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4th DRAFT

8/272001

DAYTON AND MONTGOMERY COUNTY PUBLIC LIBRARY

OFFICER-IN-CHARGE MANUAL

REVISED EDITION—2001

1.0 INTRODUCTION

The Officer-in-Charge (OIC) is just what the title implies: the staff member on duty (when administrative staff is not present) designated as having the ultimate decision-making authority and the responsibility for all on-going operations of the library, particularly the Main Library. Emergencies and other unusual situations that require immediate administrative attention are referred to the OIC. The OIC is normally the person who makes the decision to contact an off-duty administrator in an emergency. However, circumstances may require an OIC to act independently for, and on behalf of, the Director.

The intent of this document is to define the scope of responsibilities of the OIC and establish general guidelines. However, it is impossible to foresee every situation and problem that could arise. It is for precisely this reason, to deal with the unanticipated, that an OIC is necessary. Fundamental requirements for all OIC's are good judgment and the ability to act independently. In addition to this manual, OIC's should be thoroughly familiar with the Library's *Health and Safety Manual*, *In A Pickle: Dealing With Difficult Situations*, *Library's Code of Conduct*, and library policies and procedures such as *Procedures for Handling Unattended Children Age 8 and Under*, which are available in all departments and agencies. While some sections of the above are repeated here, they contain information of a nature that could be particularly useful to OIC's.

When a problem arises, the OIC must decide whether it should be dealt with immediately or deferred for the later attention of the appropriate administrator or other staff member. If the problem requires prompt attention, it is the OIC's responsibility to handle it in an appropriate fashion. The OIC may decide the matter is of sufficient significance to warrant a call to the Director, Assistant Director for Main Library Services, Building Maintenance Manager or other off-duty staff member for advice or authorization.

The OIC settles issues over interpretation of library policies and procedures. Questions concerning unscheduled use of meeting rooms, paging patrons over the public address system and the like should be decided by the OIC.

All other staff will defer to and cooperate with the designated OIC as needed; however, no intervention from the OIC should normally be required in the routine operations and duties of other staff.

2.0 PERSONNEL ASSIGNED TO OIC DUTY

Normally, Division and Department Managers (Adult Services, Audio-Visual, Circulation, and Magazine Room Manager and the Assistant Adult Services Manager) serve as OIC's. Main Library reference staff who receive an educational offset for the M.L.S. degree, as well as other reference librarians who consent to serve, also serve as OIC as needed. Often two people are scheduled simultaneously as OIC's. This doubles the chances of locating an OIC quickly in an emergency and provides backup. OIC's working together may also want to consult with each other on difficult decisions.

The Assistant Director for Main Library Services is responsible for scheduling OIC's. The OIC schedule is printed in the weekly *STAFF NEWSLETTER*. All staff who are eligible to serve as OIC should regularly check these schedules in case they have been scheduled to take the place of another person who is on vacation or otherwise unavailable. Any staff member who is unable to report for scheduled OIC duty should notify the Assistant Director for Main Library Services as far in advance as possible. OIC schedules are posted at various locations in the Main Library including at the Switchboard.

Patrons on duty as OIC should not leave the building during meal breaks unless a second OIC is still in the building. OIC's may only be paid for such time when a meal break is curtailed by the necessity to actively assume OIC responsibilities. OIC's should take particular care to ensure that their whereabouts in the building are known when they leave their normal work areas.

OIC's are normally on duty from 6:00 p.m. to closing time Monday through Friday and all day on Saturdays. Members of the Administrative Council normally serve as OIC on Sundays.

At other times problems, complaints, and questions, which require the attention of someone in authority, should be referred to a member of the administration (Director, Assistant Director for Main Library Services, Assistant Director for Branch and Extension Services, Assistant Director for Children's and Young Adult Services, Assistant Director for Information and Technology Services, and Assistant Director for Technical Services). If no administrative staff is available, problems are referred to one of the Department or Division Managers.

3.0 PROBLEMS INVOLVING BRANCHES

Under ordinary circumstances branches are under the authority of the Branch Managers who report to the Assistant Director for Branch and Extension Services. Branch Managers should be able to cope with most problems without assistance from the OIC.

However, the Branch Manager is not always on duty. In such cases the branch staff are to attempt first to contact the Branch Manager at home, then the Assistant Director for Branch and Extension Services, and the Director in that order. If none of these officials are available, branch staff may request advice or decisions from the OIC. The guidelines for handling problems at branches are much the same as those for the Main Library. The *Branch Manual* gives detailed instructions for dealing with a wide variety of situations. OIC's may wish to consult it before taking action on a problem.

The OIC may also be notified of significant problems or events, such as closing a branch early. These should be noted in the OIC Report (See section 4.0).

No employee may be required to work more than one hour in an open branch as the sole Library employee on the premises. Substitutes or Library Aides may be called in to work as needed to ensure a minimum of two staff members in a branch during regularly scheduled open hours. Library Aides are not to be left alone in a branch without at least one regular staff member present.

No staff member or patron may remain in a library building after the closing hour, unless an emergency situation has arisen and the appropriate supervisor has been contacted and has approved.

3.1 WATER, GAS AND ELECTRICAL SHUT-OFFS FOR EACH LOCATION

Belmont

Both the water and electricity master shut-off valves are located in the storage room by the rear door. The electricity panel is on the South wall....simply move the large switch from "ON" to "OFF". The water valve is in the Northeast corner....the valve "arm" needs to be pulled to shut off the water flow into the branch

Brookville

Shut off valves for water and electricity are in the mechanical rooms. The water valve is red and is behind and to the right of the water heater in the first room. The electrical shut-off is the largest lever in the second room. The key to the padlock on the electrical box, which is outside and to the right of the exit from the mechanical room, is in the key box and is marked "padlock for electrical box"

Burkhardt

The electrical shut-off is located in the staff break room behind the folding door as is labeled as such. The water shut-off is in the boiler room on the floor by the west wall. It is a red knob to the left and is also labeled.

Dayton Mall

Water: Outside the back door, left down the hallway about 20 feet, against the wall at the meter.
Electric : Directly above the meter, which is located right inside the back door, on the left against the wall in the storage room area.

Dayton View

Then shut off switch for the electricity is in the first storage room at the bottom of the stairwell. The switch on the East Wall next to two gray breakers boxes. The shut off for the water is in the Boiler Room next to the West Wall (to you left as you enter the Boiler room). There is another switch on the back of the boiler.

EC Doren

All shut-offs are in the basement. The electrical and water shutoffs are in the boiler room. The gas shutoff is in the old coal room

East

Electrical--located in boiler room in electrical panel, labeled main electrical turnoff. Water--in little room in basement. Gas--in basement near gas meter.

Ft. Mckinley

All shut-offs are located in the furnace room which is in the SE corner of the basement. The main electric switch in inside the electric box.

Kettering-Moraine

Gas shut-off valve is located in the basement near the SW corner. Water shut-off is located in the basement near the SE corner. In the Furnace Room (north side of basement) are the electrical boxes

Miami Township

Electrical—The electrical shutoff is in the mechanical room on the outside wall to the right of the door to the outside. It is the bottom breaker on the first panel and is labeled "Main Breaker".

Water—the water shutoff is in the mechanical room on the outside wall to the left of the outside door. It is the lever nearest the floor.

For further help finding various shutoffs consult the framed information on the south wall of the mechanical room near the west end of the boiler.

Miamisburg

ELECTRIC - the panel to turn all of the electric off is in the furnace room on the wall where the outside exit door is. The turn off levers are well marked.

WATER - the turn-off for the water is behind one of the small heating units in the furnace room. The turn off is well marked.

GAS - the turn-off for the gas is on the meter right outside the exit door of the furnace room. This is also near the bookdrop. There is a sign near the exit door that tells how to turn the gas off at the meter. It says "To turn gas off go to meter outside and to the right of exit door. Turn lever (with holes in it and located on the lower vertical pipe) downward."

Madden Hills

All the shut-offs for Madden Hills are in the back work area. There is a room in the southeast corner of the building that contains the water and the electrical shut-offs.

New Lebanon

Shut-offs for electricity and water are in the machine room next to the back door. The electrical has a main turn-off lever. The water shut-off valve is bright yellow.

Northtown-Shiloh

Both water and electricity emergency shut-offs are located in the boiler room. As you enter the boiler room, you will note a large gray box mounted on the wall. It is labeled "Main Power". To shut off electricity for the entire branch, simply push the lever downward. To turn off the water supply, enter the boiler room. About one foot off the floor is a gold colored water meter. To the left of the meter is a round silver colored handle which you turn clockwise to shut the water off.

Outreach

The main breaker boxes for Outreach are all in the furnace room here at the back of our office space. I have marked the 3 main boxes in neon colors reading main breakers. Our other individual switches are also each labeled. The main water valve is in the front of Westwood at the Southwest window area.

Trotwood

The main electrical shut off is in the furnace room (off the back entrance hall) on the west wall. It's the large switch at the top of the electrical box. The main water valve shut off is in the janitor's closet (off the meeting room hall). It's the flat handle located on the large pipe that runs horizontally along the east wall.

Vandalia

West Carrollton

Staff lounge and staff restroom sinks: Water may be turned off using the handles located under each sink.

Staff restroom toilet: While facing the toilet, locate the 1 ½" cap which is approximately 6 inches to the right of the flush handle. Unscrew the cap. Insert a screwdriver into the exposed slit and turn. Turning the screwdriver shuts off the water to the toilet.

MAIN WATER SHUT-OFF: The MAIN WATER SHUT-OFF VALVE is accessed through the ceiling in the Public Women's Restroom that is located **in the Civic Center**, just around the corner from the entrance to the library. Enter the women's restroom; remove the ceiling tiled directly inside the door, and the ones just to the right of the door. A tall ladder is needed to access the valves. Turn valves to shut off the water.

The electrical panels for the library are accessed through a door in the West Carrollton Community Room. The door into the Community Room that is accessible from the public areas of the Civic Center is not locked. The door to the Mechanical Room is locked. While facing the panels, the far left panel is for heating units; the second from the left is for lighting; third from left includes the heat pump units for the City; far right unit is lighting for the Community Room and parts of the library.

THE CITY IS TO BE NOTIFIED BEFORE ANY ELECTRICAL UNITS ARE TO BE TURNED OFF!!!

Maintenance Supervisor: Dixon Chaney 436-9510

In an emergency, the West Carrollton Police have other phone numbers to use if Dixon Chaney is not available. The Police also have a key to the Mechanical Room.

Westwood

Westwood Electrical breaker box is located in the back office on the South Wall. As you enter the back office from the Circulation Desk Turn to your immediate left and the breakers are directly in front of you.

The Water Shut off is located in the Children's Area in the Southeast corner of the floor you will see a floor board that must be lifted with a screwdriver. Once lifted you will see a green Shut-off lever.

Wilmington-Stroop

Both are located in the machine room. The water valve is located on the ground directly under the system control and alarm panel. It is labeled "water shut-off". The power switch is on the control panel to the left of the inside door. It is labeled "Main Power Switch".

4.0 PROBLEMS WITH BRANCH LIBRARY ALARM SYSTEMS

Most, but not all, of the branches have alarm systems. Occasionally we have experienced problems with branch alarms failing to function properly - either not turning off when the staff arrive in the morning, or not turning on at closing.

Specific instructions have been developed for branch staff to follow in these situations. In case the OIC is contacted when such a problem arises, these instructions are included here. Please note that Wells Fargo alarm systems have merged with ADT alarm systems. The instructions for the different systems vary slightly. If you have occasion to refer to these instructions, ask the branch staff which system they have and be sure you are looking at the correct instructions.

PROCEDURE TO FOLLOW WHEN THE ALARM DOES NOT FUNCTION PROPERLY ADT

When Opening

If the alarm fails to disengage when you input your alarm code, do the following:

- Call ADT (**228-2126**) immediately to report the problem.
- You will need to have the System ID number and the number you personally use to arm/disarm the alarm system.
- Identify yourself as a branch employee, give your name, and answer any questions they have.
- If there are no problems in the branch--other than the alarm won't shut off, ask them to cancel any police dispatched (This way we will not be charged for a False Alarm Report).
- If there is a problem and the alarm will not clear because of a problem with the equipment, contact the Assistant Director for Branch and Extension Services, Business Manager or the Director and request service. This may be done the next morning.
- Send a summary of what occurred, and the actions taken, to the Assistant Director for Branch and Extension Services within 24 hours.

When Closing

If the alarm fails to activate when you input your alarm code, do the following:

- Call ADT (**228-2126**) immediately and report the problem to them.
- You will need to have the System ID number and the number you personally use to arm/disarm the alarm system.
- Identify yourself as a branch employee, giving your name, and answer any questions they have.
- Contact the Assistant Director for Branch and Extension Services, Business Manager or Director and request service of the unit to determine/correct the problem. This may be done the next morning.
- Since you cannot set the alarm, request extra patrols past the library to maintain security until the alarm is repaired.
- Contact the appropriate janitorial service and advise them of the problem. Ask them not to set the alarm unless ADT corrects the problem.
- Place an 8 1/2 X 11 sheet of paper over the alarm box with the message OUT OF ORDER.
- Contact the OIC at the Main Library and advise of the problem.
- Notify the Branch Manager, the Assistant Director for Branch and Extension Services or the Director by telephone.
- Secure the building and leave.
- Send a summary of what occurred, and the actions taken, to the Assistant Director for Branch and Extension Services within 24 hours.

5.0 OFFICER-IN-CHARGE REPORT

OIC's are required to complete OIC Reports after their shifts and place them in the Assistant Director for Main Library Services mailbox. An example of the report form appears below. If you are in doubt as to whether or not to mention some event on the OIC Report, keep in mind that too much information is more desirable than too little.

DAYTON & MONTGOMERY COUNTY PUBLIC LIBRARY
OFFICER-IN-CHARGE REPORT

DAY OF WEEK _____ DATE _____

NAME OF OIC _____

Write a brief report of any incidents of note including the following: complaints, calls to off duty staff, non-staff repair or maintenance, police, fire, ambulance, or rescue squad, or use of library vehicles. Include specifics such as names, addresses and times. Any problems, disturbances or unusual occurrences and any action taken should similarly be described. Use the back of the form if necessary.

Safes locked? (Circulation and Business Office) Yes _____ No _____

Signature

6.0 EMERGENCY TELEPHONE NUMBERS

911

DIAL 911 FOR POLICE, FIRE DEPARTMENT, AMBULANCE, OR EMERGENCY MEDICAL ASSISTANCE. - Police, fire department, and ambulance (rescue squad) and medical assistance may be summoned in emergency situations throughout Montgomery County by dialing 911. However, all calls to 911 from all agencies will be seen at the emergency service as coming from the Main Library Switchboard. For this reason, if an OIC needs immediate emergency assistance, s/he should either:

1. Place the call from any extension and notify the switchboard operator of the situation immediately afterwards, or
2. Ask the switchboard operator to place the 911 call.

Branches making calls to emergency services must use the actual phone numbers rather than 911 in order to avoid confusion. Emergency service numbers for branches are listed below. The first number, for all branches within the Dayton city limits, should be used for any branch that is not listed individually.

<u>AGENCY</u>	<u>POLICE (SHERIFF)</u>	<u>FIRE</u>	<u>AMBULANCE (RESCUE)</u>
Dayton Branches	333-2677	333-3473	333-3473
Brookville	833-2144	833-2131	833-2144
Dayton Mall	433-4400	433-4400	433-4400
Mall Security:	433-9833		
Ft. McKinley	225-4357	274-2143	274-2143
Huber Heights	233-2080	233-2080	233-2080
Kettering-Moraine	296-2555	293-2151	293-2151
Miami Township	433-4400	433-4400	433-4400
Miamisburg	866-3344	866-3344	866-3344
New Lebanon	225-6343	833-2131	833-2131
Northmont	836-2678	836-2664	836-2664
Northtown	225-4357	274-2143	274-2143
Trotwood	837-7777	837-7777	837-7777
Vandalia	898-5868	898-4493	898-4493
West Carrollton	859-3688	859-3688	859-3688
Wilmington-Stroop	296-2555	293-2151	293-2151

SECURITY GUARDS PAGER: 220-5577

7.0 LIBRARY MANAGER'S TELEPHONE NUMBERS

DIRECTOR – Timothy G. Kambitsch
Branch Managers:

Main Library

8.0 EMERGENCY CONTRACTORS

If a situation arises which requires repairs to, or replacement of, library equipment or fixtures, the OIC must make a decision as to whether or not immediate action should be taken.

In the event of an emergency, the following procedures should be followed:

- a) The OIC should determine the exact nature of the problem, if possible, keeping in mind that the safety of the staff and patrons **MUST** be the first consideration.
- b) If possible, the Building Maintenance Manager, Director or Deputy Director may be contacted for guidance.
- c) If none of the above personnel can be reached, or if the OIC feels the situation is of such urgency that it requires immediate attention, he/she should contact the appropriate contractor immediately.

The contractors listed on the next page are those preferred for use at both the Main Library and the branch libraries; however, in emergency situations, if one of these contractors is unavailable it may be necessary to use another. If a contractor other than those listed on the next page is called, ***be sure to explain that immediate payment for services is not possible, and determine that the contractor is willing to bill the library.*** Give the Main Library address for billing purposes for any work regardless of the agency where it is done.

If a contractor is called, full details should be noted on the OIC Report form.

EMERGENCY CONTRACTORS' PHONE NUMBERS

ALARM SYSTEMS ADT Security Systems	228-2126
BROKEN GLASS. Best Glass	228-3811
CLOGGED DRAINS & STOOLS Roto Rooter	256-5491
DOORS & CLOSERS Buck Run Doors & Hardware Mobile Unit Modern Entrance (Handicap doors)	223-3667 477-2879 431-8184
ELECTRICAL Freedom Electric	228-0660*
ELECTRIC SIGNS Blommel Sign	224-9618
ELEVATORS Dover Elevator	427-5600*
GAS AND ELECTRICITY DP&L Emergency Service	259-7460*
GUARDS AND SECURITY Pinkerton Security	224-7432*
HEATING & AIR CONDITIONING RECO	224-5401
JANITORIAL Belmont, Northtown-Shiloh, Miamisburg, Trotwood, Dayton Mall, Burkhardt Alpha Omega Dayton View, Kettering-Moraine Clean City Janitor Service Wilmington-Stroop Elaine's Cleaning Service Pager Main Library, Bookmobile, Brookville, Ft. McKinley, E.C. Doren, Huber Heights, Madden Hills, New Lebanon, Northmont, Vandalia, Westwood Wiggins Cleaning and Carpet Service Pager	298-8151 223-3663 429-9844 330-1071 279-9080 463-7344
LOCKS & KEYS Gem City Key Shop	223-5980 866-1551 859-8184
PLUMBING Clemens Plumbing After hours	224-1741 978-2398
ROOF LEAKS, GUTTERS & DOWNSPOUTS Enterprise Roofing and Sheetmetal Company:	298-8664**

* 24-hour number

** Answering service will respond after hours

9.0 TELEPHONE

Do not call for telephone repairs during evening or weekend hours unless the problem is causing a

major disruption such as a down system resulting in no phone service. In case of relatively minor difficulties, make a notation of the problem on the OIC Report and leave a message for the Business Manager.

If a situation calls for immediate action, always call Wiltel. Wiltel will ask for the customer number (listed below), extension, and address. If you have to call for telephone repairs, note it on the OIC Report and leave a message for the Business Manager.

Wiltel 1-800-324-2222

<u>Customer #</u>	<u>Location</u>	<u>Address</u>
30801257	Main Library	215 East Third St.
57084	Belmont	1041 Watervliet
57083	Brookville	425 Rona Parkway
57073	Burkhardt	4680 Burkhardt Ave.
57088	Dayton View	1515 Salem Ave.
57086	East	2008 Wyoming St.
57087	E.C. Doren	701 Troy St.
57085	Ft. McKinley	3735 Salem Ave.
57074	Huber Heights	6160 Chambersberg Rd.
57075	Kettering-Moraine	3496 Far Hills Ave.
57089	Madden Hills	2542 Germantown St.
	Miami Township	2718 Lyons Road
57090	Miamisburg	35 S. Fifth St.
57081	New Lebanon	715 W. Main St.
57092	Northmont	333 W. National Rd.
57082	Northtown-Shiloh	35 Bennington Dr.
57080	Trotwood	651 E. Main St.
57079	Vandalia	500 S. Dixie
57091	West Carrollton	300 E. Central Ave
52676	Westwood/Outreach	3207 Hoover Ave.
57076	Wilmington-Stroop	3980 Wilmington Pike

10.0 OIC KEY RING

A locked box in the Magazine Room work area on the Lower Level of the Main Library contains a key ring with keys for all locks, which might be needed by the OIC. The keys on this ring are listed separately on the following page.

The box is locked by a combination lock. The administrative staff and the Division and Department Managers know the combination. These staff are all issued "B" master door keys. When any one of these individuals is serving as OIC, the box should remain locked unless one of the keys inside is needed.

When any other person is serving as OIC, a department or division manager or administrative staff member must be designated to see that the OIC receives all of the keys in the box before going on duty. The sign in and out sheet in the box should be completed. The box should be left unlocked and the OIC should replace all keys in the box and lock it before leaving at the end of the day. (OIC's are not required to carry all of their keys while on duty, only to have access to them if they're needed. They may be locked in a desk drawer or locker.)

Under no circumstances should the box be left unlocked and unattended unless all of the keys are removed.

KEYS ON THE OIC KEY RING

Key to:

Master Key for doors
inside the building

Staff lockers

Elevator Keys: power and floor key
(for access to basement levels)

Audio-Visual Division keys for cage
in basement (VCR & TV), and cabinets
in projection booth in auditorium

Library car

Fire alarm keys: Key to main control
panel in mechanical equipment room
Allen key (hexagonal)

Description:

Schlage B-44

M

Small, Ace/Corbin
keys

On separate ring
including keys
stamped "TV" & "VTR"

Key with black plastic head

Ilco T45
For resetting pull
boxes

11.0 DOORS AND SECURITY

The doors inside the Main Library building are keyed so that all may be opened by a "B" master key. These keys are issued to all administrative staff and department and division managers. There is also a "B" key on the OIC key ring. Occasionally the OIC may have to use the "B" key to give other staff access to areas for which they do not have keys.

Doors to non-public areas are to be kept locked at all times. The double glass doors into the administrative office area are locked at 5:00 p.m., Monday through Friday and all day on Saturday and Sunday.

The Main Library building can only be opened and closed by patrons who have been issued entrance keys and alarm authorization codes (see section 12). A member of the building maintenance staff opens the building for access by staff Monday through Friday at about 6:30 am. On Saturdays the building is opened by the ALSO staff at 8:30 am. On Sundays the Officer-in-Charge is an administrative staff member who will open the building for staff by 12:30 pm. The building is secured and the alarm system set by the janitorial contractor every night unless the ALSO staff are working late, in which case it becomes their responsibility.

Occasionally a door or lock will jam. If this occurs with an entrance door into any building, Main Library or Branch, the door must be repaired or otherwise secured before the building may be vacated. The Building Maintenance Manager, Gem City Key Shop (223-5980, 866-1551 or 859-8184) or another 24-hour locksmith may be called to at least temporarily secure a malfunctioning entrance door. (Not all locksmiths are willing to bill for emergency service. Be sure it's understood that immediate payment isn't possible before authorizing any contractor to make emergency repairs.)

Under no circumstances should a building be left vacant without being properly secured. If necessary a Security guard should be called and placed on duty in an empty building with a malfunctioning entrance door (or broken window or other means of easy ingress) until adequate repairs can be made. Security will dispatch a guard within one hour of being called. The Security phone number is 224-7432.

12.0 SECURITY GUARDS

Security Guards are assigned to the Main Library during the hours the building is open. The number of guards on duty varies according to the following schedules.

Monday - Friday

One guard - 8:45 am to 9:00 am
Three guards - 9:00 am to 1:00 pm
Four guards - 1:00 pm to 9:15 pm

Saturday

One guard - 8:45 to 9:00 am
Three guards - 9:00 am to 6:15 pm

Sunday

Three guards - 12:45 to 5:15 pm

The OIC is the Library's staff supervisor of the Security Guards during evening and weekend hours. The guards may receive instructions or guidance from the OIC. They should report any unusual occurrences to the OIC. It is the responsibility of the OIC to see that the guards carry out their duties properly and to report to the administration any instance of improper behavior by a guard.

The duties of the guards are to prevent fire, theft, vandalism, disturbances, and the abuse of patrons and staff through the inappropriate behavior of members of the public. They should be alert to any safety hazards or equipment malfunctions and report them to the Director, Assistant Director for Main Library Services, OIC or the maintenance staff as appropriate.

One guard roves the building, continually patrolling all public areas including the men's public rest rooms. The roving guard also makes occasional checks of non-public areas to be sure no unauthorized patrons are present. The driveway, Drive-in Window area and staff parking lot are patrolled to prevent unauthorized parking and keep Drive-in Window traffic moving smoothly. The roving guard carries a paging device capable of receiving alpha/numeric messages (see section 13). All guards carry short-range radios that allow them to stay in touch while in different parts of the building.

Guards are requested to circulate throughout the areas where they are assigned rather than taking up a post in a single spot and remaining there. This makes the guards more visible to the public, and it also makes it easier for guards to observe problems and unacceptable behavior.

The guards are to be alert for patrons smoking, drinking, eating, or sleeping. They should notify patrons of the danger of leaving purses and other valuables unattended on tables, chairs, or on the floor. The roving guard checks all doors to non-public areas to be sure they are properly closed and locked.

All guards remain on duty for fifteen minutes after the building closes to the public. Guards rove the second floor to check all locations ensuring that no member of the public is still in the building. The second guard remains on the first floor, locks the front doors then remains for a time in the front lobby area to assist in the courteous expulsion of any patrons lingering past closing. Finally the second guard makes a complete tour of the building, including the both basement levels, to see that all patrons have left. The third guard goes from the Magazine Room directly to the parking lot at closing time, and remains in the area for fifteen minutes to ensure that staff reach their cars safely.

12.1 SECURITY GUARD SYSTEMWIDE POST ORDERS

While on duty, officer should make hourly rounds of both the inside and the outside of the post,

reporting any problems noticed to Officer-in-Charge. These areas include the circulation desk, reference area, computers, restrooms and meeting room. Be aware of the “blind spots” that library staff cannot see. Security Officer should be mindful of any safety hazards and report them immediately to the library supervisor. All specified areas and specific items on your patrol route must be inspected carefully to certify things are as they should be while officer is on duty.

At all times, officer should be aware of the activities of any patrons in the building. Officer should be familiar with and diligent in enforcing the Library Rules of Conduct, Internet Acceptable Use Policy, and the Unattended Youth Policy. Consult with staff member in charge or Officer-in-Charge before any patrons are expelled due to disruptive/inappropriate behavior.

Officer should maintain a professional appearance at all times. Uniforms should be clean and neatly pressed. Ties, jackets, hats and badges worn appropriately.

When communicating with a customer, officers shall give clear and concise responses. Polite greeting with patrons is encouraged as they leave or enter. Refrain from extended social conversations with staff and patrons.

While on duty, it is permissible for the officer to sit at a reading table as long as proper awareness of the surroundings is maintained. Do not place one’s feet on tables or chairs.

Keep all conversations to a minimum. Personal telephone calls are prohibited while on duty. Telephone calls must be made during breaks or meal period.

Breaks shall consist of two fifteen-minute breaks per eight-hour shift and one unpaid meal period. Officer should inform supervisor when beginning and returning from a break or meal period. Officer may use the library staff room/kitchen during breaks.

Food is to be eaten only in the break room or in a closed area. Never is food or beverage to be taken to public areas of the library. Browsing of library materials should only be done when you are on a work break.

When preparing for closing. Officer should be aware of the location and disposition of any patrons in the building. At five minutes before closing, officer should inform any patrons remaining they will need to check out materials they have and exit the building. Officer should assist in securing the building at closing time—i.e., checking the public restrooms, entrances after they are locked.

Upon leaving the building, officer should assure that all library staff have entered their vehicles and their vehicles are functioning before leaving the parking lot.

13.0 PAGING UNITS

Electronic paging units are used to facilitate contacting certain staff. The pagers alert the individuals carrying them when activated by special phone numbers. The Maintenance Supervisor, custodian, and Security guards carry pagers. You can communicate via the pager two ways—alphabetically and numerically.

ALPHA/NUMERIC PAGERS

You may send a message up to 240 characters if you have access to the Arch Paging website. Callers with access to the Internet can go to the Arch Paging website at ***www.Arch.com*** and send a page by entering the 10 digit pager or access number (area code + phone number) and typing in a word message or numeric call back number.

The assignments of the pagers and their telephone numbers are:

Maintenance Manager-- 290-6124
Custodian-- 290-9281
Security Guards-- 220-5577

If a paging unit malfunctions, leave a message for the switchboard operator to notify the vendor the next business day. The vendor is Arch Paging. Their phone is 800-353-7967.

14.0 PUBLIC ADDRESS SYSTEM

The public address system may be used to summon staff and the Security Guards if their paging unit can't be used for some reason. The OIC may also be paged via the public address system. The switchboard operator should be asked to request specific individuals by their name or title and the location where they are needed, for example, "Custodian to the Children's Room, please." In an emergency requiring the attention of the OIC and/or a Security Guard, the operator will simply announce the location of the problem, for example, "West Desk, West Desk".

The library frequently receives requests to page patrons. Physicians are paged without question. If a caller requests that any other patron be paged, the switchboard operators are instructed to explain the policy that the public address system is only used to page patrons in emergencies. If the caller says it is an emergency, the operator accepts the caller's word and pages the patron without any further questions.

Switchboard operators have the following additional instructions concerning requests that patrons be paged:

Before disconnecting, be sure to get the correct name of the patron to be paged. Ask for spelling if there's any doubt. You should also be sure you understand what the caller wants the individual to do: return the phone call (make sure you have the proper number), go home or somewhere else, etc. Point out to the caller that if the individual does not respond to the page there is nothing further the library can do. Patrons paged sometimes aren't even in the building.

Before paging a patron, relay the message to the Information Desk. When making the announcement, instruct the patron to go there.

Staff will **not** search the building or individual areas of the building for patrons as an alternative to paging.

The public address system is also used in the evacuation of the building, warning of tornado conditions, or for any other purpose which the OIC judges necessary.

15.0 SECURITY ALARM SYSTEM

The Main Library building has an alarm system that is continually monitored from the offices of the vendor, American District Telegraph Company (ADT).

The alarm system control panel is in the staff conference room near the rear west exit doors. It has sensors which warn of high temperatures in the computer room and high water in the elevator shafts. These sensors are on continually as opposed to the intrusion alarms, which, of course, are only activated when the building is vacated.

Occasionally one of these sensors will be triggered while the building is opened. The control panel will show where the signal is coming from.

If the alarm is for water in the elevator shafts call the Maintenance Manager, the Director, or the Assistant Director for Main Library Services.

Occasionally temperature fluctuations in the computer room, which aren't of a serious nature, will trigger the alarm. There should be an ALSO staff member available anytime the building is open. This person may actually be in the computer room (extension 253) and be unaware that the alarm has been triggered. If the ALSO employee isn't immediately available, check the computer room to be sure there's no fire, then try to find him/her. Control numbers for the alarm system are not issued to OIC's; however, the ALSO staff must have control numbers since they often have to enter or leave the building at odd hours. If you need to turn off an alarm, ask the ALSO staff on duty to do it for you, or, if nobody from ALSO is immediately available, call ADT.

If for some reason the Main Library alarm system must be set with a bypass at closing time, you will need to contact the Maintenance Manager, the Director, or the Assistant Director for Main Library Services. These are the only staff who can set a bypass. This may be necessary for a number of reasons, for instance if an elevator is malfunctioning and can't be moved to the first floor.

Before calling make reasonable efforts to determine if the bypass can be corrected (by closing a door firmly for example).

The building is not to be left vacant without the alarm system turned on. If none of the above three individuals can be reached to set the alarm with a bypass, the OIC should call security and make arrangements for a guard to stay in the building until it is opened the next morning. The OIC should also either make arrangements for the cleaning crew to admit the security guard or wait for the guard to arrive him/herself.

16.0 FIRE ALARMS

Heat and smoke detectors are located throughout the Main Library building. The building is divided into zones with 4 to 20 detectors in each. When a detector is triggered the fire alarm bells sound throughout the building. The alarms activate flashing strobe lights for the benefit of hearing impaired patrons. The alarm system can also be activated manually at alarm pull boxes throughout the building. An annunciator board located behind the circulation desk just inside the front entrance shows a red light for the zone where the alarm has been triggered. Immediately upon hearing the alarm, the switchboard operator should clear the board of all phone calls and push the "night" button. The Maintenance Manager, the OIC, or the Security guards should direct the switchboard operator to call the Dayton Fire Department immediately upon determining that there is a fire requiring their attention.

If possible, library emergency fire fighting equipment should be put into use by library staff on duty. The OIC, Security Guards and custodial staff should proceed to the scene of the fire immediately. As soon as the fire alarm sounds the building should be evacuated following the evacuation plan attached. If conditions permit, any open windows should be closed before leaving. All doors should be closed but not locked upon leaving.

INSTRUCTIONS FOR TURNING OFF AND RESETTING ALARM.

In the event that an alarm turns out to be false, a custodial staff member, the OIC, or one of the Security guards should turn off and reset the alarm system. This must be done at the master control board in the mechanical equipment room on the lower level. The board is located on the east wall just north of the entrance.

To turn off and reset the alarm, open the door panel. Near the top of the control board are three switches marked "Reset Lamp Test", "Alarm Silence", and "Trouble Silence". Push the "Reset Lamp Test" button, then the "Alarm Silence" button. The alarm system should now be ready to receive the next alarm.

If an alarm has been set off at a pull box, the box must be reset. To do so, use the hexagonal Allen key on the OIC key ring to open the door of the pull box. The box will reset itself, then the door should be closed and locked with the Allen key again.

Occasionally a defective detector may cause a false alarm. First shut off the alarm system using the "Alarm Silence" button, then use the red light on the annunciator board to locate the zone in which the defective detector can be found. The detector that triggered will be identified by a small, red L.E.D. light on the side. The detector can be removed by twisting it counter-clockwise. The system should then be reset as described above. A yellow light will remain on for the zone in which the detector has been removed. Leave the defective detector with a note in the Maintenance Manager's mailbox.

17.0 EMERGENCY EVACUATION

In the event of an emergency such as a fire or explosion it may be necessary to clear the building in a rapid, orderly fashion. In such a situation, the fire alarm will sound.

Library staff should immediately terminate all telephone calls upon hearing the fire alarm or the above announcement. If there does not appear to be an immediate hazard in the area of Community Relations, the Switchboard Operator should clear the board of all phone calls and push the "night" button.

Managers in each area will detail patrons to see that the area is evacuated and to assist the public in locating the closest exits. Each manager should make arrangements to ensure that this responsibility is properly delegated in his/her absence. Responsibility for the evacuation is automatically delegated to the individual who is second on the chain of command.

If possible, all cash registers should be locked, and the person locking the registers should carry the keys out of the building. If time permits, the Business Office safe should be locked if the building is evacuated.

USE THE STAIRS FOR EVACUATION. The elevators should only be used for evacuation of individuals with disabilities who aren't able to use the stairs.

Evacuation Routes:

ALL STAFF REPORT TO THEIR IMMEDIATE SUPERVISOR AT COOPER PARK AFTER EXITING THE MAIN LIBRARY.

Storage Level (Basement)

Exit using either East or West stairwell and proceed to Cooper Park.

Magazine Level

Magazine Room - Public to use South side stairway and exit through Third Street emergency exit or the Main entrance doors. Staff to exit via West rear stairwell and proceed to Cooper Park.

Training Room – Staff exit via West or East rear stairwell and proceed to Cooper Park.

ALSO/Supply Room – Staff exit via the East rear stairwell and Proceed to Cooper Park.

First Floor

Circulation Desk/West Reference area - Public and staff to exit through front entrance.

Central area and East side (Public areas) - Public and staff to exit through Third Street emergency exit door.

Circulation workroom - Exit through West rear door.

TRC - Exit through West rear door.

ADS Workroom - Exit through East or West rear door.

Second Floor

Acquisition - Exit via East rear stairwell.

Catalog - Exit via East rear stairwell.

Book Preparation - Exit via East rear stairwell.

Displays - Exit via East rear stairwell.

Staff Room - Exit via East and West rear stairwell.

Audio-Visual - Public to use main stairway and exit through Third Street emergency exit door. Staff to exit via West rear stairwell.

Meeting Room - Public to use main stairway and exit through Third Street emergency exit door. Staff to exit via West rear stairwell.

Tutor Rooms 1, 2, and 3 - Use main stairway and exit through Third Street emergency exit door.

Auditorium - Use main stairway and exit through Third Street emergency exit door. (Audio-Visual Division staff will assist patrons in the Meeting Rooms, Tutor Rooms, and Auditorium).

Children's Room - Public to use the main stairway and exit through Third street emergency exit door. Staff to exit via West rear stairwell. If there are unattended children in the Children's Room, escort them with you to the designated Children' area in Cooper Park. Please exit through the Main Entrance, as a parent/babysitter may be waiting for the child there. Alert a guard or an Administrative Council member that you have an unattended child, so if an inquiry is made-we can refer them to the area in Cooper Park were the Children's Room staff has collected.

Community Relations - Exit via West rear stairwell.

Administrative Offices - Exit via East rear stairwell.

If an evacuation route is blocked by debris, is smoke filled or is otherwise hazardous, use the next closest exit.

Upon leaving the building, staff should make sure that everyone continues to move away from the building to their designated area north of the Library in Cooper Park, or further if directed by emergency service personnel.

Staff designated to assist the public should not leave their areas until they are sure that all patrons are gone. All areas should be checked to ensure that nobody remains behind.

An Administrative Council member is assigned at the front entrance on St. Clair to prevent patrons other than emergency personnel and library officials from entering the building.

It is important that, once the building has been evacuated, staff of each division and department assemble in designated areas so that it can easily be determined if anyone is missing. As soon as the staff are assembled the manager or senior employee in each division or department should take a head count and report to the OIC or administrative staff member in charge.

In order to facilitate this process, the OIC or administrative staff member in charge should proceed as soon as possible to the east side of Cooper Park near the middle of the block, and representatives of all divisions and departments should report to him/her there.

The following is a list of the locations at which each department and division should assemble:

- ALSO - Northeast corner of Cooper Park
- Maintenance - Northeast corner of Cooper Park
- Magazine Room – Southwest Side of Cooper Park
- Adult Services - North of the statue in Cooper Park
- Circulation - West side of Cooper Park
- Audio-Visual - Southeast corner of Cooper Park
- Children's Services (Including YA Librarian) - Southeast Corner of Cooper Park
- Community Relations (Including Staff Artist) - Southeast corner of Cooper Park
- Personnel Office - East of Statue in Cooper Park
- Business Office (Including Supply Room Staff) - East of Statue in Cooper Park
- Catalog - West of Statue in Cooper Park
- Acquisition - West of Statue in Cooper Park
- Book Preparation - West of Statue in Cooper Park
- Administrative Council—SW corner of Cooper park

Patrons and staff will be allowed back in the building only after the library receives permission from the fire department or a member the Administrative Council. If no member of the Administrative Council is in the building, wait for the fire department to give the "all clear". Once permission is received, library staff will enter first and return to their work locations. When staff have returned to their assigned locations, patrons will be allowed back in the building.

17.1 BRANCH EVACUATION PROCEDURES

Each branch should develop an evacuation plan that allows the building to be cleared quickly and safely. The Branch Manager, or the individual in charge, will oversee the evacuation and assist the public in locating the closest exit.

After leaving the building, the branch staff should assemble at a predetermined location. The individual in charge should take a count to make sure all staff members are present. He/she should then return to the building entrance (or as close as safety allows) to provide information or assistance to emergency personnel and to ensure that patrons do not enter the building. As soon as it is safely possible, the Assistant Director for Branch and Extension Services, Director or other administrator should be notified. The branch evacuation plan, including a map noting the designated meeting place, should be prominently displayed on the staff bulletin board and included in the branch's unit manual.

Branch Managers should conduct fire drills at least twice each year to ensure that all staff know what procedures should be followed and where to go after vacating the building.

18.0 POLICE

It may be necessary to request police assistance for any number of problems. Most of these will involve patrons who are disorderly, abusive, or violent, but it may also be necessary to call the police on behalf of a patron or staff member who is the victim of theft, assault, indecent exposure or the like. Occasionally, patrons who have been victims of crimes outside the library will come in seeking help. No reasonable request for assistance should be refused under these circumstances. If requested, or necessary, an ambulance or the rescue squad should also be called.

Often it is easiest to ask the switchboard operator to call the police. However, an OIC may wish to make the call in person in order to give specific instructions about where in the library to come, who to ask for, etc. OIC's should exercise good judgment about calling the police, but as a general rule, if you're in doubt, you should call.

Any time the police are called, it should be noted on the OIC report form.

19.0 BOMB THREATS

When a bomb threat is made, it is important to know what to do and to act swiftly, but always with common sense. Fortunately, the great majority of bomb threats are no more than threats. Usually there's no bomb. In the past, the library has not received such threats frequently. However, when a bomb threat is made, it's important to know what to do and to act swiftly, but always with common sense.

The great majority of bomb threats are hoaxes. The object of such threats is to cause confusion and inconvenience. The bigger the reaction to the threat, the more gratifying to those who made it. Of course the optimum gratification is evacuation of the building. If a building isn't evacuated, causing fear and confusion among the occupants might still be fairly satisfying. The most effective tool for discouraging repeat threats is the lack of a satisfactory reaction.

Every bomb threat is unique. They may come over the phone, in the form of a note left in a conspicuous place or via the Suggestion Box feature in PAC. Some threats are clearly false, for example a situation in which some giggling teenagers are hanging around waiting for a reaction. Others, such as a threat which includes specific detail about the nature of the bomb, when it will go off, and the reasons for setting it, may justify the precaution of evacuating the building. Each bomb threat must be dealt with individually, and the agency supervisor or OIC must decide how to proceed. The bomb threat procedure provides guidelines and general information, but the person in charge must make decisions, including whether or not to notify the staff, based on the individual circumstances.

Fortunately the Library has never received bomb threats with great frequency. **All bomb threats are taken seriously**, and safety of staff and the public is of paramount importance. However, based on the advice of experts, buildings are only evacuated when there is reason to believe the threat may not be a hoax. By the same token, in many situations it may not be appropriate to notify every member of an agency's staff of a bomb threat.

Usually telephone bomb threats will be made to the first person the caller reaches. The attached Bomb Threat Form may be used as a guideline in case of a threat. A copy of the Bomb Threat Form is also available at the switchboard, in the Telephone Reference Center and at each branch in the Health and Safety Manual and Branch Manual.

Immediately notify the area police emergency number.

A search should always be made, even if no evacuation takes place. If a search is made with patrons in the building, it should be done as unobtrusively as possible.

Searching the Premises

A search should be made in response to any bomb threat. The police will accompany staff on the search, but do not expect them to conduct the search. They aren't familiar with the building and its contents, and they don't know what belongs and what doesn't. The OIC, Branch Manager or staff member in charge must supervise the search. The assistance of staff members who work in the immediate area may be necessary when an area is being searched. Look for packages, boxes, briefcases and the like which don't belong or have just appeared. If any suspicious object is found, don't touch it. Let the police take over at this point. Don't reach into trash bins to try and feel for the presence of a bomb.

The OIC, Branch Manager or staff member in charge may also have to make a decision as to how extensive a search should be made. If the threat specified a particular area of the building, searching other areas may be pointless. Generally it shouldn't be necessary to search those areas closed to the public, unless there is some indication that the caller is or was a staff member or somehow gained access to a restricted area. Again, the decision will have to be based on all of the information available and on good common sense.

If the bomb threat was specific to a department, it may not be desirable or necessary to inform all staff.

It is understood that some staff members may feel uncomfortable participating in a bomb search, and that some staff members may not feel comfortable with staying on duty. Staff members who wish to leave, may do so by first discussing this with their supervisor or Officer-in-Charge. Staff will be expected to sign out on their time cards.

If a suspicious object is found, don't touch it or anything attached to it or try to cover or defeat it in any way. Just notify the police and let them handle it.

Each situation is unique. In deciding whether or not to evacuate the building, try to accumulate as much information as possible, and consider all of it. Once you've made a decision, act decisively.

- **Deciding to Evacuate**

The Officer-in-Charge, Branch Manager or staff member in charge must make a decision as to whether or not the building should be evacuated. The police will give advice, but ultimately the library staff person in charge must make the decision at the moment.

Don't waste time at this point trying to reach administrative or other supervisory staff at home.

Elements involved in the decision to evacuate will include any information or clues which the person receiving the threat has been able to gather. If the caller was vague or taken aback when questioned about the nature or location of the bomb, this may be an indication that there is no bomb.

Did the person sound drunk or on drugs? This too may be an indication that the threat may be a hoax.

Seeing or finding a suspicious device or package at the same time as a threat has been received is also a sign that an evacuation should be seriously considered. Any advice given by the local police should also be considered in making the decision. In many cases the object of the bomb threat is merely to have the building evacuated. Making the decision to do so unnecessarily may invite repeated threats.

The most important factors in the decision are good judgment and reasonable caution. It is the responsibility of the Officer-in-Charge, Branch Manager, or person in charge to make independent decisions in unusual situations. Dealing appropriately with a bomb threat may be one of the most difficult challenges for a person in charge. The Officer-in-Charge, Branch Manager, or person in charge may decide to try to reach the Director, or another member of the administrative staff at an appropriate time.

If it has been decided to close the building, staff members should inform patrons that the library is closing on a one by one basis. A general announcement should not be made. Patrons should be merely informed that the library is closing and that they should collect their personal belongings and leave the building immediately. Patrons will not be permitted to check out materials. A survey of all public areas including rest rooms should be conducted.

Once the situation is over, be sure to report all the pertinent facts on the Officer-in-Charge report form (at the Main Library) or to the Assistant Director for Branch and Extensions (in the case of bomb threats at other locations.)

19.1 BOMB THREAT CHECKLIST

In the event that a bomb threat is received at the branch, the staff member who receives the threat should make every effort to remain calm and keep the caller on the line in order to obtain as much information as possible. Try to get the following information:

Section A. Questions to ask:

When is the bomb going to explode? _____

Where is the bomb right now? _____

What kind of bomb is it? _____

What does it look like? _____

Why did you place the bomb? _____

Where are you calling from? _____

What is your name? _____

Exact words of the caller: _____

Description of the caller's voice:

Male _____ Female _____ Young _____ Old _____ Middle Aged _____ Accent _____

Tone of voice: _____

Is the voice familiar? _____ If so, who did it sound like? _____

Other voice characteristics: _____

Background Noises: _____

Time Call Received: _____

Remarks: _____

Section B. AFTER THE CALLER HAS HUNG UP:

Call the local police or sheriff.

Notify the Director, Assistant Director for Branch & Extension Services, or OIC.

Section C. Reconstruction

Date _____ Time of Call _____

Exact language or wording used: _____

Male _____ Female _____ Adult _____ Child _____ Estimated Age _____

Speech: Slow _____ Rapid _____ Normal _____ Excited _____ Accent _____

Loud _____ Normal _____ other _____ Disguised _____ Broken _____ Sincere _____

Background Noises: _____

Other Remarks: _____

Your name: _____

20.0 LIBRARY RULES OF CONDUCT

DAYTON AND MONTGOMERY COUNTY PUBLIC LIBRARY

LIBRARY RULES OF CONDUCT

The purpose of the Dayton and Montgomery County Public Library is to serve our community by providing ready access to information and ideas. To do this, we want to offer a welcoming, open atmosphere as well as a quiet, comfortable and orderly environment. The Library Rules of Conduct are made to ensure such an environment, so people can use the library facilities and collections to the maximum extent possible and for their intended purposes.

While at the Library we encourage you to:

- Ask for help when you need it.
- Give us your suggestions about how we can improve our services, collections, and facilities.
- Enjoy the time you spend here.
- Have the expectation of reasonable privacy to read and view library material.

So that everyone may have a safe and enjoyable experience in the Library, PLEASE DO NOT:

- Destroy, deface, or abuse library property.
- Eat or drink, except in approved areas by authorized groups.
- Leave children eight years and under unattended.
- Run, talk, or play audio equipment at a volume that disturbs others.
- Panhandle or solicit for sales or charity.
- Bathe or wash clothes.
- Enter the library without shirt or shoes.
- Be disruptive, disorderly, harass patrons and/or staff, or otherwise interfere with any person's comfort or safety.
- Bring into the Library anything that is unsafe, including firearms or other weapons.
- Smoke inside the building or near the public entrances.
- Sleep or loiter.
- Be under the influence of, consume, or possess alcohol or illegal substances.

To provide the safe, peaceful environment that library users seek, we will ask patrons to avoid any activity which interferes with other people's safety or use of the library. Those failing to follow these rules may be asked to leave the library.

Approved by the Library Board of Trustees, October 1999.

21.0 PROBLEMS INVOLVING PATRONS

A library is usually a pleasant place to work and most of our patrons are friendly and appreciate our efforts. Occasionally you may experience some rudeness, which is part of life in any public service occupation.

In some situations, behavior will go beyond rudeness and become disruptive. We have created *Library Rules of Conduct* to govern behavior in the library and these rules spell out unacceptable conduct. The *Library Rules of Conduct* address the most common disruptions and have been approved by our Board of Trustees.

In some rare cases, you may encounter a serious or potentially serious situation. To deal with these situations, the library developed "*In a Pickle Manual—Dealing with Difficult Situations*" for staff. It is designed to spell out library policies and procedures regarding behavior problems as well as give guidance on enforcing these policies.

Training, skill and use of the tips found in "*In a Pickle Manual—Dealing with Difficult Situations*" will minimize the problems you may face. Here are a few general approaches to keep in mind:

SAFETY FIRST!

If you see a potentially dangerous situation, respond immediately. Call the police. EVERY OIC IS AUTHORIZED TO CALL THE POLICE IN CASE OF AN EMERGENCY. When calling the police you will need to give your name, agency and address. Remember to be specific and emphasize that immediate help is needed. In case of any situation which could threaten the safety of staff or patrons, it is better to err on the side of caution than to risk a tragedy.

21.1 GUIDELINES FOR DEALING WITH CHALLENGING SITUATIONS

The following guidelines are not meant to replace your need to think and respond appropriately. The person in the situation is the best person to arrive at a solution. The guidelines will help but ultimately it is your responsibility to assess the situation and arrive at the response which will best meet the needs of the patrons and staff.

Stay calm. To deal with any problem, you first have to be sure you are calm and approach the situation in a positive, helpful frame of mind. Take a deep breath.

Listen! Be sure to listen to the patron carefully and get the entire story before proceeding. Don't interrupt.

Proceed based on facts. Avoid making assumptions about a person based on age, economic status, etc.

Use teamwork. The bigger the problem, the more the need for teamwork. Using two staff members to approach the situation increases safety. With two staff members, there is also a better chance of finding a creative, positive solution.

For everyone's safety, keep the interactions in a public area. Don't take an irate patron into a private office. You may want to get away from the circulation desk, but then move to a near-by public table and sit on the opposite side from the patron. If you cannot have another staff member come with you, be sure that a co-worker knows where you are going so he/she can check constantly.

Stay on the issue. Don't get into unrelated, general conversations about library, books, government, people these days, etc. Avoid arguing and focus on the current situation. "How can I help you with your library issue?", "What do you want me to do?", etc.

Never touch a patron.

Give the patron the benefit of the doubt as long as it does not compromise safety or the ability of others to use the library. Sometimes we can make minor exceptions and prevent problems. You do have the authority to make exceptions. Use your best judgment to enforce our rules in a way that is fair and reasonable. Be sure to tell the patron you are making an exception to library policies or procedures in his/her case.

If you can't take care of their needs (e.g. checking out a reference book), look for alternative solutions. Try to find a helpful way to respond. The fact that the patron sees you making every possible effort will go a long way to preventing unpleasant incidents.

If you cannot resolve the issue, refer it to the department manager, branch manager or the library administration. Inform the patron that you are not authorized to do what he/she wants but will pass it on to the appropriate person. Get information in writing and be sure to get the patron's name, address and phone number if they would like a response. If you feel you cannot clearly summarize the complaint, ask them to write it down and then you can forward it.

Patrons can be ejected from the library if their behavior is criminal, dangerous, or disruptive to other patrons. People engaging in dangerous or criminal behavior may be removed immediately. People engaging in disruptive behavior should be warned and informed that their behavior can lead to ejection. Do not threaten to eject someone unless you are willing to go through with it. If you eject a patron from the library and the patron does not leave, call the police. Anyone staying here after being told to leave can be charged with criminal trespassing.

21.2 COMMUNICATION TIPS

1. Listening is the key in any interaction. Be sure to fully understand the patron's viewpoint before responding.
 - Ask clarifying questions to get the information you need.
 - Summarize to be sure you understand "you said you are still getting overdue notices even though you returned the video three weeks ago, right?"
 - Take brief notes if necessary.
 - Give your complete attention to the speaker.
 - Try to move away from distractions.
 - Avoid mentally formulating your response until the speaker is done. Keep an open mind.
2. Use a calm, pleasant tone and avoid raising your voice. Be polite but not patronizing.
3. Make eye contact. Look directly at the person and focus both when talking and listening. Be sure the person knows you are giving him/her your undivided attention.
4. It's OK to apologize for an inconvenience. "I'm sorry that our only copy is reference and has to stay in the library."
5. Explain reasons for why you can't do what they request. By doing this, you will reduce the chance that the person will see you as the opponent. Try to avoid saying simply "it's against our policy."

WORKING WITH GUARDS

At the Main Library and a number of branch libraries, the library employs uniformed security guards. Guards should be familiar with the Library Rules of Conduct and the library's approach to enforcing these rules.

When there is an incident such as noise, suspected vandalism, sleeping patrons, etc., staff may ask the guards to deal with the situation. If the situation appears to be a little more challenging (second time to talk to the person or group, an usually loud group, etc.), a staff member may want to accompany the guard.

Guards may ask patrons to leave the building under the same circumstances as staff but should always inform the person in charge when asking a patron to leave. Only library administration has the authority to ban a patron permanently.

In case of any emergency which threatens the safety of staff or patrons, call the police department's emergency number before contacting a guard. Do not lose valuable time in case of an emergency. The guards are not expected to intervene in situations which put them or others at risk.

Progressive Response to Inappropriate Behaviors

Patrons who are behaving inappropriately or disruptively will be warned that the behavior must stop.

If problem behavior continues, a second warning should be issued at this time. Give the patron a copy of the Library Rules of Conduct, restate the problem, offer alternatives, and tell them they will be asked to leave. Alternatives to consider are:

- Suggesting that large groups sit at more than one table.
- Suggesting moving to another location within the library or outside the library.
- Offering an unoccupied meeting room
- Inform Person-in-Charge.

The Person-in-Charge should take the initiative at this point, and decide whether to ask the offenders to leave.

If all contacts fail to stop inappropriate behavior and the person(s) refuse(s) to leave, they should be informed that they are trespassing and the police will be called.

Call the police department's non-emergency number, unless the person(s) become(s) abusive or threatening. In that case, call the police department's emergency number.

If necessary, other staff may be asked to make the call to the police. Give an estimate of the number of patrons involved.

The next time the patron(s) are in the library and continue the same behavior, one warning should be sufficient. If the behavior(s) continue, inform the patron(s) they are expelled for the remainder of the day and any future disruptions/violations will result in an extended banishment.

At this point consult with the Director or Director designee on what the next action should be.

Possible next levels of responses would be one of the following dependent on the severity of the infraction:

- Two weeks
- Six weeks
- Six months

In extreme cases, the Library Director may suspend the patron permanently

The Assistant Director for Main Library Services will maintain a file of all patrons who have been suspended from the library system.

Please consult the "In A Pickle: Dealing with Difficult Situations" manual for further guidance.

21.4 COMPLAINTS

Every patron has the right to question library procedure and policy. In many cases the OIC is the person who must listen and respond to these questions. Adherence to the following guidelines may help resolve these situations, especially when the patron is angry.

- Identify yourself as the OIC and indicate a willingness to listen and help.
- Listen carefully and patiently. Often just the chance to express their complaints to someone who will listen is enough to satisfy patrons. Don't interrupt.
- Acknowledge the patron's feelings about the situation. "I can see that you're upset about this.", or "I understand that you're angry.", or "I realize this is important to you."
- Before answering, repeat what the patron has said in your own words to confirm that you've understood correctly. Ask for further clarification if the patron indicates your repetition isn't satisfactory.
- Back up what has already been said by other staff members, if possible. Explain the library's policy or procedure carefully, pointing out underlying reasons. If possible, show the written policy to the patron. Repeat the explanation in different words using examples if necessary.
- Don't take personal responsibility for library policies. Take the position that, "This is the library's policy and I must uphold it.", not, "This is our policy and if you attack it you are attacking me!"
- Try to find acceptable alternatives where possible. If a complaint concerns fines or bills that seem, in the light of extenuating circumstances, to be excessive or unnecessarily burdensome, an OIC may reduce or waive the charges.
- If you are unable to resolve the problem or satisfy the patron that a policy or procedure in question is valid, offer to refer the complaint to the administration. Ask for the patron's name and phone number and tell the patron that the Director, Assistant Director for Main Library Services, or other suitable administrator will follow up as soon as possible.

Patrons as Victims of Crimes

If a patron is the victim of theft, indecent exposure or sexual advances, assault or the like, offer to call the police, spouse, parents, etc. No reasonable request for assistance should be denied. Unfortunately, there is often little more that can be done by library staff in these situations. If the police are called, they will want to speak to the victim. The victim must normally bring charges, although library staff may serve as witnesses. Be sure to report crimes in detail on the OIC Report form. If a victim suggests the incident resulted from any sort of negligence on the part of the library, be particularly sure to make a thorough and careful report.

22.0 POLICIES ON UNATTENDED AND DISRUPTIVE YOUTH

Due to widespread interest and concern over the growing problem of latchkey children in libraries, the Children's Services Department developed the following policies and procedures on Unattended Children and Disruptive Youth. The Board of Library Trustees adopted these in September, 1999.

POLICY STATEMENT

The staff of the Dayton and Montgomery County Public Library are happy you are visiting with us. We are concerned about the safety of all library users, especially children. We strive to make the library an enjoyable place to visit so that you, your family and friends will want to return many times.

Library staff members cannot, however, supervise children or function as substitute baby sitters. Parents and responsible patrons need to be as careful of their children's safety in the library as they would be in a shopping mall or any other public building. Children can easily wander out the door, into the street or parking lot. They can be injured by swinging doors or by falls from furniture.

The Board of trustees of The Dayton and Montgomery County Public Library has, therefore, established the following policies for all agencies of the library system.

POLICY ON UNATTENDED CHILDREN

Children age 8 and under may not be left unattended in the library. They must be accompanied by a parent or other responsible person (age 15 or older) at all times. Parents and/or responsible patrons are accountable for their children's behavior and safety while in the library.

Children shall be considered "attended" as long as they are within sight of the parent or other responsible person. An exception would be children attending a story time or other library program without a parent/responsible person in the room. However, the parent/responsible person must remain in the library building and immediately join the child at the end of the program.

POLICY ON DISRUPTIVE YOUTH

Disruptive youth over the age of eight will be asked to leave after two warnings, with notification of parent and/or local authorities. Disruptive behavior is any behavior on library premises which infringes on the rights of others using and/or working in the library.

Established library procedures will be used to implement these policies.

22.1 PROCEDURES FOR HANDLING UNATTENDED CHILDREN UNDER AGE 8 AND UNDER

Children left unattended are often frightened and crying and should be comforted by the staff. If it becomes apparent that a child age 8 and under is lost or has been left unattended, a staff member will try to identify and locate the parent or other person responsible for the child by walking through the library with the child or by paging the responsible person. Meetings in progress should also be checked.

When the parent/responsible person is located, the staff member will explain the library's policy on unattended children, stressing concern for the child's safety. The parent/responsible person will be given a copy of the policy.

If the person responsible is not located in the library, every effort should be made to locate the child's parent/responsible person by telephone. A staff member will stay with the child in a public area while this is being done. If a parent/responsible person is reached, staff should insist that the child be picked up immediately, explaining the library's policy. (Refer to #2)

If the child's parent/responsible person has not been located within 30 minutes, or sooner if the library is closing, the staff member in charge will call the police (or designated agency) who will then assume responsibility for the child. The staff member in charge and one other staff member will stay with the child until the proper authorities arrive. An incident report will be filed. Under no circumstances will staff take the child out of the library. Library staff will not take the child home or sit with the child in a car.

Procedures for handling disruptive children age 8 and under

Warn the parent/responsible person verbally that his/her child's behavior is unacceptable and explain appropriate library behavior.

If the disruptive behavior continues, the parent/responsible person will be asked to take the child out of the library.

If the parent/responsible person refuses or cannot control the child's behavior, then the staff member in charge will call the police. An Incident Report will be filed.

Under no circumstances should staff appear to be using force with disruptive patrons

POLICY ON DISRUPTIVE YOUTH

Disruptive youth over the age of eight will be asked to leave after two warnings, with notification of parent and/or local authorities. Disruptive behavior is any behavior on library premises which infringes on the rights of others using and/or working in the library.

Established library procedures will be used to implement these policies.

Warn the disruptive youth that his/her behavior is unacceptable. The staff member will explain what the appropriate behavior should be. Tell the youth that this is a verbal warning. (If circumstances warrant, i.e. life threatening situations, repeat offenders, damage of library property, verbal abuse, etc., go immediately to step 3 listed below.)

If the disruptive behavior persists, approach the youth and give him/her a second warning. State that this is a second warning and if the disruptive behavior persists, the youth will be asked to leave the library premises.

Youth ages 9 to 18 may be asked to leave after the second warning. If the youth is unable to use a pay phone, staff should allow the youth to use the library's telephone to arrange transportation. If the youth refuses to leave, the staff member in charge should call the police. An Incident Report will be filed.

Under no circumstances should staff appear to be using force with disruptive youth.

When extreme or prolonged situations or instances occur, the Branch Library Manager should consult with the Assistant Director for Branch and Extension Services for further action.

22.2 CLOSING TIME PROCEDURES FOR UNATTENDED CHILDREN, 14 AND UNDER

If a staff member observes an unattended child 30 minutes prior to closing, that staff member will ask the child what his/her provisions are for getting home. If the child seems unsure, the staff member in charge of the agency will call the parents. If closing time arrives and the child is still in the library:

1. An attempt will be made to call the parent/responsible person. If a parent/responsible person is contacted, insist that the child be picked up immediately.
2. If a parent/responsible person cannot be reached, the police department or other designated agency will be contacted, with the request that someone pick up the child as abandoned. An Incident Report will be filed
3. The staff member in charge and one other staff member will remain in the building with the child until a parent, responsible person, or police officer arrives.
4. A copy of the library policy on unattended children will be handed to the child's parent/responsible person or to the child.
5. Under no circumstances shall a staff member take a child out of the building.

CLOSING TIME PROCEDURES FOR UNATTENDED YOUTH OVER AGE 15:

If an unattended youth over 14 years old is still in the library at closing time:

1. An attempt will be made to contact the parent/responsible person by the staff member in charge of the agency. If a parent/responsible person is contacted, insist that the youth be picked up immediately. If the staff person in charge feels it is warranted, the staff person in charge and one other staff member may wait with the patron in the library for 15 minutes
2. If a parent/responsible person cannot be contacted, the youth should be given the option of waiting outside the library, or, if the staff person in charge feels it is warranted, the staff person may call the police or designated agency with the request that someone pick up the youth as abandoned. An Incident Report will be filed.
3. For any youth left at the library after closing, the parent/responsible person's name and address should be obtained and sent to the Director who will send a letter to the parent/responsible person stressing that the library and its employees cannot be responsible for youths not picked up at the library at closing.

23.0 CONFIDENTIALITY OF LIBRARY RECORDS AND RELATED FORMS

Dayton & Montgomery County Public Library Confidentiality of Patron Records—Staff Procedures

The following are procedures to use when information from a patron account is requested. Allowing others (spouses, for instance) to view an individual's record without his/her permission is in opposition to the Ohio Revised Code. We must be very careful to protect the circulation records of our cardholders. Cardholders, however, may choose to waive their confidentiality rights. There are two ways this can be done.

PERSONAL IDENTIFICATION NUMBER

The easiest way for cardholders to do this is request a personal identification number (PIN). The cardholder may then choose to share this PIN information with anyone he/she wishes to allow access to his/her records (i.e., husbands and wives). Because a PIN agreement allows a card holder's confidentiality right to remain intact until he/she otherwise specifies, the library has a much less active role in the process, making it less likely to appear that it is interfering with the patron's privacy rights. It is strongly encouraged to offer PIN 's to all library cardholders and allow them to determine how his/her patron records will be seen. This option is best for those who have remote access to our catalog.

WRITTEN CONSENT

A second option is for patron to give his/her express written consent. A staff member should review the current law with the patron concerning access to his/her record. . By signing a written consent waiving confidentiality to select individuals, he/she acknowledges the issues surrounding the release of information contained in his/her library record. The Circulation Department will keep a file of these completed consent forms. A notation should be made in the note field with the names of the individuals given permission to view patron's record. This will be the option primarily for those patrons who do not have or choose not to use remote access. This is an excellent option for spouses who wish to share each other's record.

A library staff member will release all information to a patron who appears in person inquiring about his/her record under either of the following conditions:

Patron presents a valid library card.

Patron has valid photo identification with same name and ability to verify address and telephone number. Valid identification includes:

- Current driver's license
- State of Ohio identification Card
- Armed Forces Identification
- Student ID card

A library staff member will release library record information to a parent, guardian or custodian of a minor child under the following conditions:

When the parent presents a valid photo identification and can correctly verify child's name, address, and telephone number.

When the guardian or custodian presents a valid photo identification and court order, which verifies their role with regards to the minor. Once this court is presented, a notation will be made in the note field, and the court order need not be presented again

A parent, guardian or custodian of a child may check out material on the child's card ONLY if they have accepted financial responsibility for the child. You can find this information by checking the child's registration information.

A library staff member will release all information to a patron who telephones the library inquiring about his/her record when name, address, telephone number and barcode number are provided.

When the caller requests this information, the best method is to tell the caller you are updating information in the computer and would they verify their address, telephone number, and barcode number to make sure the information the library has is correct. No records will be shared if this information is not provided to the library.

A library staff member will release library record information of a minor child to a parent, guardian or custodian over the telephone under the following conditions:

When the parent custodian or guardian provides the barcode number and can verify the child's name, address, and telephone number.

If the caller says they are the parent, we will accept his/her word. If they say they are the guardian/custodian, we will need to have a consent form on file and a notation in the note field before any information can be released.

A library staff member will only release library record information to anyone other than the individual to whom the material is checked out, except for a minor child as noted in (3) above, under the following condition:

The inquiring patron has the express written consent. A consent form needs to be completed by the cardholder holder (or parent/guardian/custodian of the card holder). This form will be kept in the Circulation Division and the consent will be added to the note filed.

The library may not assume that spouses of its patrons have an implied consent to access his/her records. If a spouse wishes to release information to his/her spouse, he/she will need to complete this one-time consent form.

*Confidentiality of Library Records
Requests from other Sources*

REQUESTS FROM OTHER SOURCES

The Director or an Assistant Director, upon receipt of a subpoena, search warrant, or other court order, shall consult with the legal officer assigned to the library by the Montgomery County Prosecuting Attorney to determine if such subpoena, search warrant, or other court order is in good form.

If the subpoena, search warrant, or other court order is not in proper form, insistence shall be made that such defects be cured before any records are released. The legal process requiring the production of library records shall ordinarily be in the form of a subpoena "duces tecum" (bring your records), requiring the Director to attend court or taking his/her deposition and may require him/her to bring along certain designated circulation records.

Even though private citizens may issue a subpoena to a library regarding confidential information, they may do so only after a civil action has been filed, followed by an order from the court of competent jurisdiction. If the library receives a subpoena from a private citizen, such document may be valid and cannot be ignored, however, the court must still have authorized the document.

The Director, Assistant Director, or Officer-in-Charge, upon request by a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances, shall make records available. Due care must be taken in situations involving exigent circumstances. If a law enforcement officer claims that there is an emergency requiring the library to disclose certain records, the library must have a reasonable belief that the officer is who he says he is. Staff should ask the officer for a badge or other form of identification verifying his status as a law enforcement official. When presented with a request, if time allows, have officer complete release form and library will document what information was released to the officer.

Any threats or unauthorized demands (i.e., those not supported by a process, order, subpoena, or exigent circumstances) concerning library records shall be reported to the Montgomery County Prosecuting Attorney and the Board of Trustees.

Any problems relating to the privacy of library records which are not provided for above shall be referred to the Director.

Dayton & Montgomery County Public Library

Release of Information Consent

Permission to Release Patron Information from a Library Record
OF AN INDIVIDUAL

Under Ohio Revised Code 149.432(B)(3), information contained in library records is confidential and may only be released "upon the request or with the consent of the individual who is the subject of the record or information."

I have reviewed the information provided to me by the library concerning this law regarding access to my library record. I understand the issues surrounding the release of information contained in my library record and hereby give my consent for the following individual(s) to have access to my library record and any information contained in said record:

I accept full responsibility for any consequences resulting from access to my record by the above named individual(s) and I agree to hold the Library, the Library Staff, and the members of the Board of Trustees harmless for any such circumstances.

Print: _____

Signed: _____

Date: _____

Dayton & Montgomery County Public Library

Release of Information Consent

**Permission to Release Patron Information from a Library Record
OF A MINOR CHILD**

Under Ohio Revised Code 149.432(B)(1) and 149.432(B)(3), information contained in library records of minor children is confidential and may only be released "upon the request or with the consent of the individual who is the subject of the record or information" or "if a library record or patron information pertaining to a minor child is requested from a library by the minor child's parent, guardian, or custodian, the library shall make that record or information available to the parent, guardian, or custodian."

I have reviewed the information provided to me by the library concerning this law regarding access to my child's library record. I understand the issues surrounding the release of information contained in my child's library record and hereby give my consent for the following individual(s) to have access to my child's library record and any information contained in said record:

I accept full responsibility for any consequences resulting from access to my child's library record by the above named individual(s) and I agree to hold the Library, the Library Staff, and the members of the Board of Trustees harmless for any such circumstances.

I _____ affirm that I am the parent/guardian/custodian
Please print name of parent/guardian/custodian

of _____.
Please print name of minor child

Signed: _____ Date: _____
Name of Parent/Guardian/Custodian

Dayton & Montgomery County Public Library

Release of Information Consent

**Release of Patron Information from a Library Record to
A LAW ENFORCEMENT OFFICER WITH EXIGENT CIRCUMSTANCE**

Under Ohio Revised Code 149.432(B)(2)(b), information contained in library records is confidential and may only be released "to a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances."

I affirm that I am a law enforcement officer acting under the provisions of Ohio Revised Code 149.432(B)(2)(b) and take full responsibility for any consequences resulting from access to the record of _____ and I agree to hold the Library, the Library Staff, and the members of the Board of Trustees harmless for any such circumstances.

Print: _____
Name and Badge Number of Officer

Signed: _____

Date: _____

Information released:

(or attach screen prints of information provided to the back of this form)

PRIVACY OF YOUR LIBRARY RECORD AND INFORMATION

On October 3, 2000, a new law took effect in Ohio that protects your rights as a library user. This new law makes your library record and any information associated with your use of the library confidential and limits to whom the library can give that information, including members of your family.

This new law defines a library record as:

Information provided by a patron to be eligible to use library services or borrow materials, like your personal information.

Information that identifies someone as having requested or obtained specific materials or materials on a specific subject, like library materials you check out.

Information provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject, like any written requests to us for information.

This new law also states that the library will only release information to:

You;

Anyone you say we can release it to;

Someone with a subpoena, search warrant or other court order;

A law enforcement officer, acting in his/her official investigating a matter of public safety;

A company working for the library, such as a collection agency;

The parent, guardian or custodian of the minor child (this DOES NOT include step-parents).

So, in order for us to comply with this law, if you want someone else to be able to see what is on your library record, you must tell us. If you would like for anyone else to have access to your record, or if you would like for someone else (like a step-parent, a grandparent, a care-giver) to have access to your child's record, ask a library staff member for a form today. The form is short and easy to fill out and it will help you manage your library information and while it helps us protect your rights.

24.0 STAFF PSEUDONYMS

It is library policy that staff members should give patrons their names if asked. Staff have the option of selecting pseudonyms to be used in such situations. The following are names chosen by staff who don't wish to give out their real names when requested by patrons who wish to commend or complain about their service.

Real Name	Pseudonym	Division or department
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Any staff member who would like to add his/her name and pseudonym to the list should send this information to the Assistant Director for Main Library Services.

A memo is distributed to the switchboard and all departments and divisions giving the pseudonyms and work locations only. If an inquiry is received it can be referred by pseudonym. When necessary, the OIC may be consulted to identify a staff member by pseudonym.

25.0 ACCIDENTS OR ILLNESS INVOLVING PATRONS

If a patron has an accident or becomes ill on library property, the OIC may contact the rescue squad or other medical aid if required. If an ambulance is needed, the fire department should be called unless the person requiring ambulance service specifically requests some other source. Do not offer to drive patrons who are ill or injured to the hospital or elsewhere. First aid supplies may be offered if needed, but no medication of any type should be offered to a patron. Staff must take extreme caution and use personal protective equipment, such as rubber gloves, when cleaning any type of bodily fluids.

Details of such incidents, including the patron's name, address, telephone number, names of emergency squad or other medical personnel, and, if a patron is taken to a hospital, the name of the hospital, should be obtained. A written report, including a description of the incident, should be sent to the Director on the Patron Accident and Incident Report Form. A note should also be made on the OIC Report with a reference to the Accident and Incident Report. Staff should never make a public statement to anyone in regarding an emergency or the condition of the injured person.

Occasionally unscrupulous accident victims may try to take advantage of their misfortunes through unreasonable charges of negligence and claims for compensation and damages. The library is no longer totally protected by law from liability suits. In case of an accident, it is important to be attentive to statements by an injured patron as well as those made by staff. Staff, particularly the OIC, should be careful to avoid making remarks which suggest that negligence on the part of the library caused or contributed to an accident. On the other hand, make careful, written note of any statements made by an injured patron or patrons with an injured patron to the effect that he/she was responsible for his/her accident. It is recommended that the OIC unobtrusively keep another library employee or a Security Guard on hand as a witness until the situation is over. If a patron requests payment of expenses or damages as the result of an accident, the patron should be referred to the Director.

25.1 ACCIDENTS TO STAFF MEMBERS AND FORMS

Staff members are required to report all accidents and injuries immediately to the manager or OIC and follow up with a completed Employee Accident and Incident Report Form. Whenever possible the form must be completed within twenty four (24) hours by the staff member involved in the accident.

When the accident or injury results in the need for professional medical attention, the employee is to be given an Injured Workers Kit. The employee and the manager or OIC shall complete and submit the First Report Of Injury, Occupational Disease or Death form and the Medical Release/Authorization form. Staff members injured while on duty may be covered by Worker's Compensation and documentation is required for such coverage.

Motor Vehicle Accidents

In the event of an accident involving a staff member in his/her personal vehicle while on duty, the accident will be covered by the staff member's personal motor vehicle insurance. All necessary reports and information should be submitted by the staff member to his/her insurance company as soon as possible.

In the event of an accident involving any library owned vehicle, an accident report with all details MUST be filed with the police as soon as possible, preferably by having the police come to the scene of the accident. If it is not possible to immediately contact the police at the location of the accident, the vehicle should be taken to the nearest police or sheriff's station and a report should be filed there. (The Dayton Police, for example, will not accept an accident report after 24 hours have elapsed.)

If a second vehicle was involved, information should be obtained concerning the driver and vehicle, including name, address, telephone number, year, make, model, license plate number, and driver's license number with the year of expiration.

If the accident involves property other than another vehicle, the driver must make every effort to immediately notify the owner of the property and advise her/him of the accident.

The driver will provide the OIC, Director or Assistant Director, or agency manager with an oral report containing the facts of the accident as soon after the accident as possible. This may mean contacting the individual at home. The driver is required to complete an Employee Accident and Incident Report Form.

Depending on the circumstances, nature, severity and/or frequency of an accident, drivers who are involved in an accident may be required to take a physical, eye exam or drug test at the discretion of library administration. Such an exam will be at the expense of the library.

25.2 FORMS FOR ACCIDENTS INVOLVING STAFF

215 E. THIRD STREET
DAYTON, OHIO 45402

ACCIDENT REPORT FORM

REMINDER: In the event of an accident involving any library owned vehicle, an accident report with all details MUST be filed with the local police, sheriff, or State Patrol office depending upon the jurisdiction in which the accident occurs.

Date of Report: _____

Employee Name: _____ Agency: _____

Date of Accident: _____ Time of Accident: _____

Police/Sheriff Called? (Y/N): _____ Jurisdiction: _____

Responding Officer's Name: _____ Badge Number: _____

Emergency Vehicle Called? (Y/N): _____ Jurisdiction _____
(Ambulance, Fire, Etc.)

List Library Vehicle OR Agency Involved:

Location of Accident:

Weather Conditions If Outdoors: (Cloudy, Dark, Rain, Snow, Sun, Etc.)

Name of Patron or Other Driver Involved in Accident: _____

Address _____ Driver's License # _____

_____ State of Issue: _____

Phone No _____ License Plate No.: _____

Make, Model, Year of Other Vehicle _____

Describe Accident in Detail (If necessary, draw diagram on back): . .

(Please complete reverse side)

Describe damages to
Library property:

To Patron or other
Vehicle (s) involved:

Approximate \$ Damage: _____ Approximate \$ Damage: _____

Witnesses:

Staff:

Patron(s) or Other(s):

Name: _____ Name: _____

Address: _____ Address: _____

Phone: _____ Phone: _____

If more space is needed, attach another sheet of paper.

DIAGRAM OF ACCIDENT

26.0 WEATHER PROBLEMS - Tornadoes

TORNADO WATCH—The National Weather Service has established that weather conditions are such that tornadoes may develop. Watches most often occur during afternoon or evening hours. These may last up to five hours or more.

TORNADO WARNING—A tornado has either been sighted or Doppler radar has indicated cloud rotation which may or may not be on the ground. The National Weather Service, the County Sheriff and the Miami Valley Emergency Management Authority are responsible for announcing the warning through the Emergency Alerting System, law enforcement broadcasts, television and radio stations, weather radios, plectron units and jurisdictional sirens

A weather alert radio is kept in the Main Library Circulation workroom, ALSO Office and all branch locations. This radio is automatically activated in case of a weather emergency. Every branch is equipped with a battery-powered radio for use in public emergencies. These radios should be checked regularly to make sure they are in good working condition.

Tornado Watches

If a tornado watch is issued by the National Weather service indicating that conditions are favorable for tornadoes, the following steps will be taken.

1. Main Circulation will alert the ALSO operator and the Main Library Officer-in-Charge. The OIC will notify all library staff
2. The ALSO operator on duty will immediately issue a broadcast message to all staff terminals (using the SYS\$MANAGER: MESSENGER.COM command procedure), alerting library staff of the tornado WATCH.
3. The Main Library OIC, Main Circulation, the ALSO operator on duty and branch personnel should monitor the situation closely for updates and additional information. The following radio station provides weather updates: **WHIO Radio 1290 AM**. Keep security and department heads informed of changing conditions
4. Check to see that shelter areas are accessible and readied. May want to place flashlights, radios, first aid kits, etc. in them. Secure, discard, or remove any objects that re potential “missiles” in high winds—especially glass or sharp objects.
5. Windows and doors should be closed (the notion that closed buildings explode as a result of a vacuum outside is a myth). Drapes and curtains should be drawn in order to minimize the effects of flying glass (windows can be broken by debris if a tornado should strike).

Tornado Warnings

Although a watch precedes most warnings, realize that tornadoes can develop quickly and unnoticed. They can strike with little or no warning so be prepared to react quickly, especially during tornado season. Tornado warnings are usually issued for specific counties. When a WARNING is issued, or a tornado WATCH is escalated to a WARNING for Montgomery or adjacent counties, the following actions will be taken.

The ALSO operator on duty will send a broadcast message to all staff terminals alerting all locations that a WARNING has been issued, including any additional information about location or path of the sighted tornado (if any has been provided). The Main Library Officer-in-Charge should ensure this message has been sent. If the ALSO systems operator on duty is not in the building, the Switchboard operator should contact the Assistant Director for Information Technology or the ALSO Systems Manager to send the message. If neither of the above is available, the switchboard operator should page the systems operator on duty.

Branch Procedures for Tornado Warnings

The agency manager or designated staff member must exercise discretion concerning the next steps.

An announcement should be made to staff and members of the public that the National Weather Service has issued a tornado warning.

Patrons should be urged to remain in the building. However patrons who insist on leaving should be permitted to do so. Staff are required to remain in the building until the warning is lifted.

If a Tornado Warning is announced, in which the specific branch area is NOT included, staff should still maintain awareness of the weather conditions. If there doesn't appear to be an immediate hazard to the branch, preparations should be made to implement the procedure below on short notice and library operations should continue normally.

If the branch library appears in imminent danger, follow the procedure for imminent tornado hazard below.

Branch Procedures for Imminent Tornado Hazard

Steps should be taken to secure the building, including locking entrances and securing all money. If the situation is such that lives would be placed in danger, these steps can be omitted.

Staff and patrons should take radios and flashlights with them and move to the basement, interior rooms, or hallways without windows. Each branch is responsible for designating an emergency shelter area within the branch, and for ensuring that all staff are aware of the designated location

Main Library Procedures for Tornado Warnings

The Officer-in-Charge must exercise discretion concerning the next steps.

It is the Officer-in-Charge's responsibility to give the Switchboard Operator instructions that an announcement be made that the National Weather Service has issued a tornado warning.

Patrons should be urged to remain in the building. However patrons who insist on leaving should be permitted to do so. Staff are required to remain in the building until the warning is lifted.

If the downtown Dayton area appears in imminent danger, follow the procedure for imminent tornado hazard below. If the funnel cloud was sighted in some relatively remote area of the county, and there doesn't appear to be an immediate hazard to the Main Library, preparations should be made to implement the procedure below on short notice. Library operations should continue normally.

Main Library Procedures for Imminent Tornado Hazard

All library patrons and staff should be directed to the lower level of the library. Easiest access to the lower levels will be via the east and west stairwells located in the staff area, although staff may be posted at stairwell by Magazine Room to allow patrons to enter lower level .

Any patrons who require use of the elevators to reach the lower level should be taken there immediately. The elevators should then be shut off so no one can get trapped in them in the event of a power failure. The Officer-in-Charge is responsible for insuring that all patrons needing assistance have been escorted to the lower level before instructing security or maintenance staff to turn power off.

Adult Services staff will unlock the door by the ADS workroom annex.

Magazine Room staff will unlock the door at the foot of the stairway adjacent to the Magazine Room.

Maintenance staff, OIC, and security guards should lock the entrance doors, check to make sure the first, second floor, and upper level are cleared, and then proceed to the lower level.

Supervisory staff in departments or divisions should check staff and public restrooms for individuals who may not be able to hear the announcements.

Staff should be posted at all stairwells to direct patrons down to the lower level. Staff from each division and department should take radios and flashlights with them to the lowest level. If the Business Office is open, staff should close and lock the safe before going to the lowest level.

All cash registers and the Main Library circulation safe should be closed and locked and the cash register keys taken by the staff to the lowest level. Each department should have a designated location on the lowest level to meet.

Radios should be taken to the lower level. Staff are required to remain in the building until the WARNING is lifted.

DO NOT go outside the building to look for approaching tornadoes.

DO NOT leave your shelter area until the all clear is signaled.

DO NOT leave the building until the all clear is signaled. If the Library tornado warning extends outside of normal operating hours, best judgment needs to be exercised.

Relevant Tornado Facts—

Most tornadoes travel from the southwest, south or west.

Most strike between 3:00p.m. and 7:00p.m.

They can occur any time during the year but most occur during April, May and June (Tornado Season)

Most high roofs are removed.

Large exposed hallways allow for wind tunnels to occur.

Most structural damage is expected on the west and south sides.

Most injuries are caused by missiles—flying glass, objects, etc.

Water lines may break and electrical power and phone lines will usually be affected.

26.1 BLIZZARDS

The decision to close the library due to heavy snow or other unusually severe weather conditions should normally be made only by the Director or a member of the Board of Trustees. Normally the relatively gradual development of such conditions should permit an OIC ample time to consult with one of these officials. If a decision is made to close the library ahead of the normal schedule, all branches should be notified by telephone and computer message. The Community Relations Officer should be asked to contact television and radio stations requesting that the closing and its effective time be announced.

In case the Community Relations Officer is not available, the Community Relations Assistant, Director, or one of the Assistant Directors should contact television and radio stations. In order to guard against prank calls, a confirmation ID is used by WHIO to identify patrons authorized to request closing announcements. The following television and radio stations should be asked to announce the closing of the library.

RADIO:

WWSN/WDAO	224-1137
WBZI	426-2433
* WHIO-AM K99.1-FM	259-2137 or 253-1993
WING/WGTC	294-5858
Newsline	294-8222
WONE/WTUE	224-1501
Newsline	461-3460
WPFB	228-9174
WVUD	229-2041
WYMJ	429-9080

TELEVISION:

WDTN (Channel 2)	293-2101
* WHIO (Channel 7)	259-2137 or 253-1993
WKEF (Channel 22)	263-2662
WRGT (Channel 45)	263-4500

* When calling WHIO radio and television (including K99.1- FM) you must give them the following confirmation ID: DPL100

The decision not to open in the morning due to weather conditions will be made by the administration.

27.0 POWER FAILURE

In the event of a power failure at the Main Library, emergency lights will come on throughout the building. These should be sufficient to allow people to safely find their way out of the building. An emergency generator, located in the machinery equipment room, provides the power for these lights. The generator is activated automatically if the power goes out. There may be a delay of a few seconds before the generator comes on.

If the power goes out during the day, there may be sufficient light to allow patrons to remain in outside rooms (with windows) until the likely duration of the power failure can be determined. If a power failure should occur after dark, the building should be cleared of all patrons. Use the Security Guards and other staff to help you ensure that all members of the public are informed of the situation and leave the building. Patrons who ask to remain in the building until they can be picked up or for other legitimate reasons should be permitted to do so in the first floor lobby only. Be sure a staff member is on hand to monitor such patrons until all have departed. Patrons should be permitted to use the library's phones to make emergency arrangements if the building is closed at an unscheduled time.

The OIC may have to exercise judgment concerning whether or not the building should be closed and staff sent home. A call to DP&L (259-7460) may render an estimate of how long it will take to restore power. If the OIC is in doubt, the Director or an Assistant Director may be called for guidance.

A POWER FAILURE MAY TRAP SOMEONE ON AN ELEVATOR. BE SURE TO CHECK ALL ELEVATORS BY TELEPHONE TO SEE IF ANYONE IS TRAPPED.

The automated library system computer has a battery back-up system that allows the computer to shut itself down without loss of data in the event of a power failure. The OIC should check to be sure a member of the ALSO staff is aware of a power failure, and branches should be notified that the computer is down due to power failure.

28.0 ELEVATORS

Keys for the elevators are included on the OIC key ring. If an elevator malfunctions in the evening or on a Saturday, it should be shut down and "out of order" signs placed on it *if it is on the first floor*. Notes should be left for the Building Maintenance Manager and the switchboard operator, and a notation included on the OIC Report Form. Dover Elevator repairmen are on call around the clock, but they should not be called by the OIC unless someone is trapped on an elevator and the release efforts described herein have been unsuccessful, both public elevators are out of order, or an elevator is stuck somewhere other than the first floor and can't be moved. If an elevator is shut down, it should be left with the doors open on the first floor. Leaving an elevator in any other position will cause an alarm when the alarm system is switched on after the closing of the building. If the elevator can't be moved to the first floor, an ALSO staff member or the cleaning crew supervisor should contact ADT and request that they bypass that part of the alarm system when it is set for the night.

Be sure to leave notes at the switchboard and for the Building Maintenance Manager and the Dover Elevator repair personnel describing the problem. Indicate it in the OIC report as well to ensure that Dover Elevator is called as early as possible on the next business day.

A trick that will often return a stalled elevator to normal operation is to go to the appropriate elevator equipment room and switch the power off and then on again, then call the elevator to the floor farthest from the location where it's stuck. If someone is trapped on an elevator, it should be possible to gain entrance using a special "key". One of these keys is kept at the Information Desk, another is available at the switchboard, and the custodial staff and the guards have several others. All OIC's should be familiar with the use of these keys. If these efforts to release patrons trapped in an elevator are unsuccessful, CALL THE DOVER ELEVATOR EMERGENCY SERVICEMAN, OR, AS A LAST RESORT, CALL THE FIRE DEPARTMENT.

If someone is trapped in an elevator, assign a staff member to stay in communication by phone with the person or people on the elevator. Don't ask the switchboard operator to do this, someone who won't be interrupted should handle it. Keep those on the elevator posted of progress being made to release them, and reassure them that efforts are underway.

If an elevator alarm bell rings when the elevator is functioning properly, check the "Emergency Off" switch on the control panel in the elevator. It should be in the off (up) position.

Section 4105.191 of the Ohio Revised Code requires that a written report of any elevator accident that results in death or bodily injury be filed with the Department of Industrial Relations within 72 hours.

29.0 HEATING SYSTEM

All OIC's should receive a tour of the Mechanical Equipment Room and the Boiler Room in order to become familiar with the locations of the major items of equipment.

The only heating controls which an OIC is likely to actually operate are the control switches for the boilers on the Upper Level. These systems are normally controlled automatically or as needed by the maintenance staff. However, an unanticipated rapid change in temperature could cause the building to heat or cool quickly requiring that a boiler be turned on or off by an OIC.

The control switches are located in the boiler room on the Upper Level, one for each unit. The only switches which should concern an OIC are the off-on control switches on the left side of the control panels.

You may wish to call the Maintenance Manager and consult with him/her if you're in doubt about turning the heat on or off. He/She can be reached by beeper (see sections 6 and 10). If you turn the heat on or off, regardless of whether or not you've consulted the Maintenance Manager, please leave a note in his/her mailbox and mention it on the OIC Report Form.

30.0 CIRCUIT BREAKERS

When a breaker trips, it will often still appear to be in the "ON" position. To reset it, one must flip it to "OFF", leave it for about 20 seconds, then back to "ON". If a breaker trips again immediately, don't attempt again to turn it back on. Notify the Maintenance Manager. Depending on what is unavailable due to that particular circuit breaker being off, the OIC will need to make a decision as to whether immediate action is necessary or if it can wait until the next business day.

Circuit breakers identified by red dots should never be turned off. The red dots will usually be on the edge of the box opposite the switch. In some cases they may be on the actual switch. Occasionally someone turns off the circuit breakers that control the fire alarm system. Even if the breakers are turned back on immediately, this will cause ADT to call. If you receive such a call, ask if the alarm system has been restored. If not, check the circuit breakers to be sure they're on, then ask again if the system has been restored (these breakers are located in the box near the east entrance to the Mechanical Equipment Room on the Lower Level). Once the system has reset no further action is necessary other than noting the incident in the OIC Report Form.

The spotlights in the Auditorium should be turned off at closing time and turned on in the morning. Occasionally the sound system in the Auditorium is left on by groups that have met there. The breakers for the spotlights and the sound system are in the projection booth. The spotlights are controlled by breakers 6 through 10. The sound system is controlled by breaker #14. The Security Guards are responsible for turning off the spotlights and the sound system at closing.

31.0 SAFES

The OIC is required to check to see that the safes in the Business Office and Circulation are locked. The Business Office safe may be checked anytime after 5:30 on business days and anytime on Saturdays. The Circulation safe is not locked until closing time each day. The OIC Report Form includes a box to indicate that both safes have been checked.

32.0 MEETING ROOMS

Scheduled meetings for the current week are posted in the display case opposite the East Reference Desk on the first floor. The schedule is also distributed to the Information Desk, the switchboard, the Security Guards, the Children's Room, and the Circulation Division. The Board approved rules and regulations governing use of meeting rooms appear on the following pages.

Meeting rooms are normally scheduled in advance; however, the OIC may at his/her discretion, permit unscheduled groups to use a vacant meeting room provided they meet all of the remaining criteria set out in the document. (Be sure to confirm that the group is non-profit.) Someone from the group must fill out the Acceptance of Responsibility Form. This form can be obtained in the Community Relations Office or at the Information Desk.

If a group requests audio-visual equipment just before a meeting, you may, at your discretion, refuse the request or supply the following: opaque projector, overhead projector, and microphone. These items should be available in the projection room or from the Audio-Visual Division. Screens, lecterns, and flags are available in the meeting rooms. If the group making such requests was scheduled in advance, ask them to request equipment at the time they make the room booking in the future. All projectors, other than those mentioned above, and the videocassette equipment are only available when operated by library staff .

The scheduling book for all Main Library meeting rooms is kept at the desk of the Community Relations Assistant. OIC's may occasionally wish to refer to it.

