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Mississippi State University Libraries Emergency Policies and Procedures

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Mississippi State University Libraries

Emergency Policies And Procedures

Revised Spring, 2017



Following are the emergency policy statements for the Mississippi State University Libraries. All Library Faculty and Staff should read and follow these policies and procedures.

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Emergency Contacts

	Work Telephone Number	Cell Number	Pager Number	Home Telephone Number
Coleman, Frances (Dean of Libraries)	325-7661	418-2222		323-2899
Cunetto, Stephen	325-8542	418-3870		
Mord, Summer	325-7664	312-5016		465-7485
Building Services Coordinator	325-2029			
Fairbrother, Debra	325-0812	418-4472		323-1614

Note: Library Security Patrol will be on duty in the Library on a scheduled basis.

Command Center: When appropriate, the Library Administration will establish a Command Center at Access Services desk to gather and disseminate information and to provide the necessary leadership. The Center will be managed by the Dean of Libraries, the Associate Dean and/or the Building Supervisor.

Procedures for Emergencies:

I. Assault/Battery, Rape or Harassment of Patron/Staff

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.
 - 1. **Call 911 immediately and fully explain the problem.**
 - 2. **Call the Dean's Office (50813), if no answer, call the Access Services staff (57668) who will notify the Dean, if unavailable, one of the Emergency Contacts (see page 2).**
- B. Between 5:00 p.m. and 2:00 a.m., or during Saturday and Sunday operating hours.
 - 1. **Call 911 immediately and fully explain the problem.**
 - 2. **Call Access Services staff (57668) who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
- C. Staff responses to victim of rape/attempted rape.
 - 1. Take victim to Administrative Offices (or quiet place) while waiting for response from telephone calls.
 - 2. **Show concern. Keep individual as calm as possible.**
 - 3. If no female staff member is present, have a female student assistant stay with victim until police/ambulance arrives.
 - 4. **BE SURE NOT TO DISTURB THE EVIDENCE**, either at the scene or on the person. Do not allow victim to wash hands, etc. until police arrive. Post library staff or student assistant to watch the scene until police arrive.

II. Bomb Threat

- A. **If a bomb threat is received, call 911 immediately. Access Services will turn up PA system to the highest volume level and make an announcement for the building to be evacuated. Assist patrons as needed.**

- B. Collection Management Services(Formerly Technical Services), Systems and student assistants (When move complete Spring 2017) should meet across Hardy Road in fountain area of the Depot. All remaining Library staff and student assistants should meet at the center of the drill field, by the flagpole, for a head count. Each department is responsible for the head count of their staff and students.

III. Electrical Failure

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday, the Dean's Office will contact Facilities Management. Each department will use flashlights and wait for emergency lighting. Depending on circumstances, patrons may be asked to leave the building. Access Services will position personnel at each entrance to ensure that materials have been properly checked out.
- B. Between 5:00 p.m. and 2:00 a.m., or during Saturday and Sunday operating hours.
 - 1. Call Access Services staff (57668).
 - 2. Access Services staff will call Facilities Management (52005).
 - 3. Access Services staff will call Stephen Cunetto (418-3870).
 - 4. Access Services staff will call the Building Services Coordinator.
- C. If it is necessary to close the Library due to electrical failure, follow normal closing procedures. The Dean of Libraries will determine if electrical failure warrants building closure.
- D. Have wheelchair patrons use the elevators (on emergency power) located in Main Lobby to exit the building.

IV. Fire

- A. **The person who sights a fire should pull the nearest fire alarm (check map page 25). If the blaze is small, attempt to extinguish it using the nearest fire extinguisher (check map page 24).** If unable to do so, continue with other duties as outlined below and then leave the building.
- B. **If the alarm sounds before fire is sighted, be sure all patrons, including wheelchair patrons, are sent to the nearest exit.**
- C. **When a fire alarm is activated, the fire doors in the lobby areas on first, second, and third floor will close.**
- D. Do not allow patrons to return to the building until an authorized person, such as a member of the Fire Department declares all areas safe. An Access Services staff member with a radio will be stationed outside each door to keep patrons from re-entering the building until it is declared safe.
- E. Collection Management Services(Formerly Technical Services), Systems and student assistants (Once move complete Spring 2017) should meet across Hardy Road in fountain area of the Depot. All remaining Library staff and Student

Assistants should meet at the center of the drill field, by the flagpole, for a head count. Each department is responsible for the head count of their staff and students.

- F. Hardy Road entrance must be kept clear of patrons for emergency vehicles and crews.

BE SURE YOU KNOW THE LOCATION OF FIRE EXTINGUISHERS AND FIRE ALARMS IN YOUR AREA (check map page 24).

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.

1. **Call 911 immediately and fully explain the problem.**
2. **Call Dean's Office (50813), if no answer call Access Services staff (57668), who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contact members (see page2).**
3. Access Services staff will make an announcement on the PA system to evacuate the building.
 - a. Each department will ensure that all patrons and staff have exited the building by checking their areas.

Collection Management Services(Formerly Technical Services), Systems and student assistants (Once Move complete Spring 2017) should meet across Hardy Road in fountain area of the Depot. All remaining Library staff and Student Assistants should meet at the center of the drill field, by the flagpole, for a head count. Each department is responsible for the head count of their staff and students.

- b. Areas to be checked by each department between 7:30 a.m. and 5:00 p.m.

Administrative Office (50813) – Check Grisham Room, circulating collection area P-S, group studies, and restrooms located in the reading room.

Access Services (57668) – Monitor the doors and Main Lobby. Make announcements.

IV. Fire (cont.)

Computer Commons (58119) – Check entire area including bathrooms.

Digital Media Center (57676) – Check entire area and stairways located on the east side of the building.

Educational Resources Center (50008) – Check area, Einstein Brothers Bagels area, bathrooms in elevator lobby and second floor lobby area.

Reference (57667) – Check Reference Room and restrooms in area.

Special Collections (57679) – Check entire Special Collections area, circulating collection area A-M and restrooms in elevator lobby.

Systems (52842) (When move is complete Spring 2017) – Check area, service entrance, hallways, and Presentation Room.

IV. Fire (cont.)

Grant Presidential Library/MS Political Collection (57663) –
(When move is complete Spring 2017)

Check 4th floor areas, including the Presidential Library, stack area T-Z and restrooms, and the 5th floor, including restrooms and the stairways located in the south wing, check Templeton Museum.

Building Services (57675) – Check the auditorium, IHL center, and restrooms in the hall.

Collection Management Services (57665 or 59685) – Check area – Check 1st floor bound journals area, group studies, electronic classrooms, staff lounge, and restrooms in elevator lobby, restrooms in the bound journals area including restrooms behind elevators.

Note: Be sure to assist wheelchair patrons in the use of the elevators to exit the building as quickly as possible.

B. Between 5:00 p.m. and 10:00 p.m., or during Saturday and Sunday operating hours.

1. **Call 911 immediately and fully explain the problem. Call Access Services staff on duty (57668) who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**

a. Access Services will make an announcement on the PA system to evacuate the building. Each department will ensure that all patrons and staff are out of the building by checking assigned areas.

a. Areas to be checked by departments between 5:00 p.m. and 10:00 p.m.

Access Services (57668) – Check 4th and 5th floor, restrooms, and T-Z stack areas, 3rd floor circulating area A-M and restrooms in hallway.

Computer Commons (58119) – Check area including restrooms.

IV. Fire (cont.)

Educational Resources Center (50008) – Check area, check restrooms in elevator lobby on 2nd floor, check 1st floor auditorium and IHL Lab computer room and restrooms in hallway and restrooms behind elevators.

Digital Media Center (57676) – Check area, check 1st floor area to include bound journals, group studies, electronic classrooms, Presentation Room, far restroom in south wing. Check 1st floor restroom and restrooms in elevator (new elevators) lobby.

Reference (57667) – Check Reference Room, and restrooms in area, check 3rd floor circulating collection P-S, group studies, and restrooms.

Note: Be sure to assist wheelchair patrons in the use of the elevators to exit the building as quickly as possible.

C. Between 10 p.m. and Midnight.

1. **Call 911 immediately. Call Access Services staff on duty (57668) who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
2. Access Services will make an announcement on the PA system to evacuate the building. Each department will ensure that all patrons and staff are out of the building by checking assigned areas.
 - a. All Library Faculty, staff, and student assistants should meet at the center of the drill field, by the flagpole, for a head count. Each department is responsible for the head count of their staff and students.
 - b. Areas to be checked by departments between 10:00 p.m. and Midnight.

Access Services (57668) – Check 4th and 5th floor restrooms and T-Z stack areas. Check 3rd floor circulating collection, A-M, and restrooms in elevator lobby.

IV. Fire (cont.)

Computer Commons (58119) – Check area including restrooms.

Educational Resources Center (50008) – Check area, check restrooms in elevator lobby on 2nd floor, check 1st floor Auditorium and IHL Lab, computer rooms and restrooms in hallway and restrooms behind elevators.

Digital Media Center (57676) - Check area, check first floor area to include bound journals, group studies, electronic classrooms, presentation room, far restrooms in south wing. Check 1st floor restrooms in elevator (new elevators) lobby.

Reference (57667) – Check Reference Room, and restrooms in area, check 3rd floor circulating collection P-S, group studies, and restrooms.

Note: Be sure to assist wheelchair patrons in the use of the elevators to exit the building as quickly as possible.

D. Between Midnight and 2:00 a.m.

- 1. Call 911 immediately. Call Access Services staff on duty (57668) who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2). Access Services will make announcement on the PA system to evacuate the building.**
- 2. Access Services will utilize student assistants and Library security students to assist in evacuating the building.**
3. All Library staff, and student assistants should meet at the center of the drill field, by the flagpole, for a head count. Each department is responsible for the head count for their staff and students.

Note: Be sure to assist wheelchair patrons in the use of the elevators to exit the building as quickly as possible.

V. Flooding

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday, call Dean's Office (50813).
- B. After 5:00 p.m. and on weekends, call Access Services (57668) who will call Facilities Management (52005).
- C. Access Services will call the Dean of Libraries (323-2899), if unavailable call the Building Services Coordinator or, one of the Emergency Contacts (see page 2).

VI. Illness/Injury

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.
 - 1. **Call 911 and fully explain the problem.**
 - 2. **Call the Dean's Office (50813).**
 - 3. **Tell the ambulance to park on Hardy Road.**

- B. Between 5:00 p.m. and 2:00 a.m., or during Saturday and Sunday operating hours.
 - 1. **Call 911 and fully explain the problem.**
 - 2. **Call Access Services (57668), who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
 - 3. **Tell the ambulance to park on Hardy Road.**

- F. **DO NOT MOVE THE INJURED PERSON.**
 - a. Show concern.
 - b. Keep individual calm.
 - c. If a seizure is suspected, do not attempt to assist and move everything out of person's path.
 - 4. If a heart attack is suspected, a defibrillator is located in Access Services.

VII. Severe Weather (tornado or severe thunderstorms, etc., siren sounds).

During inclement weather we attempt to keep everyone in the building and on the 1st floor. We are unable to force anyone to stay in the building but we can enforce that if they are in the building they have to be on the first floor when appropriate.

Command Center:

During inclement weather situations, the Library will implement a Command Center to assist in making decisions and distributing information. The Command Center will be located at the Access Service desk and during normal business hours will be operated by the Dean of Libraries, Associate Dean and the Building Services Coordinator. All members of the LDC will have radios and those not managing the Command Center will be positioned throughout the 1st floor to provide information. During non-business hours the Command Center will be managed by the Access Services staff member(s) on duty.

1. LDC members and the Coordinator of Access Services will be stationed on first floor with radios to provide communication between patrons and the Command Center and to assist with crowd control.
 2. The Coordinator of Access Services with the assistance of the Building Services staff will be stationed in the first floor lobby area near the Hardy Street entrance to assure that patrons are directed away from and maintain a reasonable distance from the glass entrance.
 3. The Associate Dean for Collection Management Services (Formerly Technical Services) will be stationed on first floor in the hallway near Collection Management Services (Technical Services).
 4. The Associate Dean for Public Services and the will be stationed on the first floor in the bound journals area and the Auditorium hallway.
- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.
1. **Access Services will make an immediate announcement on the PA system for everyone to proceed to the 1st floor hallways by the Auditorium or Technical Services.**
 2. **In case of tornado warning, all patrons and staff will proceed to the 1st floor hallways until an all-clear signal is sounded.**

3. All departments should lock the door to their area when they leave the department.
VII. Severe Weather (tornado or severe thunderstorms, etc., siren sounds).
(cont.)

- B. Areas checked by departments between 7:30 a.m. and 5:00 p.m., Monday through Friday.

Administrative Office (50813) – Check Grisham Room, check circulating collection area P-S, group studies, and restrooms located in the reading room.

Access Services (57668) – Monitor the doors and main lobby. Make announcements.

Computer Commons (58119) – Check entire area including bathrooms.

Digital Media Center (57676) – Check the entire area and stairways located on the east side of the building.

Educational Resources Center (50008) – Check area, Einstein Brothers Bagels area, bathrooms in elevator lobby, and second floor lobby area.

Reference (57667) – Check Reference Room and restrooms in area.

Special Collections (57679) – Check entire Special Collections area, circulating collection area A-N and restrooms in elevator lobby.

Systems (52842) (When move is complete Spring 2017) – Check area, service entrance, hallways, and Presentation Room.

Grant Presidential Library/MS Political Collections (57663) –
(When move is complete Spring 2017)
Check 4th floor, including the stack area T-Z and restrooms, and the 5th floor, including restrooms and the stairways located in the south wing, check Templeton Museum.

Building Services (57675) – Check the auditorium, IHL center, restrooms in the hall.

Collection Management Services (57665 or 59685) – Check area – Check 1st floor bound journals area, staff lounge, group studies, electronic classrooms, far restroom in the south wing and restrooms behind elevators.

Note: Be sure to assist wheelchair patrons in the use of the elevators to move to first floor hallways as quickly as possible.

VII. Severe Weather (tornado or severe thunderstorms, etc., siren sounds). (cont)

- C. Between 5:00 p.m. and 10:00 p.m. or during Saturday and Sunday operating hours.

During inclement weather, the Command Center will be established and managed by the Access Services Staff members on duty. These individuals will provide the information and direct other staff and students. The Access Services Staff will be in contact with the University Police as well as the Dean of Libraries and/or the Associate Dean. Access Services staff will use radios to communicate with one another.

- 1. Access Services will make an immediate announcement on the PA system for everyone to proceed to the 1st floor hallways by the Auditorium or Technical Services.**
- 2. Access Services will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
 - a. Each department will ensure that all patrons and staff move to the safe areas on the 1st floor. If the department is responsible for checking more than one area, send one staff member to each area.

- D. Areas to be checked by departments between 5:00 p.m. and 10:00 p.m.

Access Services (57668) – Check 4th and 5th floor, restrooms, and T-Z stacks areas. 3rd floor circulating collection A-M and restrooms in hallway.

Computer Commons (58119) – Check area including restrooms.

Educational Resources Center (50008) -Check area, check restrooms in elevator lobby on 2nd floor. Check 1st floor Auditorium and IHL Lab computer room and restrooms in hallway and restrooms behind elevators.

Digital Media Center (57676) – Check area, check 1st floor area to include bound journals, group studies, electronic classrooms,

Presentation Room and far restroom in south wing. Check 1st floor restrooms and restrooms in elevator (new elevators) lobby.

Reference (57667) – Check Reference Room, and restrooms in area, check 3rd floor circulating collection P-S, group studies, and restrooms.

Note: Be sure to assist wheelchair patrons in the use of the elevators to move to first floor hallways as quickly as possible.

E. Between 10 p.m. and Midnight.

During inclement weather, the Command Center will be established and managed by the Access Services Staff members on duty. These individuals will provide the information and direct other staff and students. The Access Services Staff will be in contact with the University Police as well as the Dean of Libraries and/or the Associate Dean. Access Services staff will use radios to communicate with one another.

1. **Access Services will make an immediate announcement on the PA system for everyone to proceed to the 1st floor hallways by the Auditorium or Technical Services.**
2. **Access Services will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
 - a. Each department will ensure that all patrons and staff move to the safe areas on the 1st floor. If the department is responsible for checking more than one area, send one staff member to each area.

F. Areas to be checked by departments between 10:00 p.m. and Midnight

Access Services (57668) – Check 4th and 5th floor restrooms and T-Z stack areas. Check 3rd floor circulating collection, A-M, and restrooms in elevator lobby.

Computer Commons (58119) – Check area including restrooms.

Educational Resources Center (50008) – Check area, check restrooms in elevator lobby on 2nd floor. Check IHL Lab computer room, 1st floor Auditorium, Restrooms in hallway and behind

elevator.

Digital Media Center (57676) - Check area, 1st floor area to include bound journals, group studies, electronic classrooms, Presentation room, far restrooms in South wing, Check 1st floor restrooms in elevator (new elevator) lobby.

Reference (57667) – Check Reference Room, and restrooms in area, check 3rd floor collection P-S, group studies, and restrooms.

Note: Be sure to assist wheelchair patrons in the use of the elevators to move to first floor hallways as quickly as possible.

G. Between Midnight and 2:00 a.m.

During inclement weather, the Command Center will be established and managed by the Access Services Staff members on duty. These individuals will provide the information and direct other staff and students. The Access Services Staff will be in contact with the University Police as well as the Dean of Libraries and/or the Associate Dean. Access Services staff will use radios to communicate with one another.

- 1. Access Services will make an immediate announcement on the PA system for everyone to proceed to the 1st floor hallways by Auditorium or Technical Services. Access Services will notify the Dean of Libraries (323-2899), if unavailable, call one of the Emergency Contacts (see page 2).**
- 2. Access Services will utilize student assistants and Library security students to assist patrons to move to the safe areas on first floor.**

Note: Be sure to assist wheelchair patrons in the use of the elevators to move to first floor hallways as quickly as possible.

VIII. Biological Agent Threats

- A.
 1. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.
 2. **Call 911 and fully explain the problem.**
 3. **Call the Dean's Office (50813) who will call MSU Regulatory Compliance, Safety Division (53294).**
 4. **LEAVE** the contaminated area and **CLOSE** the door, or section off the area to prevent others from entering (i.e., keep others away).
 5. **WASH** your hands with **soap and water** to prevent spreading any powder to your face.
- B. Between 5:00 p.m. and 2:00 a.m., or during Saturday and Sunday operating hours.
 1. **Call 911 immediately and explain the problem.**
 2. **Call Access Services (57668), who will notify the Dean of Libraries (323-2899), if unavailable, one of the Emergency Contacts (see page 2).**
 3. **LEAVE** the contaminated area and **CLOSE** the door, or section off the area to prevent others from entering (i.e., keep others away).
 4. **WASH** your hands with **soap and water** to prevent spreading any powder to your face.

IX. Shooter in the Library

- A. Contact university police immediately by dialing either "911" or (325-2121).
- B. Use Panic Device to notify Access Services, Dean's Office, and University Police.
- C. **NOTIFICATION:** Notification method to the campus population will include Maroon Alert (instant and text messaging) and announcements via the Chapel loudspeaker. MSU personnel are encouraged to monitor the MSU Emergency website by following the link at the bottom of the main MSU website. The emergency website will be updated with the latest status and situation reports. Finally, during any emergency, the emergency call center Hotline, (662-325-5555), will be activated.
- D. **EXPECTED RESPONSE: Shooter in the Library/Hostage Taking**
In most cases, locking or barricading doors and staying inside a room is the desired response. However, use common sense and follow directions provided by the Maroon Alert system. If a shooter gets into your area/office, you must rapidly make a judgment call as to the shooter's intent - hostage taker or killer. There is no standard answer to this, and you must make a personal choice. If the gunman's intent seems to be taking hostages, statistically, most hostages survive. However, if the gunman is obviously a killer, then your options are reduced to "get out" (flee) or "take out" (disarm or disable the intruder).

X. Paging for Emergencies

No one will be paged except for a medical or police emergency. All phone calls concerning the paging of Library patrons in the Mitchell Memorial Library should be directed to the Access Services Desk (57668).

XI. Panic Device System

- A. The telephone should be the **FIRST** source of communication should a Library staff member or student assistant require assistance in an emergency situation. The telephone will allow for an exchange of information, questions may be asked and answers received and the situation assessed.
- B. Should the panic device unit be activated, a follow-up phone call to the University Police (325-2121) is necessary to inform them as to the reason the system was activated.
- C. The panic device system should be used **ONLY** if it is **NOT** safe to use the telephone or the staff member or student assistant cannot access the telephone because a life-threatening situation exists.

XII. Unattended Book Bags

- A. Between 7:30 a.m. and 5:00 p.m., Monday through Friday.
 - 1. Call the Dean's Office (50813) when book bags are left unattended.
 - 2. Dean's Office will notify University Police (52121).
- B. Between 5:00 p.m. and 2:00 a.m., or during Saturday and Sunday operating hours.
 - 1. Call Access Services (57668) when book bags are left unattended.
 - 2. Access Services will notify University Police (52121).

XIII Earthquake Emergency

During an earthquake, remain calm, and quickly follow the steps outlined below.

- A. Seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
- B. Protect yourself at all times and be prepared for aftershocks.
- C. **ASSIST INDIVIDUALS WITH DISABILITIES IN EXITING THE BUILDING. DO NOT USE THE ELEVATORS.**
- D. Once outside, move to a clear area at least 500 feet away from the Library.
- E. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- F. **DO NOT RETURN TO THE LIBRARY BUILDING UNTIL AUTHORIZED BY A LDC MEMBER.**

FIRE EXTINGUISHER AND FIRE ALARM PULL HANDLE LOCATIONS