

Emergency Procedures
Baylor University Libraries

Contents

Basic Emergency Response Steps..... 2

Life-Threatening Emergencies..... 4

 Fire..... 4

 Flooding, Leaks and Water Damage 5

 Harassing or Threatening Messages 6

 (Including Bomb Threats)..... 6

 Medical Emergencies 7

 Active Shooter 11

Minor Building Problems 12

 General Problems 12

 Elevators 13

 Short Power Outage 14

 Public Relations & Library Emergencies 15

Appendices..... 16

 Evacuation Maps..... 16

 Fire Extinguishers 18

 Bomb Threat Checklist 19

Basic Emergency Response Steps

1. Is life safety an issue?
If **YES**, call **Baylor Police (ext. 2222) or dial 911 NOW!**
2. Contact the appropriate library emergency response office next

	Central		ABL	Poage	Texas
8am – 5 pm (M-F)	Facilities Coordinator Don Ward Ext. 6734 254-744-1357 OR Assoc. Dir. Beth Farwell Ext. 3679 254-652-3114	OPEN	Entrance Ext. 7830 OR Christi Klempnauer Ext. 4968	Main number Ext. 3540	Main number Ext.1268
Evenings and weekends	Jones Info Desk Ext. 2122				
1am – 8 am (M-F)	Security Monitors 254-265-2874 (cell) Ext. 6704 (Moody exit) Ext. 6702 (Main Circ)	CLOSED	Director Rita Patteson 254-715-8055	Events Coord. Mary Goolsby 254-744-0294	Director John Wilson 254-405-0286
	Facilities Coordinator Don Ward 254-744-1357 AND Interim Director Beth Farwell 254-652-3114				

The library emergency response office listed above will initiate contact with appropriate directors/unit leaders/staff utilizing the library phone tree.

3. Follow any instructions provided via the emergency PA system. These messages come from Baylor Department of Public Safety. Otherwise, follow the procedures outlined in the Baylor Emergency Guide. Use this manual for supplemental, library-specific information.
4. Follow up the incident with a complete report to your supervisor and the Libraries' incident report recipient list:

Central	Special Libraries
Facilities Coordinator Don Ward don_ward@baylor.edu	Director John Wilson john_wilson@baylor.edu

AND Interim Dir. Beth Farwell beth_farwell@baylor.edu	
---	--

Life-Threatening Emergencies

Fire

<http://www.baylor.edu/dps/index.php?id=866478>

Fire Extinguishers
See information on fire extinguishers on page 18 below.

Assist disabled persons to the nearest “safe” location. Fire personnel know to check these locations first.

Central	ABL	Poage	Texas
Emergency stairwells	Stairwell	Jones or Moody emergency stairwell	

Special instructions

Central	ABL	Poage	Texas
<p>Someone from the affected building should evacuate through the corridor if there is no smoke, to 1) alert staff at the other end of the corridor and 2) keep clients from entering the corridor that leads to the affected building.</p> <p>Close the fire doors on both ends of the corridor on 1st and 2nd floors.</p>	Close fire doors on 1st, 2nd, and 3rd floor landings.		

Designated evacuation assembly points

Central	ABL	Poage	Texas
<p>Jones - Lawn between Rodgers and Castellaw</p> <p>Moody - Mall between Sid Richardson Science and Marrs McLean Science</p>	Lawn in front of the Melton Bldg. @ Seventh and James Baptist Church	Lawn between Rodgers and Castellaw	Burlison Quadrangle, near the Burlison statue

The fire alarms in Moody and Jones operate independently. Set point for the sprinklers: red bulbs activate when the temperature reaches 155°F and the green bulbs activate at 200°F. The alarm system is triggered by 1) smoke detectors, 2) activated sprinkler heads, 3) or pull stations.

Flooding, Leaks and Water Damage

- Flooding is characterized by rapidly rising water, or a threat of a sudden rush or large volume of water. Serious flooding is a life-threatening situation.
- Leaks can occur from a number of sources such as broken pipes, clogged drains, broken skylights or windows. The primary threat in this situation is to library materials and equipment. Library staff and patrons will be inconvenienced, but there is no immediate threat to life.

Flooding

<http://www.baylor.edu/dps/index.php?id=866477>

Special considerations:

Central	ABL	Poage	Texas
	<p>Use sand bags to control water entering under James Street and 8th Street doors.</p> <p>Check sump pump in Mechanical Room and continue to monitor throughout the flooding period.</p> <p>Be aware of floor plug at front of the Cox Lecture Hall.</p>		<p>Check for leaks around windows on all three floors,</p> <p>Use “snakes” to control leaking water around windows</p> <p>Continue to check areas of concern through-out the flooding period.</p>

Leaks/water damage

1. Activate disaster response procedures by notifying the Associate Director of Central Libraries *AND* the appropriate *library emergency response office* on page 2 above.
2. Determine origin of leak and severity.
3. Notify the physical plant at 710-1361.
4. Remove materials to a safe area if possible. Use extreme caution if there is electrical equipment or if there are outlets near the leak. Use book trucks to speed the move.
5. Do not work in flooded areas without wearing shoes or boots – no bare feet or open-toed shoes.
6. If water is leaking from the ceilings, remove library materials from the top shelves to nearby tables or empty shelves
7. Do not place materials on the floor! Cover affected book stacks with plastic sheeting. Plastic sheeting is located in the “preservation supplies” file cabinet in the storage area of Moody Rm. 112. Some storage boxes for materials are at the top of the north stairwell in Moody.
8. If there is danger, evacuate the area.

Harassing or Threatening Messages (Including Bomb Threats)

Harassing or Threatening Phone Calls

1. Stay calm and keep the caller on the line as long as possible. Make notes about distinctive patterns of speech, accents, unusual words or phrases, background noises and clues about the caller's gender. If possible make a written record to give to the Baylor Police. Use the Bomb Threat on p. 19.
2. Do not give out personal information about others (co-workers or students), such as names, home address, class schedule or home telephone numbers.
3. As soon as the caller hangs up, call the Baylor Police (ext. 2222).
4. Follow instructions from Baylor Police.

Bomb Threats

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. **Complete the Bomb Threat Checklist on p. 19 immediately.** Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact BUPD immediately with information and await instructions.
8. Call the Baylor Police at 254-710-2222 and provide the dispatcher with:
 - Your name
 - Your location
 - Building: _____ Library on the _____ floor
 - Address: 1312 S. 3rd Street – Moody Library
1301 S. 2nd Street – Jones Library
710 Speight Avenue – Armstrong Browning Library
201 Baylor Avenue – Poage Library
1429 S. 5th Street – Carroll Library / Texas Collection
 - Your phone number
 - Details of the situation
 - Time you received the call
9. Notify the [appropriate library emergency response office](#) (on page 2)
10. Look for anything unusual in your work area. **DO NOT TOUCH ANYTHING UNUSUAL.** If you spot something unusual, point it out to any responding Baylor Police officer.
11. Follow all directions of Baylor Police officer responding to the scene.
12. If instructed to evacuate, close your room door. Take purses, backpacks, and personal packages (as they could be mistaken for concealed explosives). Go to the outside ["designated" evacuation assembly points](#) (p. 19). It **is** permissible to use the elevators in a bomb threat evacuation unless told otherwise by emergency personnel.
Do not re-enter the building until instructed by emergency personnel.

Adapted from "Bomb Threat Call Procedures" supplied by Baylor Police, September 2012.

Medical Emergencies

<http://www.baylor.edu/dps/index.php?id=866484>

- Contact entrance/exit desks with your location to help direct emergency workers.
- After Baylor Police or other trained emergency personnel take control of the situation:
 - Contact the appropriate library emergency response office (on page 2),
 - Complete Risk Management's "Incident Response Form" (<https://www.baylor.edu/grc/index.php?id=871826>), and
 - Send an email report to your supervisor and the Libraries' incident report recipient list (on page 2).

First Aid kits:

Moody Library – 1st floor, beside the security gates, near the exit desk
Jones Library – 1st floor, to the right of the corridor entrance
Armstrong Browning Library – 3rd floor, room 304
Poage Library – Work Room cabinet on the left
Texas Collection – 1st floor, room 101

Nearest AED Locations:

Moody Library – 1st floor, beside the security gates, near the exit desk
Jones Library – 1st floor, to the right of the corridor entrance
Armstrong Browning Library – 2nd floor, main library office
Poage Library – use AED from Jones Library
Texas Collection – Hankamer School of Business, 1st floor, main lobby

Tornado

<http://www.baylor.edu/dps/index.php?id=99510>

When a tornado warning seems likely, but before it has been issued:

Central	ABL	Poage	Texas
<p>Distribute the 2 two-way radios (next to the staff desk in the space behind the Moody Circulation Desk). Liaison Services staff will take the radios with them when they move to safe areas. Tune the radios to Channel 1 (the university-wide crisis management channel).</p> <p>Liaison Services personnel unlock “safe areas.”</p>	<p>Gather weather radios from the main floor office and from room 304 supply closet</p>		
<p>Prepare clients by walking the floors. Inform them “A tornado warning is likely in the near future. Pack up your items and save your work frequently. When the announcement is made, I need you to go immediately to the safe area, which is ____.” This is also the best time to ask disabled persons to use elevators to get to the Garden Level <i>before</i> the warning.</p>			

When a tornado **warning** is issued and the Libraries are instructed to implement our tornado plan (or when the announcement is made on the emergency public address system):

Central	ABL	Poage	Texas
<p>Jones staff and the Moody Entrance personnel need to set the tornado warning instruction signs on the Jones and Moody entrance desks (these signs direct those entering to the nearest safe location).</p>			

1. Move immediately to one of the designated safe areas.
2. Items to take along to shelter include: departmental first aid kits, flashlights, a radio
3. Close office/classroom doors and turn off lights and computers. If there are possible materials security issues, you can lock doors ONLY if you know you are not locking someone in the space.
4. As you move to your designated safe area, tell any clients in your area to follow and take cover. Give firm, clear instructions to clients and other staff to move with you as you go to the safe area.

“A tornado warning has been issued. Follow me to a safe area NOW. Do not leave the building.”

DO NOT remain in harm’s way waiting for others to follow instructions. Take cover immediately. Do not stand near glass windows or ranges of shelves.

Library staff and clients should remain in the safe areas until an “all clear” message comes from emergency personnel.

Safe Areas

Central	ABL	Poage	Texas
<p>Moody</p> <ul style="list-style-type: none"> ○ The staff lounge on the Garden Level ○ Classroom G42 ○ Acquisitions small workroom ○ G32 (Electronic Library workroom) ○ Dean’s conference room ○ The emergency stairwells (Garden Level) ○ The men’s restroom (Garden Level lobby) ○ The large “cage” on the Garden Level <p>Jones</p> <ul style="list-style-type: none"> ○ The kitchen and adjacent copier room ○ The restrooms ○ The bottom of the emergency 	<ul style="list-style-type: none"> ○ First floor stair well. ○ First floor hallway, staying away from doors and windows 	<ul style="list-style-type: none"> ○ First floor work room 	<ul style="list-style-type: none"> ○ Basement, Room B3 ○ Basement hallway near the elevator

stairwell on the McCrary (east) side of the building.

Active Shooter

<http://www.baylor.edu/dps/index.php?id=866485>

GET OUT – RUN

Your best option always is to run, get out and get away. Put as much distance between you and the shooter.

HIDE OUT

If you are not able to get out, find a place to hide. If there is no way to get out or hide, playing dead could save your life. If you are hiding when the police come, realize that they will not know if you're a victim or shooter. FOLLOW THEIR INSTRUCTIONS.

TAKE OUT – Fight or Flight!

If you are unable to flee the area and are faced with a life or death situation, fight back and “take out” the shooter. This is a last resort, but could mean the difference between life and death.

Minor Building Problems

General Problems

(no people or collections are in immediate danger and damage to the facility appears to be contained to a small area)

Contact the appropriate library emergency response office on p.2 above. The emergency response office will contact appropriate University personnel (i.e. Facility Services).

1. Your name
2. Your exact location (building, floor, room #, etc.)
3. A location to meet to point out the problem

Elevators

(one or more persons trapped in an elevator)

1. Do not try to force the elevator doors open or remove entrapped people from elevator. Only authorized elevator repair personnel are allowed to remove people from the elevator.
2. Assure person/s that there is no danger and that help is on the way.
3. Tell them to activate the call button to Baylor Police dispatch if they haven't done so.
4. Warn them that the lights may go out but assure them they will come back on.
5. Try to keep the person(s) calm by talking to them.
6. "Library emergency response office" (see above, p. 2) contacts the physical plant ext. 1361
7. Have other staff members try to call the elevator to another floor where the doors may open.
8. The repair person should either correct the problem right away or lock the elevator down until it can be corrected.

Short Power Outage

1. "Library emergency response office" (see above, p. 2) contacts the physical plant ext. 1361
2. Battery-operated emergency lights should be automatically triggered by an electrical blackout. The maximum time these lights will burn is between 30 and 45 minutes.
3. If the lights are out for more than one or two minutes, check stairwells and the elevators for stranded persons.
4. Moody - If a severe thunderstorm is in progress and outage has been longer than one hour, have physical plant personnel check the sump pump in the elevator basement.

If a prolonged power outage occurs, a decision may be made to evacuate and close the library buildings. Contact the appropriate director(s) for the affected facilities. Staff will be informed after an official decision is made from an authorized library administration member.

Central	ABL	Poage	Texas
Interim Director Beth Farwell 254-652-3114	Director Rita Patteson 254-715-8055	Director Ben Rogers 817-723-5011	Director John Wilson 254-405-0286

Public Relations & Library Emergencies

The University has these basic guidelines to observe in emergency situations:

1. Only authorized spokespersons will meet or talk with the media.
2. The Dean of Libraries or designated representative and the Baylor spokesperson will provide factual information to be released.
3. No speculation by library staff is to be offered or volunteered.
4. If you are approached by the media for an interview the reply should be "No comment, please see the Baylor spokesperson".

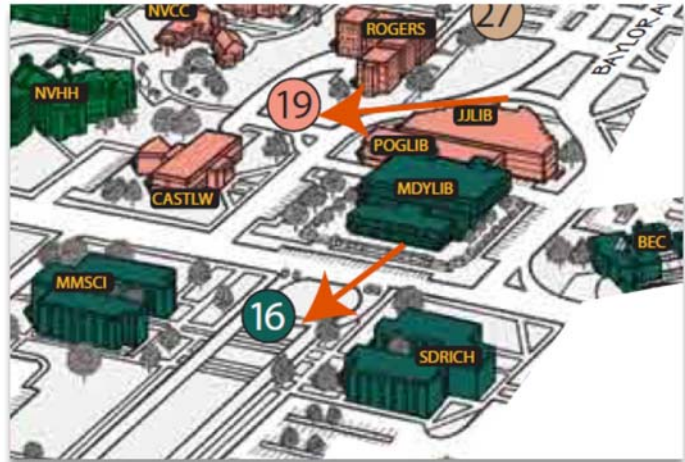
Appendices

Evacuation Maps

West Central Campus

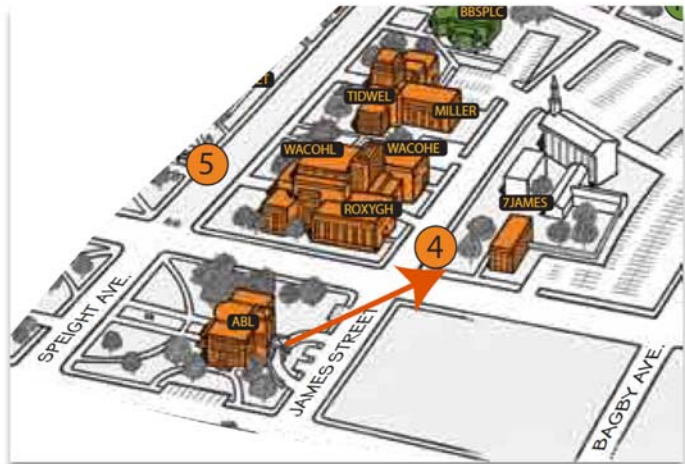
Jones and Poage Libraries to #19
(lawn between Rodgers and Castellaw)

Moody Library to #16
(mall between Sid Richardson Science
and Marris McLean Science)

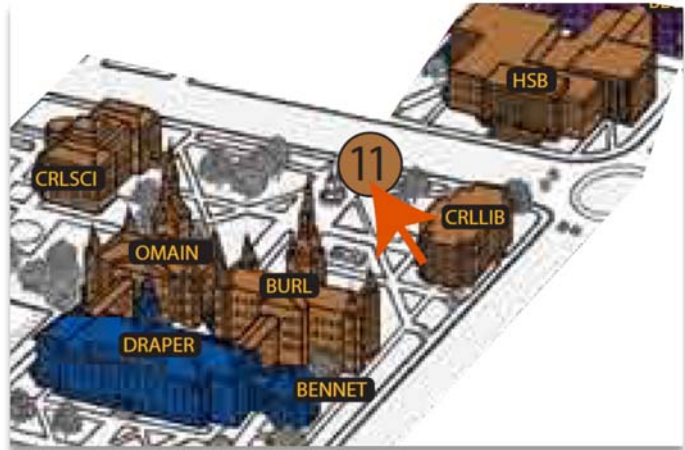


Southeast Campus

Armstrong-Browning Library to #4
(lawn in front of the Melton Bldg. @
Seventh and James Baptist Church)



South Campus
Texas Collection to #11
(Burleson Quadrangle, near Burleson statue)



Fire Extinguishers

No one at Baylor University is required to fight a fire as a part of his or her responsibility. However, voluntary use of a fire extinguisher by an employee who is properly trained can save both lives and extensive property loss.

The type of fire determines the type of extinguisher that should be used to extinguish it. All extinguishers in the Libraries are Class A-B-C and can be used on any likely types of fire experienced in a library.

Use:

Remember PASS for the proper use of a fire extinguisher

- a. **Pull the pin:** By pulling the pin, the operating lever is unlocked and allows you to discharge the extinguisher.
- b. **Aim low:** Point the extinguisher hose/nozzle at the base of the fire.
- c. **Squeeze the lever:** This will discharge the extinguishing agent. Some extinguishers may have a button or other means of activation.
- d. **Sweep from side to side:** While you are aiming at the base of the fire, you should sweep back and forth until the fire is extinguished. If the fire re-ignites, repeat the process.

Other safeguards include:

- Keep your back to an exit so that there is a viable means of retreating from the fire.
- Stand at least 8 feet from the fire and begin PASS.
- If the fire does not extinguish immediately, leave the fire.
- Have the fire department survey the area to ensure the fire has been extinguished and that there are not concealed areas where a fire could be smoldering.

(Information from *Risk Management Manual*, 11.1.7 FIRE EXTINGUISHER TRAINING, <http://www.baylor.edu/ep/doc.php/229238.pdf>)

BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact BUPD immediately with information and await instructions.

If a bomb threat is received by handwritten note:

- Call BUPD at 254-710-2222
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call BUPD at 254-710-2222
- Do not delete the message.

Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

WHO TO CONTACT

- On Campus - Call BUPD at 254-710-2222
- Off Campus - Follow your local guidelines, or call 911

BOMB THREAT CHECKLIST

Date: Time:

Time Caller Hung Up: Phone number where call was received:

Ask Caller:

- Where is the bomb located? (Building, Floor, Room, etc.) _____
- When will it go off? _____
- What does it look like? _____
- What kind of bomb is it? _____
- What will make it explode? _____
- Did you place the bomb? Yes No
- Why? _____
- What is your name? _____

Exact Words of Threat:

Information About Caller:

- Where is the caller located? (Background and level of noise) _____
- Estimated age: _____
- Is voice familiar? If so, who does it sound like? _____
- Other points: _____

Caller's Voice

Male Female

- Accent
- Angry
- Calm
- Clearing throat
- Coughing
- Cracking voice
- Crying
- Deep
- Deep breathing
- Disguised
- Distinct
- Excited
- Laughter
- Lisp
- Loud
- Nasal
- Normal
- Ragged
- Rapid
- Raspy
- Slow
- Slurred
- Soft
- Stutter

Background Sounds:

- Animal Noises
- House Noises
- Kitchen Noises
- Street Noises
- Booth
- PA system
- Conversation
- Music
- Motor
- Clear
- Static
- Office machinery
- Factory machinery
- Local
- Long distance

Other Information:

Threat Language:

- Incoherent
- Message read
- Taped
- Irrational
- Profane
- Well-spoken