. Run gently with a bone folder—surface friction will cause the wet paper to adhere to the film.
3. Peel back the top sheet and place it on the top of a piece of polyester web.
4. Remove the polyester film.
5. Place another sheet of polyester web on top of the wet sheet.
6. Repeat the entire process, separating the wet sheets one at a time, and interleave them with polyester web. (Material may be frozen at this stage.)
7. Air-dry the sheets (supported by the polyester web) by placing them on absorbent paper on tables or on top of closely spaced monofilament lines. Air in the room should be kept circulation, but fans should not blow directly on the materials.
8. The papers may be flattened when they are almost dry, placing them between two sheets of blotting paper (to remove excess moisture) and applying even pressure with weights.

V. Non-Book Materials

A. Photographic Material (prints, negatives, slides, film) Do not expect to salvage color photographs, as the colored layers will separate and the dyes will fade quickly. However, if you wish to try, freeze them immediately, or transport them (see 2 below) to a photographic laboratory. Photographic material should not be allowed to dry out after they become wet, as they will stick to the envelope or to each other. Any attempt to separate them after they have dried together will result in damage to the emulsion or the image. Remove the materials from their protective enclosures and wash off any mud or dirt under cold running water. The following options are available for salvaging photographic materials:

1. Air-dry either flat or on lines of monofilament (plastic spring-type clothespins may be used to hang them on the lines).
2. If there are too many to air-dry, they may be stored in cold water (65 degrees F. or below—cold helps to preserve emulsion). Ice may be added to the water, but do not add dry ice or allow the materials to remain under water longer than three days.

Formaldehyde may be added to the water (15 milliliters to one liter) to help prevent the gelatin from swelling and softening. Black and white film could last three days in solution before the emulsion begins to separate; color film could last 48 hours.

3. Transport the material (in sealed polyethylene bags inside plastic garbage pails) to a professional laboratory within 24 hours, if possible.
4. If time does not permit air-drying, the materials may be frozen. As the emulsion may be damaged by the formation of ice crystals, freezing as quickly as possible is recommended (smaller ice crystals will cause less damage). Negatives should be separated before freezing, as they tend to stick together when thawed.
5. The Eastman Kodak Company provides free emergency service cleaning and drying on black and white roll microfilm. Contact the Chicago lab at (773) 867-3500.

B. Microforms

1. Silver halide microfilm
 - a. Keep under water (see V. A. 2 above).
 - b. Send to Kodak or professional micro-processing laboratory.
 - c. Vesicular and diazo microfilm
2. Wash off mud or dirt under cold, clean running water
 - a. Air dry or dry with cheesecloth
3. Microfiche
 - a. Treat the same as silver halide microfilm
 - b. Kodak will not treat microfiche, so send them to a professional micro-processing laboratory.

C. Tapes (audio, video, computer) and floppy disks Water is especially damaging to magnetic materials. The longer they have been wet, the greater the damage will be. Do not attempt to play any damaged tapes or disks, as they can damage the equipment on which they are being played. The following procedures are recommended if you wish to attempt to salvage tapes:

1. Break open the cassettes
2. Wash in clean or distilled water

3. Air dry or dry with cheesecloth

D. Sound recordings (discs) Clean water probably will not damage sound recordings, but flood water carries silt, which will scratch a disk. Disks should be washed and dried with cheesecloth or a soft, lint-free cloth. Record jackets or paper protective sleeves should be discarded, as they can trap moisture and may develop mold. Record jackets could be photocopied to preserve the information they contain.

VI. Mold and mildew are interchangeable names for fungi. They can never be killed and can remain dormant for many years. Spores are always present in the air and will grow when the environment is warm and humid. Freezing will inhibit the growth of mold and is recommended if time does not permit immediate treatment.

A. Mold can develop within 48 to 72 hours in an environment where the temperature is over 75 degrees F. and the relative humidity is over 60%.

B. Separate the affected materials to prevent spreading.

C. If the materials are wet and mold is beginning to develop, interleave the volumes with papers impregnated with fungicide.

D. Keep the air circulation in the room

E. Mold is easier to remove when it is dry. Vacuum or brush is off and remove the spores from the area

F. Materials that will be fumigated should be removed from plastic crates, as plastic will absorb fumigants. Only a professional chemist or conservator should do fungicidal fogging.

VII. Do Not Under any Circumstances

A. Enter an area until it has been declared safe

B. Attempt to open a wet book (on tear costs at least \$1.00 to mend!)

C. Attempt to close an open book that is swollen.

D. Use mechanical presses on wet materials.

E. Attempt to separate books that are stuck together.

F. Write on wet paper.

G. Use bleaches, detergents, water soluble fungicides, adhesive tapes (or adhesives of any kind), paper clips, or staples on wet materials.

H. Use colored paper of any kind during salvage and recovery operations.

- I. Pack newly dried materials in boxes or leave them unattended for more than two days.

EARLY CLOSING DUE TO WEATHER

In the event of inclement weather, the library may be closed early, if there are driving bans in the Village, Town or State involving our highways. If this occurs staff will be notified.

The library will be closed for severe wind chill 15 below F. and lower.

Closings are at the library director's discretion or the board president for severe weather conditions.

BLOOD-BORNE PATHOGENS

- I. Protective equipment will include
 - A. Rubber Gloves
 - B. Antiseptic cleaning agent
 - C. Soap and Water
 - D. First Aid Kit
 - E. Plastic bags for disposal of contaminated material
 - F. Emergency guidelines
- II. Guidelines to follow when helping any person with an injury or handling any material which is considered to be contaminated with blood or other bodily fluids.
 - A. Put on gloves before handling bags and containers that are left by patrons.
 - B. Put on gloves before applying Band-Aids or cleaning up after any incidents. (Whenever possible the injured person should apply their own Band-Aids)
 - C. After you have finished, remove gloves (do not touch your skin, pinch one glove and pull it off, then take your finger and put it under the second glove to remove that glove) and put them in a plastic bag and deposit in a waste container.
 - D. Wash your hands immediately if you have been exposed to blood.
 - E. Clean and disinfect any contaminated surface with an antiseptic agent.
 - F. Call 911 for any emergency situation. Never supply medications (including aspirin) to anyone.

- G. Report all incidents involving exposure to blood or other bodily fluids to the Library Director before the end of your shift. Fill out an incident report including the names of the staff and the victim, a description of the accident, and a determination of whether an exposure incident occurred.
- H. If you have been exposed to blood or other bodily fluids notify the staff member in charge.

III. Blood Borne Pathogens

- A. While normal library operations are not likely to involve circumstances exposing employees or customers to blood borne pathogens, the Cattaugus Free Library complies with the Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposure to blood borne pathogens.
- B. No particular job classification of the library has occupation exposure as part of the duties. However, emergencies may occur with staff or customers, particularly youth or the elderly, to which Library employees in all classifications may be called upon to respond with assistance or emergencies with “out of control” individuals could present an individual threat.
- C. All potential circumstances of exposure must be taken into account by the library and its employees to protect against exposure. Hepatitis B (HBV), human immunodeficiency virus (HIV), and other blood borne pathogens found in human blood and other body fluids cause life threatening diseases.
- D. In emergency or other such circumstances when contact with blood or other potentially infectious materials may result, it is the library’s policy to treat all human blood and body fluids as if known to be infectious for HIV, HBV, and other blood borne pathogens. Work practice controls shall be used to eliminate or minimize employee exposures. If the possibility of exposure remains, personal protective equipment shall also be used.
 - 1. At any time within the library environment that human blood, human body fluids, or other potentially infectious materials are presented, the area contaminated shall be immediately cordoned off and quarantined. Personal protective clothing, such as gloves and masks shall be provided and used in the cleanup and safe disposal of contaminated waste such as diapers and blood-tinged materials. The quarantine shall be effective until thorough cleanup and disposal is completed.

2. The library shall provide annual in-service training for employees. Any employee who has an occupational exposure shall be offered, at no charge, the hepatitis B vaccine series, in accordance with regulations. Following the report of an exposure incident, the library will make immediately available to the exposed employee or employees a confidential medical evaluation and follow up as provided in the regulations.

BOMB THREATS

If a bomb threat is received, get maximum information.

1. Keep the caller on the line as long as possible and write down as much information as can be obtained (Where is the bomb? When will it explode? What kind is it? Etc.) If the caller does not indicate the location of the bomb or the time of possible detonation, **ASK FOR THIS INFORMATION.**
2. Pay particular attention to any strange or peculiar background noises such as motors running, background music and any other sounds that might give a clue as to the location from which the call is originating.
3. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments that may help to identify the caller.
4. Ask the caller to repeat the message and try to write down every word spoken by the person.
5. Immediately after the caller hangs up, call 911
6. If the Director of staff in charge feels that danger is imminent, or if the police advise that danger is imminent, Evacuate the building.
7. Have patrons gather up their personal belongings, and escort them to the exit. Direct patrons to clear the immediate area of the building. No one should be closer than 1500 feet of the building.
8. When all patrons have left the building, staff should collect their personal belongings and evacuate the building.
9. If the Library Director is not in the building, call the Director to advise the situation., after everyone is out of the building.
10. Do not allow anyone except authorized bomb squad personnel to enter the building. The police will handle the actual bomb search.
11. Do not touch any unfamiliar devices in the area around the building.
12. Do not operate, or allow anyone else to operate, any electronic devices in the area such as 2-way radios or cellular telephones.

13. The Director or senior staff member on duty should identify him/herself to the responding officers. The staff member who handled the threatening call, should be made known to the officer in charge. All staff members should cooperate with the responding officers at the scene. All press inquiries should be referred to the Director.
14. If any patron reports a suspicious object, or if any staff member finds a suspicious object in the building, no one, under any circumstances, should touch or handle the object. This is a job for the police or bomb squad.
15. DO NOT re-enter the building until it has been cleared by the authorities

EARTHQUAKE

The main concern during an earthquake is shielding yourself from falling objects. The movement of the earth is rarely the cause of death or injury. During an earthquake:

1. Remain calm. Do not panic or run. By staying calm, you will be able to better assess your situation. If you feel the building begin to shake or jolt, shout out for everyone in the building to take cover immediately.
2. If you are inside the building, stay there and find a safe place. Stand against a wall near the center of the building if possible. Get under a table or desk if possible. Get as far away from the book stacks area as possible. Crouch down with your back to any windows and cover your head and face.
3. Do not operate any equipment or light any flames that might set off an explosion from leaking gas.
4. When the shaking stops, assist the patrons in evacuating the building. Take the First Aid Kit, if possible, Go to an open area, away from buildings and power lines.
5. If there are children under 12 in the library without adult supervision, have staff gather the children together and take them outside. Keep the children together until emergency assistance arrives, or until a responsible adult arrives to collect them.
6. Report any fire and /or damage as soon as it is safe to do so.
7. Once you have left the building, do not go back in or allow anyone else to go back in for any reason.

ELECTRICAL POWER FAILURE

In case of prolonged electrical power failure use the following procedure:

1. If the Library Director is not in the building, call the Director to advise the situation.

2. Call National Grid at 1-800-867-5222 to report the power outage at the library or to check out how long the power is going to be off. National Grid account
3. Staff should equip themselves with flashlights for emergency use. Staff should go through the building and inform patrons that the library is closing temporarily due to the power failure. Staff should escort all patrons to the front door. Make sure that patrons take their personal belongings with them when they leave the building.
4. Close and lock the front doors. Post a sign on the door stating that the library has closed temporarily due to power failure.
5. Go through the building and shut off all electrical equipment that was powered-on and operation when the power failure occurred (computers, copiers, lights etc.)
6. If power is going to be out for an hour or less staff should remain in the building and reopen when power comes back on. If power is going to be off for two or more hours' staff should gather their personal belongings and leave for the day, after notifying the Director. In an emergency. Staff may evacuate the building at the request of National Grid, fire or police officers.
7. If emergency repair crews seek access to the building, you should verify their identification before allowing them entry. Un authorized persons should not be allowed access to the building. Members of the press should not be allowed access to the building. Refer all press inquiries to the Director. NO MEMBER of the public should be allowed into the building until full power and normal Library operations have been restored.
8. Check all electrical equipment to make sure no damage has occurred due to the power failure. If you have problems with any equipment, please contact the Director, and they will call the appropriate repair service.

FIRE

In the case of a fire use the following procedure:

1. If smoke becomes apparent and/or the smoke/carbon dioxide detector goes off, staff is to notify patrons to evacuate the building immediately. Direct patrons to the nearest outside exit. Speak in a calm, clear voice and keep your movements deliberate to avoid panic. All efforts should be made to ensure that everyone has evacuated safely. Alarm will sound automatically when smoke/carbon dioxide detectors are triggered.
2. Call 911 to report the fire/carbon dioxide detector going off
3. If the Director is not in the building at the time staff should notify the Director once everyone is out of the building

4. Staff should ensure that the area around the building is cleared to at least 1500 feet. **MAKE SURE THAT NO ONE GOES BACK INTO THE BUILDING**
5. When the fire crew arrives, the Director or staff member on duty should identify herself/himself to the crew chief and answer any questions the crew chief may have.
6. All staff members should cooperate with requests of the emergency crews. Press inquiries should be referred to the Director.
7. NO ONE staff member or patron should go back into the building until the fire chief authorized access.
8. Staff members should remain at the scene until authorized to leave by the Director.
9. Only if fire is obvious (a waste basket, etc.) and can be contained and extinguished quickly and safely, proceed to do so, but patrons must be evacuated until it is safe to return.

ABC Fire extinguishers are mounted on the wall at the following locations:

- In the front of the library at the end of the DVD shelves near the front door
- In the back of the library on the wall next to the bathroom door

FLOODING

Because of the location of the Cattaraugus Free Library, it is possible that we would have adequate warning time before floodwaters would actually reach the level of our building. Therefore, we could anticipate having adequate time for removal of the most valuable items and equipment to a safer location.

Give priority to:

- Circulation collections: DVD's, CD's, books, audio books, and magazines. Remove materials from lower shelves first.
- Administrative files, Cupboards move to counter top or table tops
- Shut down electrical power, furnace, air conditioning, office equipment etc.
- If the Library Director is not in the building, call the Director to advise the situation.
- Secure building and lock doors and windows.

HAZARDOUS MATERIAL INCIDENTS

What Shelter-In-Place Means: One of the instructions you may be given in an emergency where hazardous materials may have been released into the atmosphere is to shelter-in-place, this is a precaution aimed to keep you safe while remaining indoors. This is not the same thing as going to a shelter in case of

a storm. Shelter-in-place means selecting a small, interior room, with no or few windows. And taking refuge there. It does not mean sealing off your entire home or office building. If you are told to shelter-in-place, follow the instructions provided below:

Why Shelter-in-Place: Chemical, biological, or radiological contaminants may be released accidentally or intentionally into the environment. Should this occur, local authorities on television and radio stations will provide information on how to protect you and your co-workers, it is important to keep your cell phone with you in this situation. The important thing is for you to follow the instructions of local authorities and know what to do if they advise you to shelter-in-place.

How to Shelter-in-Place at work:

- Close the library
- Bring everyone into the room (s), Shut and lock the door (s)
- If there are patrons in the building, provide for their safety by asking them to stay-not leave
- Unless there is an imminent threat, ask employees, and patrons to call their emergency contact to let them know where they are and that they are safe.
- Change the recording on the phone system to indicate that the library is closed, and that staff and patrons are remaining in the library until authorities advise it is safe to leave.
- Close and lock all windows, exterior doors, and any other openings to the outside.
- If you are told there is danger of explosion, close the window shades.
- Turn off all fans, heating and air conditioning systems. (Because these systems automatically provide for exchange of inside air with outside air)
- Gather essential supplies such as bottled water, first aid supplies, flashlights, batteries, duct tape, plastic sheeting and plastic garbage bags.
- Select an interior room (s) above the ground floor, with the fewest windows or vents. The rooms should have adequate space for everyone to sit. Avoid overcrowding by selecting several rooms if necessary.
- Have the phone available if you need to report a life-threatening condition.
- Use duct tape and plastic to seal off cracks around the door (s) and any vents into the room.
- Write down the names of everyone in the room, call Cattaraugus County Sheriff Department at 911 to report the persons in the room and their affiliation (employee or patron)

- Keep watching the reports on your cell phone until you are told all is safe or told to evacuate. Local officials may call for evacuation in specific areas at greatest risk. Local officials on the scene are the best source of information for your particular situation. Follow their instructions during and after emergencies regarding sheltering, food, water, and cleanup methods is your safest choice.

INJURY/ACCIDENT/ILLNESS:

DON'T: ADMIT RESPONSIBILITY – REPRIMAND ANY EMPLOYEES OR CRITICIZE PREMISES – OFFER TO PAY MEDICAL EXPENSES – ENTER INTO A DISPUTE – MENTION INSURANCE – DISCUSS THE ACCIDENT WITH STRANGERS – PERMIT PHOTOGRAPHS TO BE TAKEN BY OTHERS – ANSWER QUESTIONS FROM THE PRESS

Patron Involved Injury/Illness:

1. Any time a member of the public is injured, taken ill, or involved in an accident on the library premises, the incident should be reported as soon as possible to the Director. A written report should be completed and filed within 24 hours of the incident. The Director or staff member on duty at the time of the incident should fill out and submit the Injury/Accident Report Form.
2. The rescue squad/police (911) should be called immediately in the event of any serious problem.
3. Call a member of the person's family if possible.
4. In the event of an accident of injury occurring on library premises, if staff members are asked whether the library has insurance, they should refer the question to the Director.
5. Keep the person quiet and as comfortable as possible without moving him/her. Don't attempt to administer first aid unless, in your judgment, it is absolutely necessary and you are trained in the pertinent procedure. Leave this to the direction of the police or rescue squad.
6. If the person involved in the incident is a minor (under age of 18) and is on library premises without adult supervision, you should try to contact a responsible adult relative. A minor, especially a child under the age of 12, should not be allowed to leave the library premises until a responsible adult has arrived to collect him/her,
7. If the person involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the

statement. Have staff members sign as witnesses. Write the date and time on the statement.

8. Under no circumstances should the library staff offer to provide transportation to the hospital emergency room in their personal cars.
9. **No medication**, including aspirin, should ever be dispensed to the public
10. Take photographs of the accident site or area where the injury occurred as soon as possible. Do not allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.
11. Any questions from the press should be referred to the Director for comment.
12. A written Injury/Accident Report, with all supporting documentation, should be submitted to the Director as soon as possible
13. Please be advised that it is mandatory to wear rubber or latex gloves when cleaning up blood. First aid supplies are located under the circulation desk.
14. If the Library Director is not in the building, call the Director to advise the situation.

Library Staff Member Involved Injury/Illness:

1. Any time a member of the library staff is injured, involved in an accident, or taken seriously ill while on duty, the incident should be reported by phone as soon as possible to the Director. A written report should be completed and filed with the Director within 24 hours of the incident. The Director or staff member on duty at the time of the incident should fill out and submit the injury/Accident Report Form.
2. Call the Police and/or rescue squad for assistance, if necessary, at 911.
3. If the injury or illness is not critical enough to warrant calling emergency assistance, do one of the following:
 - a. The staff member may drive him/her own personal physician.
 - b. Call a family member or friend to drive the staff member to the emergency room or to his/her own personal physician.
 - c. Call another staff member may volunteer to drive the injured/ill staff member to the emergency room or to his/her own personal physician.
 - d. Send or take the injured/ill staff member home.
4. If the staff member involved in the incident refuses emergency medical attention and/or declines transportation to the emergency room of the

nearest hospital, write out a statement saying that medical assistance and transportation was offered and refused, and have the person sign the statement. If police and/or rescue were called, have police officer and/or rescue squad chief co-sign the statement. Staff should sign as witnesses too. Write the date and time on the statement.

5. Take photographs of the accident site or area where injury occurred as soon as possible. (If the accident occurs after hours, the Director should be contacted). Do not allow the site to be cleaned up until photographs have been taken. If the site constitutes a hazard to other people in your opinion, block it off and post warning signs until the hazard can be corrected.
6. Any questions from the press should be referred to the Director for comment.
7. A written injury/Accident Report, with all supporting documentation, should be submitted to the Director as soon as possible.

First Aid Box Contents:

- Adhesive bandages, various sizes
- Burn Gel
- Antiseptic Towelettes
- Non-latex gloves
- Cotton Balls
- Mouth to Mouth Device
- Conforming roller gauze 4" by 4.3 yd.
- Triangular Bandage 38"x38"x53"
- 1 pair scissors (small)
- 1 Sterile gauze pad 2"x2"
- 4 Sterile gauze pads 3"x3"
- 7 Sterile gauze pads 2"x3"

ACTIVE SHOOTER

The following procedures are guidelines for handling an active shooter situation in the library. The active shooter procedures are recommended by the U.S. Department of Homeland Security and should be applied at all libraries.

1. **EVACUATE:** Get out if you can, then dial 911. Keep your hands visible for responding police.
2. **HIDE:** Secure your hiding place, lock doors, turn off lights and cell phones. Be Quiet, Stay away from windows and doors. If an alarm sounds it may be a lure. Leave only if you smell smoke.
3. **TAKE ACTION:** As a last resort, and only when your life is in imminent danger. Attempt to incapacitate shooter or act with physical aggression.
4. **CALL 911:** When it is safe to do so.

Lockdown Procedures

Lockdown situations may occur when a dangerous situation (such as a violent intruder) is occurring near a library facility. This is NOT the same situation as an active shooter who is inside a library facility. The tolling procedures are guidelines for placing a library facility into lockdown. These lockdown procedures are recommended by the U.S. Department of Homeland Security.

1. Call 911.
2. Alert co-workers and lock doors if possible.
3. Announce to the patrons that the library is going into lockdown. For your safety, please follow staff as directed.”
4. Quickly direct patrons to the Bathroom and/or back room, turning off lights as you go, and lock the door
5. A staff member should remain with the patrons.
6. After the building is secure, contact Director, if not in the building
7. Turn off your cell phones, remain calm and quiet, no calls or texts, Stay away from windows and doors
8. If an alarm sounds it may be a lure. Leave only if you smell smoke.
9. Do not open the door to anyone but the police.

STAFF EXCUSED IN CASES OF COMMUNITY-WIDE EMERGENCY

Staff members who are primary caregivers for children under the age of sixteen, mentally handicapped or physical disabled family members living in the same household, or elderly family members living alone, may be released from job responsibilities immediately during a community-wide emergency situation. The

Director is authorized to approve such emergency releases. Staff members should not leave the building without the knowledge of the Director. Staff members who do not fall into the above category are expected to stay on duty and assist with emergency procedures at the library until released by the Director. In emergency situations it is vitally important that the Director or person in charge if Director is not in the building can account for the whereabouts of all staff members who were on duty when the emergency occurred. The Director should maintain a list of all staff members who qualify for emergency early release.

STAFF EXCUSED IN CASES OF PERSONAL EMERGENCIES

The Director is authorized to allow the early release from duty of a staff member to deal with personal medical or police-related emergencies involving family members living in the same household, or family members living outside the household for whom the staff member is a primary caregiver (ex. an elderly parent). Staff should not leave without the knowledge of their director. Such emergency leave is good only for the day on which it occurs. If a personal or family emergency involves a prolonged absence from the job (more than one day), the staff member is responsible for notifying and making arrangements with the director so their shift will be covered.

THEFT/BURGLARY/VANDALISM

If a patron or staff member reports personal belongings have been stolen or vandalized while on library premises, the Director or staff member on duty should fill out a Library Incident Report. A copy of the report should be kept in the library. If it is necessary to call the police, the Director or the staff member on duty should make the call. If the police are called, the Director should be notified immediately if not in the library. The same procedure applies when library property is stolen or vandalized.

If staff members arriving to open the library for business find indications that the building has been entered and robbed or vandalized, staff members should not enter the building or touch anything on the scene. Go to the nearest available telephone and call the police., then notify the Director and/or President of the Board. DO NOT ENTER THE BUILDING until the police have arrived and checked the building. The person who called the police should identify himself/herself to the officers responding to the call and cooperate with them in their investigation. Any questions from the press should be referred to the Director for comment.

CIVIL UNREST PROCEDURES

According to the Federal Emergency Management Agency (FEMA), civil disturbance is “a civil unrest activity such as a demonstration, riot, or strike that disrupts a community and requires intervention to maintain public safety.” Civil disturbances, or unrest, can cause a variety of subsequent issues such as violence and assault, disorderly conduct, vandalism. Civil unrest may occur during demonstrations in nearby areas and may not be necessarily focused on the library

initially, however intense protesting activity can be unpredictable and escalate rapidly and it is important for library administration staff to act quickly to initiate notification and lockdown procedures and insure patrons can leave safely using the most direct egress bypassing any unrest activity, this may require calling police to arrange escorts of patrons out of the area safely or redirecting patrons out on a back exit to stay away of any potentially violent activity that could injure them. If a disturbance seems to threaten the occupants of the building, report it immediately to local police (911) and take the following actions:

1. Have situational awareness of potential activity expected in the area – if necessary, the Library Administration should be prepared to decide to temporarily close as a precaution if intense Protests are expected in the immediate or adjacent areas that day.
2. Administration should brief all staff members where civil unrest activity may occur and give specific instructions on what to do if the activity escalates and migrates towards the library
3. Calmly alert all staff and patrons in the immediate vicinity, of the situation and direct them to a part of the building away from the activity, direct patrons to stay away from windows.
4. Lock all doors and windows (initiate lockdown)
5. Close blinds to conceal staff/patron movement activity inside the branch from protesters and prevent flying glass.
6. If necessary, the library may decide to cease work operations and evacuate
7. If evacuation is necessary, follow directions from first responders (police and fire personnel), direct patrons away from exits that will put them in harm's way, and allow them to use the safest exit away from the activity, notify local police to provide safe escort to staff and patrons as they exit.

TORNADO/SEVERE WEATHER

Severe damage and injury can result from a tornado or severe weather. Taking shelter in a safe place during a tornado may save your life. The National Weather Center will send out a warning to announce weather alerts. They will actually call and phone or cell number that is signed up and leave an automated message if a severe thunderstorm or tornado warning is issued for the county. The sign up link for the website is: <https://public.coderedweb.com/cne/en-US/68684CD288F8>

The Weather Bureau has two warning stages to alert you to tornado activity.

1. Tornado Watch:
 - a. A tornado watch means conditions are such that a tornado could form in your area
 - b. A watch means you should be prepared to go to a place of safety.

- c. No action should be taken at this time; however, one should be in a state of readiness and be prepared to move quickly.

2. Tornado Warning:

- a. A tornado warning means an actual sighting has been made and reported
- b. In the event that such a warning is given and there is reason to believe the general location of the library is in danger, the employees should equip themselves with flashlights kept in the library.
- c. Staff members shall then go through the building and inform patrons of such an alert and move patrons to the designated shelter area for the library.
- d. Speak in a calm, clear voice, and keep your movements calm and deliberate to avoid panic. Take a head count to be sure all employees' have made it to the designated shelter area.
- e. Staff members should be assigned to take care of any children who are in the building without accompanying adult supervision.
- f. Designated shelter area: Bathroom
- g. If time allows, shut down as much of your electrical equipment as you can
- h. Discourage patrons from leaving the building in the middle of tornado/severe weather alert. They may not have time to get to other shelter.
- i. When all staff and patrons have gathered at the designated shelter area, instruct them to get down on the floor with their backs to the windows and cover their faces and heads for further protection.
- j. Stay in designated area until the all clear has been given.
- k. If the building is damaged, direct patrons in the orderly evacuation of the building. Staff members should continue to supervise unaccompanied children until someone arrives to collect them.
- l. Upon leaving the building, do not approach any area of debris or downed power lines.
- m. Cooperate with emergency rescue teams. If emergency team seek access to the building, you should verify their identification before allowing them entry. Unauthorized persons should not be allowed access to the building. Members of the press should not be allowed access to the building. Refer all press inquiries to the Director.

- n. NO ONE SHOULD GO BACK INTO A DAMAGED BUILDING FOR ANY REASON UNTIL IT HAS BEEN CHECKED AND CLEARED FOR ACCESS BY THE EMERGENCY RESCUE TEAMS.**

CYBER-SECURITY ISSUES

It is the obligation of all staff users of the district's systems to protect the technology and information assets of the Library District. This information must be protected from unauthorized access, theft and destruction.

The technology and information assets are usually made up of the following components:

- Computer hardware, CPU, disc, Email, web, application servers, PC systems, application software, system software, etc.
- System Software including: operating systems, database management systems, and backup and restore software, communications protocols, and so forth.
- Application Software: used by the various staff within the library. This includes custom written software applications, and commercial off the shelf software packages.
- Communications Network hardware and software including: routers, routing tables, hubs, modems, multiplexers, switches, firewalls, private lines, and associated network management software and tools.

Mentioned ahead are a few cyber security measures/recommendations that every institution should have in place to protect itself from the perils of the virtual kind.

- 1 **Install Reliable Antivirus Software:** A good, reliable antivirus program is a basic must have of any cyber security system. Apart from that, anti-malware software is also an essential. They work as the final frontier for defending unwanted attacks, should they get through your security network, the work by detecting and removing virus and malware, adware and spyware. The also scan through and filter out potentially harmful downloads and emails.
- 2 **Use Complex Passwords:** Almost every computer and Web-based application requires a key for accessing it. Whether it is the answers to security questions or the passwords, make sure you create complex ones to make it difficult for hackers to crack them. For answers to security questions, consider translating them into another language using free online translations tools. This may make them unpredictable and difficult to decipher, and less susceptible to social engineering. Using space before and/or after your passwords is also a good idea to throw the hacker off. That way, even if you write your password down, it would be safe as only you would know that it also needs a space at the front/end. Using a combination

of upper and lower cases also helps, apart from using alphanumeric characters and symbols.

- 3 **Protect with Firewall:** Firewall is necessary as it helps you protect your network traffic inbound and outbound. It can stop hackers from attacking your network by blocking certain websites. It can also be programmed so that sending out proprietary data and confidential emails from your company's network is restricted.
- 4 **Install Encryption Software:** If you deal with data pertaining to credit cards, bank accounts, and social security numbers on a daily basis, it makes sense to have an encryption program in place. Encryption keeps data safe by altering information on the computer into unreadable codes. That way, even if your data does get stolen, it would be useless to the hacker, as he wouldn't have the keys to decrypt the data and decipher the information.
- 5 **Ignore Suspicious Emails:** Make it a habit to never open or reply to suspicious-looking emails even if they appear to be from a known sender. Even if you do open the email, do not click on suspicious links or download attachments. Doing so may make you a victim of online financial and identity theft, including 'phishing scams.' Phishing emails appear to come from trustworthy senders, such as a bank or someone you may have done business with. Through it, the hacker attempts to acquire your private and financial data like bank account details and credit card numbers. For further security, it is recommended to change email passwords every 60 – 90 days. Additionally, refrain from using the same password for different email accounts and never leave your password written down.
- 6 **Limit Critical Data Access:** Keep the number of people with access to critical data to a minimum such as the Director, Treasurer and a handful of trusted staff. Formulate a clear plan that identifies which individuals have access to which sensitive information for increased accountability.
- 7 **Schedule Data Back-up Regularly:** Every week, either backup your data to an external hard drive or the cloud yourself, or schedule automated backups to ensure that your information is stored safely. That way, even if your systems are compromised, you still have your information safe with you.
- 8 **Secure/Monitor Wi-Fi Network:** Say goodbye to the WEP (Wired Equivalent Privacy) network if you still use it and switch to WPA2 (Wi-Fi Protected Access version 2) instead as the latter is much more secure. To protect your Wi-Fi network from breaches by hackers, change the name of your wireless access point or router, also called the Service Set Identifier (SSID). Ensure that you use a complex Preshared Key (PSK) passphrase for additional security.
- 9 **Secure Laptops and Smartphones:** Because of the ease of carrying them around, laptops and smartphones hold a lot of valuable data, and that is also

the reason they are at a higher risk of getting lost or stolen. Protecting both these devices entails encryption, password protection, and enabling of the 'remote wiping' option.

- 10 Communicate Cyber Security Policies to Employees: Having a written cyber security policy listing the dos and don'ts of using office systems and Internet is helpful, but not enough. You have to ensure that its details are communicated to and understood by your employees, so that they can put it in practice. That is the only way of making such policies effective. Do amend these policies regularly according to the relevance of the contents.

Potential I.T. Threats to Security:

1. Employees Potential security threats can come from employees: They may do damage to your systems either through incompetence or on purpose. You have to layer your security to compensate for that as well. You mitigate this by doing the following:
 - Only give out appropriate rights to systems. Limit access to only business hours
 - Don't share accounts to access systems. Never share your login information with coworkers.
 - When employees are separated or disciplined, you remove or limit access to systems.
 - Advanced- Keep detailed system logs on all computer activity.
 - Physically secure computer assets, so that only staff with appropriate need can access.
2. Amateur Hackers and Vandals: These people are the most common type of attackers on the Internet. The probability of attack is potentially high and there can also be a large number of attacks. These are usually crimes of opportunity. These amateur hackers are scanning the Internet and looking for well-known security holes that have not been plugged. Web servers and electronic mail are their favorite targets. Once they find a weakness they will exploit it to plant viruses, Trojan horses, or use the resources of your system for their own means. If they do not find an obvious weakness, they are likely to move on to an easier target.
3. Criminal Hackers and Saboteurs: The probability of this type of attack is lower, but not entirely unlikely given the amount of sensitive information contained in databases. The skill of these attackers is medium to high as they are likely to be trained in the use of the latest hacker tools. The attacks are well planned and are based on any weaknesses discovered that will allow a foot hold into the network.

MEDIA RELATIONS - PUBLIC INFORMATION OFFICER

It's important to establish a positive relationship with the media before a crisis occurs. Then, if a crisis should occur, you will have this established relationship to draw upon. It will be easier to talk to a reporter if mutual trust and respect are already established. If any staff is contacted by any member of the media, asked questions by the media either in person, by email or on the phone or observes any media related activity on or near premises, such as reporters interviewing, T.V. cameras, media trucks etc. they are directed to contact the Director immediately at 716-949-3048.

1. Staff media spokesperson ("Public Information Officer") The spokesperson – PIO role shall be filled by the Director and any/all successors should be part of the executive or management staff. They should be able to respond intelligently to unexpected questions. The spokesperson/PIO should think about what he/she's going to say before answering questions. The spokesperson should also be perceived as trustworthy and sincere. Let the media know what has happened and what's being done to recover collections and resume services. Include the temporary location, phone and fax numbers, contact person, and hours if the library has to relocate. Let patrons know where to return items or if they should hold onto them until further notification.
2. The Public Information Officer should be prepared to communicate with media create a list of questions people will likely ask when they hear a crisis has occurred such as how and why did this situation occur, do you have insurance, do you need any donations from the community, and are there injuries? Use the list of likely questions and draft logical answers based on the current situation. Avoid the phrase "no comment." If you can't comment on a question, say so and why. Perhaps you don't have the information, or the police have asked you not to release certain information.
3. The Spokesperson/PIO should be knowledgeable about the situation and should be kept informed and regularly updated by the in-house disaster recovery team or emergency management team.

DISASTER PLAN DEVELOPMENT AND MAINTENANCE

1. The Cattaraugus Free Library Director has the primary responsibility for the oversight of the maintenance of this plan with assistance from others as needed. The Director may utilize staff or members of the Board. The Director may also (with approval of the Board) appoint specialty consultants which as information technology or disaster planning specialists as needed.
2. The Director man also have to option to request local government or first response agencies to provide feedback regarding any element of the plan. This plan will be reviewed and updated on at least an annual basis or upon changes in infrastructure/facilities.

DISASTER REFERENCE SHEET FIRST PROTECT LIBRARY STAFF AND PATRONS AND THEN PROTECT COLLECTION AND EQUIPMENT

PHONE NUMBERS

Emergency 911

Policy Non-Emergency 716-938-9191

Library Director

Board President

POWER FAILURE

If the power fails in the building, emergency lighting will automatically light. Notify the Director of the problem and call National Grid 1-800-867-5222 to find out how long the power will be out.

FIRE

If you discover a fire or detect smoke, call 911. If the smoke/carbon dioxide alarm sounds, call 911 and inform them of the situation. Clear the building.

MEDICAL EMERGENCY CALL 911 GIVE FIRST AID ONLY IN EXTREME EMERGENCIES AND ONLY IF YOU KNOW WHAT YOU ARE DOING. If a person is experiencing a medical emergency: DO NOT move the victim unless his or her life is endangered by the situation, e.g., fire, explosion, or moving machinery. Avoid contact with bodily fluids like blood and saliva. If possible, remove dangerous objects from the area. Keep the victim warm.

TORNADOES OR SEVERE WEATHER WATCH means conditions are favorable. A **WARNING** means a tornado has been sighted. The National Weather Service, will sound an alarm before an announcement that a tornado or severe storm watch or warning has been issued. If a tornado is sighted on the ground a siren in the immediate area will sound a three-minute warning. Have all patrons and staff members move to their designated safe area. Remain in the protected area until the all clear is given. All clear announcements will be broadcast.

EARTHQUAKE

If you feel the building begin to shake or jolt, shout for everyone to take cover immediately. Get under a table or desk if possible. Get as far away from the book stacks as possible. Crouch down with your back to any windows and cover your head and face. When the shaking stops, evacuate the building. **ONCE YOU HAVE LEFT THE BUILDING DO NOT GO BACK IN FOR ANY REASON.**

BOMB THREAT

If you receive a bomb threat from a phone caller, TAKE ALL BOMB THREATS SERIOUSLY remain calm. Obtain as much information as possible from the caller and write it down exactly as received. As soon as the caller hangs up, call 911 to notify the Police Department of the call. Clear the building.

NO WATER

If there is no water to the building Call the Village Hall 716-257-3661 or the Village Highway Department 716-257-5114 to find out if there is a problem with the water and find out how long, we will be without water. If the water will be out all day close the library. Call and inform the Director of the situation if he/she is not in the building.

NO HOT WATER

The hot water heater is located in the basement. If there is a leak from the hot water heater or not hot water, call the plumber – Oglevee Plumbing and Heating 716-938-6305 and make sure the Director is aware of the situation.

NO HEAT/NO AIR

If there isn't any heat/air and the furnace/air conditioning isn't working check the thermostat to be sure it is set on heat/air. If this does not fix the problem notify the Director of the situation and call Oglevee Plumbing and Heating 716-938-6305 to have the furnace/air conditioner repaired. If the temperature in the building become uncomfortable the Director has the right to close the library until repairs have been made.

NO PHONES

If the power is out the phones do not work. If it is only the phone check the connections on the box located in the back of the library on the top shelf over the Classic Fiction. If this does not work call Spectrum to report the problem at 877-636-3278

If the Library Director is not in the building, call the Director to advise the situation.

WATER

In an emergency, if there is an immediate water leak which will cause damage, go to the cellar and turn off the water main. It is located in the front of the building under the front windows. There are shutoff valves for the bathroom sink under the sink and for the toilet behind the toilet if the water leak is one of those.

Water leaks generating from the ceiling should be reported to the President of the Board 716-244-0499 immediately. Then take whatever measures are needed to protect the library materials. However, if a section of the ceiling may fall, close the building.

If the Library Director is not in the building, call the director to advise the situation.

KEYS

Individuals with Keys

President

Ed Erhart 716-244-0499

Front and Back Door Keys

Secretary

Sandy Blood 716-969-3894 cell 716-257-3646 home

Front and Back Door Keys

Director

Tyler Soderlund 716-949-3048 cell

Front and Back Door Keys

Treasurer

Sue Gilman 716-969-0478 cell 716-257-3549 home

Front and Back Door Keys

EMERGENCY PHONES NUMBERS

Police Department if emergency 911

Police non-emergency 716-938-9191

Fire Department 911

Ambulance 911

Civil Defense office of Emergency Services 716-938-2599 Office
after hours 716-938-9111

National Grid (electric company) 1-800-867-5222

National Fuel (gas company) 1-800-867-5222

Spectrum (phone Company) 877-636-3278

Oglevee Plumbing and Heating/Electrical 716-938-6305

Ron Frentz (locksmith) 716-938-6732 Home
716-474-5837 Cell

Weed Insurance Agency 716-699-2389

Phone Company 877-636-3278

Director

Ed Erhart President of the Board (carpenter)

Village Highway Department (water) 716-257-5114

Village/Town Hall 716-257-3661

Southern Tier Pest Control 716-325-6488

RECOVERY ASSISTANCE PHONE NUMBERS

Preservation Resource

Instream LLC (documents) 1-800-722-2435

Disaster Recovery Service

Service Pro (water and fire recovery) 716-338-4901

INSURANCE

Company – United Frontier Mutual Ins.

Agent – Weed Insurance Agency

Phone

Contact – Sean or Roseann

Policy Number

LEGAL ADVISIOR

Chautauqua Cattaraugus Library Systems

ACCOUNTANT

Kathy Bridges

DISASTER PLAN/POLICY RECORD OF CHANGES

When changes are made to this plan, the following procedures will be followed:

1. The Cattaraugus Free Library Director will issue major changes on hard-copy pages. New pages and sections should be inserted as directed; old pages and sections should be removed and destroyed.
2. Plan-holders will be notified of changes by memorandum. These changes should be made directly upon existing pages.
3. When any change is made, the entry should be made in the following log:
 - Change Number
 - Date Approved
 - Page(s) or Section(s) Changed
 - Change Entered By

<u>Change #1 Directors name and phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) persons to be notified pg 7</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #2 Directors phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Media Relations pg 36</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #3 Director Phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Disaster Reference Sheet pg 38</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #4 Presidents phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Disaster Reference Sheet pg 38</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #5 Presidents phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Water pg 39</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #6 Presidents phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Keys pg 41</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #7 Directors name and phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Keys pg 41</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #8 Directors name and phone #</u>	<u>Date 1/18/2024</u>
<u>Page/Section(s) Emergency Phone #'s pg 42</u>	<u>By - Sandy Blood, Sec.</u>
<u>Change #9 President Phone #</u>	<u>Date - Sandy Blood, Sec.</u>

X's are ABC Fire Extinguishers

O's are Smoke/Carbon Dioxide Detectors



