



D. Response plans

The following provides guidance for handling specific types of emergencies in the library. Many steps of emergency response should be implemented simultaneously by multiple staff members. For example, in the event of a fire, one staff member may evacuate patrons, while another staff member calls fire dispatch, and a third staff member attempts to extinguish the fire with the hand extinguisher if safe to do so. The library director, supervisor on duty, or in some scenarios the nearest staff member should direct others in the tasks needed to maximize efficiency.

E. Fire

1. Identify the location of the fire, alert a second staff member, instruct them to call fire dispatch and evacuate patrons
2. Utilize hand extinguishers if the fire is localized and in the early stages
3. Contact fire dispatch
4. Evacuate the building
 - a. Patrons should utilize the nearest fire exit. Staff may activate the buildings fire alarm system by pushing the fire bar on the exits at the back of the library space.
5. Once building is declared safe:
 - a. Secure building with locks and boarding up windows if it is necessary to leave the building unattended
 - b. Contact library insurance agency to report fire.
 - c. Check the building for structural damage with the assistance of the fire department.
 - d. Ensure utilities are safe to use or are shut off if unsafe. Enlist fire department assistance.
 - e. If utilities have been shut off, contact utility company to inspect and turn utilities back on
6. Clean-up
 - a. Clear the building of smoke and water as quickly as possible
 - i. Open doors and place any available fans.
 - ii. Move undamaged items at risk of damage to areas unaffected by the fire.
 - b. Coordinate with insurance agency for fire-damage restoration firm, estimating, inventorying, and repair services.
7. Communication
 - a. Communicated to MCLB Executive committee at first available opportunity.
 - b. Communicate library closures or changes in services via social media, website, press releases, and voicemail messages as soon as possible.
8. Notes
 - a. Save all receipts for clean-up purchases and photograph the damage.
 - b. Do not discard damaged items before inventory process is in place.

F. Plumbing emergency

1. Evacuate patrons from the affected area.
2. Shut off the water supply to the fixture or the specific area of the building.
3. If in doubt about the origin of the leak, turn off the water main inside the building. If leak is behind the shut off valve turn water off at the meter.
4. Drain the remaining water already in the system by turning on faucets.



5. Attempt to find the source of the leak and address any standing water in the area including ceiling tiles.
 - a. Procedure for relieving water accumulation
 - i. Cover or move any materials in the area in order of priority.
 - ii. If water is holding above a ceiling tile, make a small puncture in the middle of the tile and drain water into bucket.
 6. Contact McMinn County Maintenance to repair pipes. Contact AUB if additional assistance is needed and to report issue.
- G. Roof Leaks
1. Determine leak source – roof, HVAC, plumbing
 2. If there are no pipes in the area, assume roof leak as source
 3. Follow the procedure for relieving water accumulation described in F. v.1. and install a temporary moisture barrier
 4. Contact a roofing specialist and McMinn County Maintenance for consultation
 5. If water has covered any switches, wiring, outlets, or electrical components turn off power. Ensure electrical components are dry and clean before turning power back on. Consult with McMinn Maintenance and AUB before returning power.
- H. Flooding
1. Prepare for flooding
 - a. Move valuable papers, equipment, furnishings, and library materials to higher shelves and tables.
 - b. Turn off library utilities at the main power switch and close main gas valve in consultation with McMinn Maintenance and AUB if evacuation is possible.
 - c. If flooding is result of severe weather, board up windows and glass doors. Place sandbags around doors.
 2. After the flood
 - a. Contact insurance agent
 - b. Inspect property. Check for structural damage before entering.
 - c. If not already off, turn off all utilities. Do not turn on utilities until consultation with AUB and McMinn Maintenance.
 - d. Cover any broken windows and holes in the roof where accessible. Contact McMinn Maintenance and roofer for higher spaces.
 - e. Begin clean-up and water removal as soon as possible. Coordinate with insurance agent to contract with disaster clean up contractor.
 - i. Vent space as soon as possible and secure large fans
 - ii. Move undamaged items to safe spaces using priority process.
 - iii. Do not dispose of damaged materials until inventory has been conducted.
 - iv. Clean mud and silt from furnishings outside with water hose and allow to air dry.
 - v. Vacuum carpet dry and use fans for further drying if flooring is deemed savable.
- I. Power-supply failure
1. Unplug major appliances.
 2. Turn lights off, save one in each area of the building.



3. Call AUB and report the outage. Attempt to learn how long the outage will last.
 4. If the power outage continues for one hour, evacuate the library and close the building until power returns. If it is within two hours of closing time, close the building for the remainder of the day.
- J. Gas leaks
1. Call AUB and report immediately.
 2. Evacuate all staff and patrons from the building to the far side of the parking lot/Wetlands area.
 3. Notify the Athens Fire Department of the suspected leak and evacuation.
 4. Do not spark any flames or start any cars near the library building.
 5. Dead plants near the gas meter may indicate a leak.
- K. Major damage to building structure
1. Examples include down tree, collision involving car, tornado
 2. If risk can be prepared for (tornado) shut off water and gas to building.
 3. Scan area for down power lines and associated dangers
 4. Evacuate building
 5. Alert fire, police, medics, and utilities
 6. Administer first aid as available and necessary
 7. Shut off utilities as needed.
 8. Do not re-enter building until deemed safe by fire department.
 9. Assess structural damage with assistance from fire department and McMinn Maintenance.
 10. Secure building before leaving unattended.
- L. Points to remember
1. Contact fire/police/utility as soon as possible
 2. Cooperate fully with emergency personnel.
 3. Secure the site. Close openings in walls, windows, roof. Lock doors. Consider using security personnel if warranted.
 4. Minimize damage from water. Work quickly to stabilize the environment.
 5. Contact the insurance company as soon as possible. Enlist its cooperation for cleanup and restoration efforts.
 6. Save receipts for any clean up expenses.
 7. Record damage with a camera or video recorder and a written report.
 8. Save any damaged items until after the insurance inventory is completed.
 9. Do not contract for estimating, inventory, or repair services without first contacting the insurance agent or adjuster.
 10. File the insurance claim promptly.
 11. Determine if the building is safe to reoccupy. Restore library services as quickly as possible. Services may initially be limited to online and curbside if necessary.
 12. Use all safety precautions for electric shock and/or natural gas leaks.
 13. Seek professional assistance in restoring structural damage and damage to electrical systems and equipment. (If extensive repairs are required, it may be necessary to relocate library services to a temporary site.
 14. Clean everything thoroughly before reoccupying the building and opening it to the public. Work with a professional fire and water damage restoration firm.
 15. Maintain records of all activities preceding, during, and following the emergency event.



XI. Telephone Contact List for Contracted Maintenance and Repair Services, Utilities, Fire/Police, Vendors, Insurance Agent

A. Emergency, Maintenance and Repair Contacts

System	Company	Name	Phone	Address	Email	Notes
Primary Maintenance Contact	McMinn County Maintenance	Scott and James	423-462-4025			Contact even if they can only refer us to someone else
Alarm maintenance	ADS Security		800-866-6486			
Door/hardware repair	McMinn County Maintenance		423-462-4025			
Electric company	Athens Utility Board		423-745-4501	100 New Englewood Rd. Athens, TN 37303		Emergency number is regular number, then 3 for dispatch
Fire Department	City of Athens Fire Department	Chief Ainsworth	(423) 744-2762			
Fire extinguisher service	Atlas Fire Protection		423-454-2646	1834 Velma Rd. Athens, TN 37303		
Back flow testing	Atlas Fire Protection		423-454-2646	1834 Velma Rd. Athens, TN 37303		
Gas company	Athens Utility Board		423-745-4501	100 New Englewood Rd. Athens, TN 37303		Emergency number is regular number, then 3 for dispatch
Heating, ventilating, air-conditioning maintenance	McMinn County Maintenance	Scott and James	423-462-4025			
Insurance agent	Athens Insurance	Chris Liner	423-745-3062	110 W. Washington Ave.	cliner@athensins.com	



				Athens, TN 37303		
Lawn maintenance	Tim Sharp	Tim Sharp			scag423@yahoo.com	
Life/safety alarm maintenance	McMinn County Maintenance		423-462-4025			
Lighting	McMinn County Maintenance		423-462-4025			
Locksmith	McMinn County Maintenance		423-462-4025			
Police department	Athens City Police Department	Chief Couch	423-744-2730	815 N Jackson St. Athens, TN 37303		
Window repair	McMinn County Maintenance		423-462-4025			
Window cleaning						
Carpet cleaning	Quick Dry Carpet Inc	Clent Gregory	423-920-8888	3 Magnolia St. Niota, TN 37826	sales@quickdrycarpet.net	



- XII. Diagram of the Building Highlighting Location of Turn-Off Valves and Switches, Alarms, Mechanical Equipment Rooms
 - A. Water shut offs
 - 1. Sinks
 - 2. Toilets
 - 3. Main shut off-Mechanical Room
 - 4. Meter shut off-At road
 - B. Gas shut off
 - C. Electricity shut offs
 - D. Alarm System
- XIII. Standard Definitions of Priority Codes
 - A. Triage
 - 1. Wet
 - 2. Damp/partially wet
 - 3. Smoke or fire damaged
 - 4. Frozen
 - 5. Dry
 - B. Priority Response Analysis
 - 1. Patrons and staff
 - a. Provide special attention to patrons under age 18 who may have been separated from their parent guardian during the initial response or evacuation and to those patrons requiring special assistance.
 - 2. Staff materials
 - a. Staff computers
 - b. Staff files and MCLB meeting minutes
 - 3. Technology
 - a. Public computers
 - b. Mobile technology – Chromebooks, laptops, hotspots
 - c. Additional technology
 - 4. Materials Collection
 - a. Local history materials
 - b. Print materials
 - c. Audiobooks and DVDs
 - d. Magazines/Newspapers
 - 5. Artwork
 - 6. Furnishings, flooring, and walls
 - a. Carpet
 - b. Fabric furnishings
 - c. Other
 - 7. Other materials and supplies