

EMERGENCY MANUAL

FIRST DIAL 2600

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This emergency manual will be ineffective if your staff is not aware of it, if it is out-dated, or if you cannot find it during a disaster!

CURRENT LOCATION OF ALL EMERGENCY MANUALS

<u>Copy assigned to:</u>	<u>Location</u>
Academic Support	On reception desk next to the computer
Access and User Services	Coordinator's office
Canaday Center	On lateral filing cabinet outside Director's office
Cataloging	Coordinator's office
Circulation	Circulation desk
Center for Teaching & Learning	On bookshelf above refrigerator
Collection Development	Coordinator's office
Dean's Office	On shelving unit in Executive secretary's office
Distance & e-Learning	Reception desk at main entrance
Engineering Library	Front desk at entrance
Government Documents	On top shelf, to the left of the office entrance
Help Desk	In tall cabinet located behind counter on the left
Information & Research	IISD work-area bookcase, outside LMTA office, on 3 rd shelf
Mail room	Located on the mail sorting unit
Maps	On shelf next to Map Librarian's desk
Microform & Multimedia	On top of credenza, next to student desk
Reference Desk	In tall cabinet located behind counter on the left
Serials	Coordinator's office
Stacks Management	Shelf on left side of supervisor's desk
Systems	Coordinator's office
Technical Services	Director's office
Web version	www.utoledo.edu/library/info/docs/emergency.pdf
Writing Center	Director's office

1. Keep this manual in plain sight.
2. All current employees will read this manual.
3. All new employees will read this manual as part of their orientation or training procedure.
4. Emergency-Contact Personnel should be aware of his/her responsibilities, as outlined in this manual, during an emergency.
5. Always consider building, personnel, floor plan, and collection changes and update this manual accordingly.
6. This manual will be reviewed for accuracy every summer.

Microform & Multimedia supervisor is the person responsible for updating emergency procedures in all copies of this manual.

Executive Secretary to the Dean is the person responsible for updating the emergency contact telephone numbers in all copies of this manual.

Library Web Master is the person responsible for updating the web version of this manual.

Coordinator of Access and User Services is the person responsible for updating and replenishing the emergency kit and refreshing batteries.

EMERGENCY KIT IS LOCATED AT THE CIRCULATION DESK**Note:**

Plastic sheeting is located on fifth floor -- room 5033 (janitorial closet - north side of the building). The door is usually open; otherwise, the Circulation department supervisor has the key. (Key # 471731) Also available from the Dean's secretary or a set is kept in the Circulation department safe.

Paper toweling can be found in the janitorial closets that are located off the elevator lobbies on each floor.

CONTENTS OF EMERGENCY KIT:

1	Basic first-aid kit
2	Camera
3	Caution tape
4	Dust masks
5	Flashlight
6	Garbage bags
7	Hand sanitizer
8	Megaphone
9	Roll of duct tape
10	Signs for caution, keep out, etc.
11	Vinyl gloves
12	Zip-lock bags

Note: Every office/department should have, at least, a minimal emergency kit that includes band-aids, anti-bacterial ointment, duct-tape, and flashlight.

KEEP THE EMERGENCY KIT IN PLAIN SIGHT.

RE-EVALUATE THE KIT AND CHECK BATTERIES TWICE EACH YEAR!

BOMB THREAT – CODE BLACK

IN CASE OF A BOMB THREAT

DO THIS: IF POSSIBLE, SIGNAL TO ANOTHER PERSON THAT YOU ARE RECEIVING A BOMB THREAT.

SECOND PERSON should:

1. Call UT Police at 2600
2. Report the telephone number the call is coming in on
3. Listen in on the conversation if possible

PERSON RECEIVING THREAT should ask these questions and fill in the response:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What will cause it to explode?
5. What kind of bomb is it?
6. How big is the bomb?
7. Did you place the bomb? Why?
8. What is your address?
9. What is your name?
10. Determine the sex of caller: Age: Race: Length of call:

<u>Callers Voice:</u>		<u>Background sounds:</u>	<u>Threat language:</u>
<ul style="list-style-type: none"> <input type="checkbox"/> Calm <input type="checkbox"/> Angry <input type="checkbox"/> Excited <input type="checkbox"/> Slow <input type="checkbox"/> Rapid <input type="checkbox"/> Soft <input type="checkbox"/> Loud <input type="checkbox"/> Crying <input type="checkbox"/> Normal <input type="checkbox"/> Distinct <input type="checkbox"/> Nasal <input type="checkbox"/> Stutter <input type="checkbox"/> Lisp 	<ul style="list-style-type: none"> <input type="checkbox"/> Raspy <input type="checkbox"/> Deep <input type="checkbox"/> Ragged <input type="checkbox"/> Clearing throat <input type="checkbox"/> Deep breathing <input type="checkbox"/> Cracking voice <input type="checkbox"/> Disguised <input type="checkbox"/> Accent <input type="checkbox"/> Familiar; like who? <hr style="width: 100%;"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Street noises <input type="checkbox"/> Kitchen noises/dishes <input type="checkbox"/> Voices <input type="checkbox"/> PA systems <input type="checkbox"/> Music <input type="checkbox"/> House noises <input type="checkbox"/> Motor <input type="checkbox"/> Office machinery <input type="checkbox"/> Factory machinery <input type="checkbox"/> Animal noises <input type="checkbox"/> Clear <input type="checkbox"/> Static <input type="checkbox"/> Local <input type="checkbox"/> Long distance <input type="checkbox"/> Telephone booth <input type="checkbox"/> Air traffic <input type="checkbox"/> Other <hr style="width: 100%;"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Well spoken (educated) <input type="checkbox"/> Foul <input type="checkbox"/> Irrational <input type="checkbox"/> Incoherent <input type="checkbox"/> Taped <input type="checkbox"/> Message read by threat maker

THEN THIS WILL HAPPEN:

The police will initiate search procedures and evacuate if necessary.

The person who received the call should complete the Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

DO NOT ATTEMPT TO LOCATE OR MOVE A SUSPICIOUS DEVICE!

WHEN A LIBRARY PATRON REPORTS A CRIME IN PROGRESS**DO THIS:**

- | |
|---|
| 1. Call UT Police at 2600 |
| 2. Determine if a person has been injured and alert police if medical assistance is required |
| 3. Ask if there are any witnesses, ask that witnesses and patron reporting crime remain in the area to be interviewed by the police |
| 4. Keep patrons away from the crime scene until police arrive |
| 5. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

WHEN A LIBRARY EMPLOYEE OBSERVES A CRIME IN PROGRESS**DO THIS:**

- | |
|---|
| 1. Call UT Police at 2600 |
| 2. If a person has been injured, alert police that medical assistance is required |
| 3. Assist the crime victim and assure them the police have been called |
| 4. Observe description of suspect(s), make note if there is a weapon and note the circumstances that occurred |
| 5. Identify witnesses, and request that they remain in the area to be interviewed by the police |
| 6. Keep patrons away from the crime scene until police arrive |
| 7. Remain available to assist police as a witness |
| 8. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

<i>Witness description of criminal:</i>
Male ___ Female ___ Height ___ Weight ___ Age ___
Weapon involved?
Description/clothing
Method and direction of travel
Time: _____ Date: _____
Witness name: _____

THEN THIS WILL HAPPEN:

The police will arrive and initiate procedures to deal with the situation

DO NOT ATTEMPT TO APPREHEND OR INTERFERE WITH A CRIMINAL !

While elevator malfunctions are usually not serious, they can cause panic among those affected. Therefore, these situations should be dealt with quickly and efficiently.

There is an alarm button in the elevators for patrons to push if they are caught in an elevator during a fire.

WHEN CARLSON LIBRARY STAFF CAN HEAR PATRONS AFFECTED

DO THIS:

1. Indicate to patrons that help will be summoned
2. Call UT Police at 2600
3. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

Note:

Signs posted outside the elevators alert patrons what to do in case of a malfunctioning elevator.

Signs posted near elevators indicate they are not to be used in case of fire -- direct patrons to the stairways.

THEN THIS WILL HAPPEN:

The police will arrive and initiate procedures to deal with the situation.

DO NOT ATTEMPT TO FORCE OPEN THE DOORS !

IF THERE IS AN EXPLOSION**DO THIS:**

- | |
|---|
| 1. Call UT Police at 2600 |
| 2. Determine if anyone has been injured and alert police if medical assistance is required |
| 3. If a fire results, follow Fire/Smoke procedures on pages 9 & 10 |
| 4. Fire/Police responders will initiate evacuation if necessary. See Evacuation procedure, page 7 |
| 5. If there is no fire or further danger, caution-tape off the area, if possible, and place signs to keep people away until the situation is under control. Caution tape & signs located in Emergency Kit, see page 2 |
| 6. Ask if there are any witnesses, and request they make themselves available to be interviewed by the police |
| 7. Keep patrons away from the scene until police arrive |
| 8. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

THEN THIS WILL HAPPEN:

The police, along with fire and medical personnel if necessary, will arrive and take control of the situation. If there is damage to any of the collection, library personnel responsible for disaster recovery will proceed with their efforts. (Refer to the Disaster Recovery Manual)

Note: If you or someone else is trapped in debris:

If possible, **use a flashlight** to signal your location to rescuers. **Avoid** unnecessary movement so that you don't kick up dust. **Cover your nose and mouth** with anything you have on hand. (Dense-weave cotton material can act as a good filter. Try to breathe through the material.) **Tap** on a **pipe or wall** so that rescuers can hear where you are. If possible, **use a whistle** to signal rescuers. Shout **only** as a last resort. **Shouting can cause a person to inhale dangerous amounts of dust.**

DO NOT ATTEMPT TO LOCATE OR MOVE A SUSPICIOUS DEVICE!

EVACUATION – CODE GREEN

POLICE OR FIRE RESPONDERS ONLY WILL ORDER AND EXECUTE BUILDING EVACUATIONS (IN CASE OF FIRE SEE PAGE 9)

CARLSON LIBRARY EMPLOYEE ASSEMBLY AREA IS THE STUDENT UNION

PHYSICALLY DISABLED ASSEMBLY AREAS ARE AT LIBRARY ELEVATOR LOBBIES - BASEMENT THROUGH THE FIFTH FLOOR

TO EVACUATE DO THIS: (See pages 7a-7f for evacuation routes)

- | |
|--|
| 1. Follow the orders of the Police and/or Fire responders |
| 2. Assemble in the Student Union |
| 3. Close doors as you leave |
| 4. Take essentials only - glasses, purse, wallet, medicine |
| 5. Walk, remain calm |
| 6. Remain quiet so that personnel can hear emergency instructions |
| 7. Keep to the right in stairwells |
| 8. Move quickly away from the building, once outside |
| 9. Stay up-wind of smoke or chemical odors |
| 10. Notify police/fire/medical if you suspect someone is still in the building |
| 11. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

THEN THIS WILL HAPPEN:

The police, along with fire and medical personnel if necessary, will initiate the evacuation and take control of the situation. You will stay in the assembly area until you are released by the authorities.

DO NOT SPEND TIME PACKING YOUR BELONGINGS !

DO NOT USE ELEVATORS -- STAY TO THE RIGHT IN STAIRWELLS !

DO NOT OPEN ANY DOOR THAT IS HOT TO THE TOUCH !

DO NOT RUN !

THE LOWER LEVEL IS THE SHELTER-IN-PLACE AREA:

Note: In case of tornado, severe weather, or if you must avoid any uncertainty outside, it is best to go where the “Tornado Safe Area Signs” are posted. If you see large amounts of debris in the air, or if the local authorities say the air is badly contaminated, you may want to seal the room.

Note: If a situation involving campus violence would occur, the University will initiate a “campus-lockdown”. Shelter in place, if circumstances warrant.

Note: For chemical hazards from outside, move to a 3rd, 4th, or 5th floor corridor where there are no windows. (See chemical procedures, page 11)

TO SHELTER IN PLACE

DO THIS:

1. Remain calm and remain quiet so that personnel can hear emergency instructions
2. If possible, take an emergency supply kit with you
3. If you use the stairs, keep to the right in stairwells
4. If outside air is contaminated or filled with debris, seal the windows, doors and air vents with plastic sheeting and/or duct tape. See Emergency Kit, see page 2
5. Take a radio or other source of communication to determine when the situation is all clear
6. Responsible person complete Dean’s Incident Report (located in the back pocket of this manual) when the situation is under control

THEN THIS WILL HAPPEN:

The police, along with fire and medical personnel if necessary, will arrive and take control of the situation. You will stay in the sheltered area until you are released by authorities.

DO NOT USE ELEVATORS -- STAY TO THE RIGHT IN STAIRWELLS !

DO NOT RUN !

FIRE – SMOKE – CODE RED

A FIRE ALARM WILL SOUND. CALL 2600 TO REPORT FIRE OR SMOKE.

LEAVE THE BUILDING.

POLICE OR FIRE RESPONDERS ONLY WILL ORDER AND EXECUTE BUILDING EVACUATION FOR ANY PATRONS WHO DO NOT LEAVE.

CARLSON LIBRARY EMPLOYEE-ASSEMBLY-AREA IS THE STUDENT UNION

PHYSICALLY DISABLED ASSEMBLY AREAS ARE LOCATED AT THE LIBRARY ELEVATOR LOBBIES - BASEMENT THROUGH THE 5TH FLOOR

TO EVACUATE DO THIS:

1. Follow the orders of the Police and/or Fire responders
2. Assemble in the Student Union
3. Close doors as you leave
4. Take essentials only - glasses, purse, wallet, medicine
5. Walk, remain calm
6. Remain quiet so that personnel can hear emergency instructions
7. Keep to the right in stairwells
8. Move quickly away from the building, once outside
9. Stay up-wind of smoke or chemical odors
10. Notify police/fire/medical if you suspect someone is still in the building
11. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

THEN THIS WILL HAPPEN:

The police, along with fire and medical personnel if necessary, will initiate the evacuation and take control of the situation. You will stay in the assembly area until you are released by the authorities.

DO NOT SPEND TIME PACKING BELONGINGS !

DO NOT USE ELEVATORS -- STAY TO THE RIGHT IN STAIRWELLS !

DO NOT OPEN ANY DOOR THAT IS HOT TO THE TOUCH !

DO NOT RUN !

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IN CASE OF SMOKE

DO THIS:

- | |
|---|
| 1. Remain calm. |
| 2. Call UT Police at 2600 and report the smoke |
| 3. If there is very little smoke try to determine the cause |
| 4. If a fire results, or the smoke is overwhelming, see Fire procedure on page 9. |
| 5. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

If there is damage to any of the collection, library personnel responsible for disaster recovery will proceed with their efforts. (Refer to the Disaster Recovery Manual)

IN CASE OF CHEMICAL SPILL INSIDE THE BUILDING

Note: Signs of chemical threat are: people suffering from watery eyes, twitching, choking, loss of coordination, trouble breathing.

DO THIS:

1. Everyone in the area get away and find clean air quickly! (the assembly area is the Student Union)
2. If you feel you have been exposed, wash immediately and seek medical attention by calling UT police at 2600
3. Call University Safety & Health at 3600
 - a. State a chemical emergency exists
 - b. State the type and quantity of the chemical, if known
 - c. Give exact location of building, room number, etc.
 - d. If a person has been injured, alert that medical assistance is required
4. After hours, call UT Police at 2600
5. Close doors leading to affected area if possible
6. Police and or fire responders will initiate building evacuation if necessary. See evacuation procedure page 7
7. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

IN CASE OF CHEMICAL SPILL OUTSIDE THE BUILDING**DO THIS:**

1. From a safe location, call UT police at 2600
2. Stay inside the building, use Shelter in Place procedure, page 8
3. Go to a room or corridor on floors 3-5 where there are no windows and few doors, seal the room with plastic sheeting or duct tape from the emergency kit if necessary. Emergency Kit, page 2
4. Use a wet cloth placed loosely over your nose and mouth if you smell gas or vapor

Note: Some radiation, chemical or biological releases may require that we shelter in place -- see Shelter in place procedure, page 8

DO NOT USE ELEVATORS -- STAY TO THE RIGHT IN STAIRWELLS !

DO NOT REMAIN IN THE BASEMENT !

DO NOT DRINK FROM BUILDING FAUCETS OR FOUNTAINS !

IN CASE OF SUSPICIOUS MAIL OR PACKAGES

- | |
|---|
| 1. Call UT police at 2600 |
| 2. Leave the area |
| 3. Wash hands immediately |
| 4. Caution-tape off area and place signs to keep people away until the problem is under control. Caution tape & signs located in Emergency Kit, located at the Circulation desk, see page 2 |
| 5. Make a list of all people who have touched the mail |
| 6. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

CONTENTS OF MAILROOM SUPPLY KIT:

The mailroom supply kit is located in the mailroom and will remain there at all times.

1.	1, 8 oz., hand sanitizer
2.	1 box, 50-count, comfort dust masks
3.	1 box, large, 100-count, disposable vinyl gloves
4.	1 box, x-large, 100-count, disposable vinyl gloves
5.	1 dispenser of wet-wipes

Cataloging Supervisor, in charge of mailroom duties, is the person responsible for replenishing the Mailroom Supply Kit

Note: Typical characteristics that should trigger suspicion in letters or packages:

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or otherwise outdated.
- Have no return address, or have one that cannot be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have unusual amount of tape.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential".
- Have unusual, oily, discolored or crystallizations of the wrapper.

DO NOT SHAKE OR BUMP THE ITEM !

DO NOT HANDLE IF YOU SUSPECT BIOLOGICAL CONTAMINATION !

GET OUT OF THE AREA !

IF THERE IS A MEDICAL EMERGENCY OR NEED FOR AN AMBULANCE, REMAIN CALM

DO THIS:

1. Call UT Police at 2600. You, or someone else, should remain on the phone until they tell you to hang up.
2. Provide exact location of victim including building, floor number and office location
3. Describe details of the victims condition, accident or illness
4. Someone should stay with the victim
5. Cover the victim if possible
6. Assign someone to meet and escort medical personnel to victim's location
7. Keep other people away from the scene until help arrives
8. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

THEN THIS WILL HAPPEN:

Medical personnel, along with police, will arrive and take control of the situation.

DO NOT OFFER OR PROVIDE MEDICATIONS !

DO NOT MOVE THE VICTIM UNLESS THEY ARE IN IMMINENT DANGER !

DO NOT ATTEMPT TO PERFORM FIRST AID OR CPR UNLESS YOU ARE CERTIFIED TO DO SO !

DO NOT ATTEMPT TO CLEAN UP ANY BODY FLUIDS: BLOOD, VOMIT, URINE, ETC. !

Note: At times, inappropriate-behavior situations will occur in the library. The following is a general guideline of what you should do:
-In most cases, use common sense to analyze and decide whether to call UT Police at 2600 or just report it to your supervisor
-The Circulation supervisor or individual department supervisors will usually handle problem-patron situations

CRIMINAL ACTIVITY: Armed, Alcohol, Drugs, Sexual deviant, Threatening, Vandalism

DO THIS:

1. Refer to CRIME, page 4

EMOTIONAL: Disruptive, Harassing, Verbal abuse

DO THIS:

1. Speak to the patron in a calm manner and try to reason with him or her
2. Do not attempt to argue with the patron
3. If behavior continues, call UT Police at 2600

TELEPHONE: Harassing, Verbal abuse, Obscene phone calls

DO THIS:

1. **Harassing/verbal:** Speak to the patron in a calm manner and try to reason with him or her. Empathize with their problem. Do not attempt to argue. Ask if he or she would like to speak with someone else in authority. If behavior continues, ask him or her to call back when they have calmed down and hang up
2. **Obscene phone calls:** Hang up immediately. Call UT Police at 2600 and ask to file a report. Make note of description of voice, background noises, etc.

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NUISANCES: Smoking, Street beggars, Body odors, Loud talking, Loitering or Lurking, Unattended children, Sleeping

DO THIS:

1. **Smoking:** is not allowed in the building, ask the patrons to “please take it outside”. If they refuse, call UT Police at 2600
2. **Street beggars:** Usually ignore them unless they are being threatening, disruptive, or you receive patron complaints - then call UT Police at 2600
3. **Body odors:** Ignore them - the patron will leave sooner or later
4. **Loud talking:** In a calm manner, ask the patrons to “lower their voices in the library please.” If their behavior continues, ask them to leave. If the behavior becomes threatening, call UT Police at 2600
5. **Loitering / Lurking:** Leave the patron alone; but keep an eye on them to assure that unknown motives, such as theft or voyeurism, are not attempted. If their behavior becomes threatening, call UT Police at 2600
6. **Unattended children:** Children under the age of 14 must be supervised and accompanied by an adult at all times while in any University Library. The Libraries are open to the public, and as is true of any public facility, we cannot guarantee an individual's personal safety. If staff members notice children who are left unattended, call University Police at 2600.
7. **Sleeping:** Noisy sleepers, or those sprawled on the furniture or floor may disturb others or, unintentionally, may invite theft of their own items. Disregard those patrons for a short time. Approach, staying at a distance, then tap the table or wall to waken them. Identify yourself and indicate sleeping is not allowed in the library. Check back in a few minutes.

DO NOT ATTEMPT TO APPREHEND OR INTERFERE WITH A CRIMINAL !

IN CASE OF WATER or FLOOD**DO THIS:**

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|--|
| 1. If you notice a leak (toilets, overhead pipes, floors, etc.) call Dean's office immediately at 4488. After hours, call Circulation Desk at 2323 or 5905 or 5906 |
| 2. Remove equipment, books and other library materials from area if possible |
| 3. Caution-tape off flood area and place signs to keep people away. Caution tape & signs located in Emergency Kit, see page 2 |
| 4. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

THEN THIS WILL HAPPEN:

Maintenance employees will arrive and take control of the situation. If there is damage to any of the collection, library personnel responsible for disaster recovery will proceed with their efforts. (Refer to the Disaster Recovery Manual)

IN CASE OF GAS FUMES**DO THIS:**

- | |
|---|
| 1. Call UT Police at 2600 |
| 2. Warn others in the immediate area |
| 3. If gas odor permeates a large area, evacuate the building, see page 7. |
| 4. Meet with and assist emergency response personnel |
| 5. Use a wet cloth placed loosely over your nose and mouth if you smell gas or vapor |
| 6. Prevent all sources of ignition (cigarettes, electrical, etc.) |
| 7. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

THEN THIS WILL HAPPEN:

Maintenance employees and/or police will arrive and take control of the situation and initiate evacuation if necessary, see Evacuation, page 7.

DO NOT RE-ENTER UNTIL CLEARED BY AUTHORIZED PERSONNEL !

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IN CASE OF POWER FAILURE

DO THIS:

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|---|
| 1. Remain calm |
| 2. Call the Dean's office at extension 4488 during business hours |
| 3. Locate the nearest flashlight in your area or use one located in emergency kit, see page 2, or other known location in your area) |
| 4. Check elevators for trapped patrons, and follow Elevator procedure, see page 5 |
| 5. Unplug all electrical equipment, including computers and turn off light switches. |
| 6. Police and or the fire department will initiate evacuation if necessary. Follow the evacuation procedure, see page 7 |
| 7. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

IN CASE OF TELEPHONE OUTAGE

DO THIS:

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|--|
| 1. Attempt to communicate to the UT Police (by cell phone at 2600) Call Telecommunications (by cell phone at 419-530-7998) or email them though a "contact us" link at http://telecom.utoledo.edu/ |
| 2. Communication between Circulation and library security officers is by two-way radio located in the Circulation department |
| 3. In case of emergency, tune radio or TV, to nearest strong signal for information. A wind-up radio is located in emergency kit, see page 2. A television is located in the staff lounge room 2025 - you will need key 469552 to enter - available from all library faculty & staff) or check http://emergency.utoledo.edu/ |
| 4. Responsible person complete Dean's Incident Report (located in the back pocket of this manual) when the situation is under control. |

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Note: In life threatening emergencies, ignore the computers and follow the emergency procedures located in this manual that are appropriate for the situation.

IN CASE OF COMPUTER OUTAGE

DO THIS: Contact Systems Department:

Systems Technician x2834

Systems Librarian x2333

After 5:00 pm, contact Circulation Department supervisor x2323

If no one is available, contact: UT Information & Technology Help Desk x3644
-or- <http://support.utoledo.edu> (then enter your user name & password)

IN CASE OF HARDWARE FAILURE

DO THIS:

1. Systems Department will take care of any problems and must be contacted immediately at the numbers listed above.
2. Systems Department employee will be responsible for completing the Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

IN CASE OF UNAUTHORIZED USE OR SUSPECTED VIRUSES

DO THIS:

1. Report any incidents to the Systems Department at the numbers listed above
2. A Systems Department employee will be responsible for completing the Dean's Incident Report (located in the back pocket of this manual) when the situation is under control

THEN THIS WILL HAPPEN:

Systems department employees will change any hardware or software that needs to be replaced.

TORNADO SAFE AREA IS THE LOWER LEVEL ELEVATOR LOBBY**Tornado - Severe Weather:**

Send Library personnel and patrons to "Tornado-Safe Areas" quickly and efficiently with minimum panic.

Tornado Watch: Weather conditions are favorable for a tornado to develop.

Tornado Warning: A tornado or funnel cloud has been sighted or is indicated on weather radar. The countywide emergency sirens will be activated (sirens run with a steady tone for 3 minutes) when a warning is issued.

IN CASE OF A TORNADO WATCH**DO THIS:**

- | |
|--|
| 1. Be alert for approaching storms |
| 2. Listen for the activation of the countywide emergency sirens, which indicate the weather situation is worsening |
| 3. Continue with business/operations in the ABSENCE of siren activation |
| 4. Monitor weather radio from Circulation coordinator's office radio or log on to one of these web sites: http://www.nws.noaa.gov/ or http://www.disastercenter.com/ |

IN CASE OF A TORNADO WARNING**DO THIS:**

- | |
|--|
| 1. Normal University functions and operations will terminate |
| 2. Employees will go to the tornado safe waiting area (designated by "Tornado safe-area signs") |
| 3. Stay out of auditoriums or large rooms where roof collapse may be likely |
| 4. Ground or basement level interior hallways with no windows to the outside are also acceptable safe waiting areas in a tornado |
| 4. Monitor weather radio from Circulation coordinator's office radio or log on to one of these web sites: http://www.nws.noaa.gov/ or http://www.disastercenter.com/ |
| 5. Remain in protected area until the tornado or severe weather has passed and they have received an ALL CLEAR via the local media, UT Police or other means. Then resume normal activity. |

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TORNADO SAFE AREA IS THE LOWER LEVEL ELEVATOR LOBBY

CIRCULATION DESK SUPERVISOR:

- | |
|--|
| 1. If Information desk is staffed, quickly inform the person at the information desk of the tornado warning |
| 2. Phone staff lounge at 5929 and Dean's office at 4488 about the warning |
| 3. Security guard or Circulation supervisor will use the megaphone to warn upper floors (2-5) of tornado warning and imminent danger. A megaphone is located in the emergency kit located at the circulation desk. |
| 4. Turn off /lock cash register and take the key |
| 5. Direct patrons on main floor to take stairs to basement |
| 6. Inform people sheltering in the basement when the "all clear" is received |
| 7. Return to main floor; Turn on/ unlock cash register |
| 8. Complete the Dean's Incident Report (located in the back pocket of this manual) when the situation is under control |

SECURITY GUARD or CIRCULATION SUPERVISOR:

- | |
|---|
| 1. If time permits, warn upper floors of tornado warning and imminent danger using the megaphone, located in the emergency kit located at the Circulation desk. |
| 2. Send people to basement or center areas of building |

INFORMATION DESK PERSON IN CHARGE:

- | |
|---|
| 1. Take shelter in the basement assisting Circulation staff in directing patrons to basement or center "Tornado-safe-areas" of building |
|---|

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TORNADO SAFE AREA IS THE LOWER LEVEL ELEVATOR LOBBY

DEANS OFFICE:

- | |
|--|
| 1. Alert others in immediate area |
| 2. Lock doors into administration suite |
| 3. Go to basement or center area of building |

ALL OTHER LIBRARY PERSONNEL:

- | |
|---|
| 1. Secure valuables |
| 2. Go to basement or center or "Tornado-safe-areas" of building |

IF THERE IS STORM DAMAGE OR INJURY:

- | |
|---|
| 1. Call UT Police at 2600 to report damage; if there is an injury, alert police that medical assistance is required |
| 2. Refer to disaster recovery plans after all is clear |

THEN THIS WILL HAPPEN:

The police and medical help, if needed, will arrive and initiate procedures to deal with the situation. If there is damage to any of the collection, library personnel responsible for disaster recovery will proceed with their efforts. (Refer to the Disaster Recovery Manual)

DO NOT GO OUTSIDE!

IN CASE OF A SNOW EMERGENCY

CARLSON LIBRARY WILL CLOSE DUE TO ONE OF THE FOLLOWING SNOW RELATED CONDITIONS:

1. If the President of the University has announced a campus closure because of the snow conditions
2. If Lucas County is in a level-three snow emergency
3. If a traveler's advisory has been issued for Lucas County

Note: Call **419-530-SNOW** to find out if UT Main Campus has closed, log on to the web: <http://myut.utoledo.edu>, or listen to your local television station or radio station for weather conditions and closings issued by the University of Toledo. (University of Toledo Medical Center NEVER closes)

IF THE CLOSING OCCURS DURING LIBRARY HOURS:

1. Security guard or Circulation supervisor will notify upper floors of the early closing.
2. Normal closing procedures will be followed

Note: In declaring an emergency, the President may cancel classes, cancel some or all activities on campus, close some or all buildings, close the campus to all except specifically authorized persons, or take other action as necessary.

EMERGENCY AGENCY WEBSITES

AGENCY	WEBSITE ADDRESS
American Red Cross	http://www.redcross.org/
CDC (Centers for Disease Control)	http://www.cdc.gov/
Carlson Library Disaster Recovery Manual	To be determined
Carlson Library Emergency Manual	http://library.utoledo.edu/inf/emergency.html
FEMA (Federal Emergency Management Agency)	http://www.fema.gov/areyouready/
Lucas County LEPC (Local Emergency Planning Committee)	http://www.lucascountylepc.org/
Lucas County Homeland Security Website	http://www.co.lucas.oh.us/homelandsecurity/
Homeland Security	http://www.ready.gov/america/beinformed/index.html
University of Toledo Emergency Preparedness	http://emergency.utoledo.edu
U.S. Office of Homeland Security	http://www.dhs.gov/index.shtm
U.S. State Department (travel advisories)	http://www.travel.state.gov/



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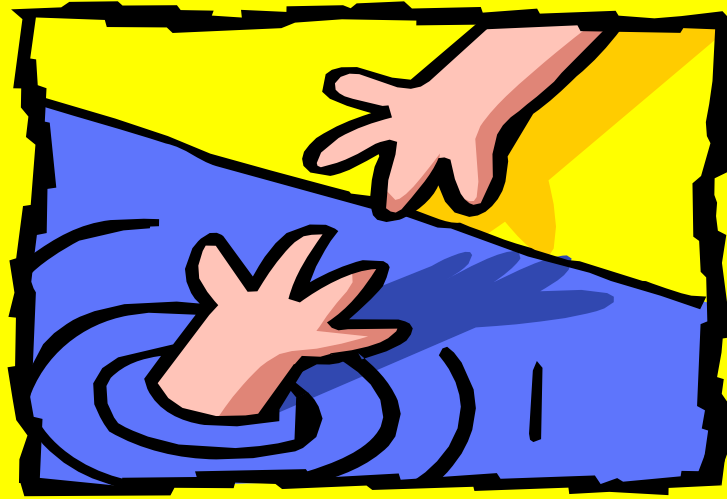
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CARLSON LIBRARY

EMERGENCY MANUAL

DEAN'S INCIDENT AND EMERGENCY REPORT

INSTRUCTIONS:

1. Use this form to report incidents and emergencies such as theft, vandalism, disturbance, suspicious behavior, accident, fire, tornado warning, flood, etc., AFTER the situation is under control.
2. This form is to be completed and forwarded by the staff person closest to the incident/emergency.
3. Deliver to the Dean's office within 24 hours.

WHAT HAPPENED? If possible, include names, addresses, phone numbers of witnesses and others involved.

WHAT ACTION DID YOU TAKE?

TIME AND PLACE OF INCIDENT OR EMERGENCY?

NAME AND DEPARTMENT OF PERSON FILING THIS REPORT?

Today's date:

DEPARTMENTAL EMERGENCY CONTACTS

**8:00 am – 5:00 pm - CALL DEAN'S OFFICE SECRETARY AT 4488
ANY OTHER TIME, CALL THE CIRCULATION DESK AT 2323 / 5905 / 5906**

DEPARTMENT	FIRST CONTACT	OFFICE EXTENSION
Canaday Center	Barbara Floyd	2170
Center for Teaching & Learning	Bernard Bopp	2075
Circulation	Russ Damschroder	2443
Dean's Office	Tyna Derhay	4488
Director of Library Services	Marcia Suter	2629
eLearning & Academic Support	Karen Rhoda	4386
Engineering Library	John Napp	3948
Government Documents	Suhasini Kumar	4485
Information & Research	Kathy Hall	4479
Interlibrary Loan	Russ Damschroder	2443
LEC (Learning Enhancement Center)	Luanne Momenee	3140 / 2203
Maps	John Phillips	2865
Microform & Multimedia	Susan Rajagopalan	2843
Stacks Management	Rod Lambdin	2824
Tech. Service & Systems	Laura Kinner	8532
Writing Center	Barb Schneider	4913
	SECOND CONTACT	
Canaday Center	Kim Brownlee	5578
Center for Teaching & Learning	Christine Keller	2075
Circulation	Joyce Scanes	2866
Dean's Office	Marcia Suter	2629
Director of Library Services	Tyna Derhay	4488
eLearning & Academic Support	Jeff Jablonski	4079
Engineering Library	Student Assistant	6076
Government Documents	Linda Conley	2171
Information & Research	Suhasini Kumar	4485
Interlibrary Loan	Lynn Brinkman	2576
LEC (Learning Enhancement Center)	Cynthia Mayes	2206
Maps	Marcia Suter	2629
Microform & Multimedia	Russ Damschroder	2443
Stacks Management	Russ Damschroder	2443
Tech. Service & Systems	Christine Rigda	2333
Writing Center	Barb Baker	4939