Table of Contents

DISASTER RESPONSE PLAN

- Introduction, Purpose, Delegations of Authority
- Immediate Emergency Response
- In-House Emergency Team
- Facilities: Locations of Emergency Systems
- Emergency Services
- Responsibilities for Collections Disaster Response & Recovery
- Collection Salvage Priorities & Supplies
- Staff Emergency Procedures

EMERGENCY PLANNING & RECOVERY DOCUMENTS

- Emergency History
- Locations Where This Plan is on File
- Map of Library
- Copies of Insurance Policy Declarations

Approved by Board of Library Trustees:

- Approved by Board during May, 2020 meeting
INTRODUCTION - Public Libraries across the Nation perform essential functions and services that may be adversely affected in the event of a natural or man-made disaster. In such events, Libraries should have continuity plans to assist in the continuance of their essential functions. Continuing to provide essential services is vital to an organization’s ability to remain a viable entity during times of increased threats from all hazards, manmade or natural. While Libraries may be forced to suspend some operations due to the severity of a disaster, an effective Continuity of Operations Plan can assist an organization in its efforts to remain operational, as well as strengthen the ability to resume operations.

PURPOSE - This plan provides guidance to the Coleman Area Library and may serve as the plan for maintaining essential functions and services during a natural or man-made disaster, pandemic or other emergency.

DELEGATIONS OF AUTHORITY – During a natural or man-made disaster, pandemic or other emergency, absenteeism maybe significant, as such, the Coleman Area Library has established delegations of authority that are at least three deep to help assure continuity of operations over an extended time period. Delegations of Authority are listed, in order, as: President of the Library Board of Trustees, Library Director, Library Assistant or other designated employee.

IMMEDIATE EMERGENCY RESPONSE GUIDANCE

- Remain Calm
- Assess your own safety and help others, if you are able.
- Elicit help from a co-worker or another person in the area.
- Act to protect lives, then physical property, then personal property.

MAKE THE FOLLOWING PHONE CALLS in the order shown, based on the type of emergency

<table>
<thead>
<tr>
<th>TYPE OF EMERGENCY</th>
<th>WHO TO CALL:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>911/Library Director</td>
</tr>
<tr>
<td>Physical Injuries</td>
<td>911/Library Director</td>
</tr>
<tr>
<td>Gas / Electrical Emergency</td>
<td>911/Consumer’s Energy 800-477-5050/Library Director</td>
</tr>
<tr>
<td>Water Line Emergency</td>
<td>Coleman DPW 989-465-9182/Library Director</td>
</tr>
<tr>
<td>Building or Equipment Damage</td>
<td>Library Director</td>
</tr>
<tr>
<td>Collection Damage</td>
<td>Library Director</td>
</tr>
<tr>
<td>Computer Damage</td>
<td>Library Director/Information Technology Staff</td>
</tr>
<tr>
<td>All emergencies after working hours</td>
<td>Library Director</td>
</tr>
<tr>
<td>Pandemic or Infectious Disease Outbreak</td>
<td>Library Director/Midland County Health Department (989) 832-6380</td>
</tr>
</tbody>
</table>
Disaster Team

The Disaster Team will be comprised of the Library Management Team, which includes the following:

- Library Director
- Members of the Library Board of Trustees
- Library Assistant or other Staff as designated by the Director or Library Board
- Information Technology Staff

FACILITIES: LOCATIONS OF EMERGENCY SYSTEMS

Building Location: 111 First St. Coleman, MI 48618

A. Main Utilities
   1. Main water shut-off valve: Mechanical room
   2. Main electrical cut-off switch: Mechanical room
   3. Main gas shut-off: On exterior meter on north side of building
   4. Heating/cooling system controls: Individual wall control units

B. Fire Extinguishers Locations:
   - Adult Services Reading Area (at front/East side of building) – 1
   - Front Desk (hallway behind desk area) – 1
   - Lobby/Entrance – 1
   - Staff Lunch Room – 1

C. Fire Extinguishers – all are type ABC
   1. Type A – wood, paper, combustibles
   2. Type B – gasoline, flammable liquid
   3. Type C – electrical
   4. Type ABC – combination (all fire extinguishers are this type)
   5. Halon

D. Fire Alarm Pull Boxes (use floor plan)

E. Smoke Detectors (use floor plan)

F. Keys - Individuals with master and/or special keys:
   1. Janitor – Special
   2. Library Director – Master
   3. Library Assistant – Master
   4. Library Pages – Special
   5. Library Board Members – Special
   6. IT Staff - Special

G. First Aid Kits
   1. Located in Staff Lunch Room cabinet

H. Civil Defense
   1. Midland County Office Of Emergency Management (989) 832-6750

I. MSDS (material safety data sheets)
   1. Hallway near rear entrance of library
Emergency Services

Company/Service and Name of Contact Phone #

- Fire Department: 911 or Coleman Community Fire Department (989) 465-9351
- Police/Sheriff: 911 or Coleman Police Department (989) 465-1711
- Ambulance: 911
- Civil Defense: 911 or Midland County Office Of Emergency Management (989) 832-6750

Maintenance/Utilities

- Plumber: Lewis Brothers HVAC (989) 465-6391
- Electrician: Lewis Brothers HVAC (989) 465-6391
- Locksmith: Gilboe's Lock & Safe (989) 773-1470
- Gas Company: Consumer’s Energy (800) 477-5050
- Electric Company: Consumer’s Energy (800) 477-5050
- Water Utility: City of Coleman DPW (989) 465-9182

Insurance

- Insurance Company: Burnham & Flower
  Agent/Contact: Jon Johnson (269) 341-9764
  Main Office: in Kalamazoo (888) 748-7966
  Policy Number: General Liability (Commercial) Policy #: PKG81410033
- Worker’s Compensation / Accident Fund Policy #: WCV 0325873 19 01
  Contact: (800) 748-0554

Disaster Recovery Service:

- Fire & Water Restoration Specialist: Hammer Restoration (989) 773-3473
- Account Number: M-18-0120-WTR-E
- Services available:
  _____x____Water Recovery   _____x_____ Fire Recovery
  _____x___ Mold Remediation _____x ___ Environmental Control

Disaster Recovery Service:

1. Exterminator: Midland Pest Control (989) 631-3574

Disaster Recovery Service:

2. Legal Advisor: Anne M. Seurynck, Attorney with Foster Swift Collins & Smith, (616) 726-2240
## Responsibilities for Collections Disaster Response

### Assessment & Documentation

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assesses and estimates the type and extent of the damage.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Contacts insurance company or risk management and completes required forms.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Ensures proper documentation of damage (pictures, videos, etc.)</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Reviews collections priorities list and confirms or adjusts it based upon damage assessment.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Estimates number of personnel needed to complete the work and how long recovery will take.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Evaluates &amp; recommends if salvage can be done in house with staff, or if a consultant and/or disaster recovery service is needed.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Identifies locations for storing materials out of building if a commercial disaster recovery service is not used.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Formulates logistics for packing and moving materials from the building if a commercial disaster recovery service is not used.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Records all major decisions and a chronology of events.</td>
<td>Library Director or designated employee</td>
</tr>
</tbody>
</table>

### Communications

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handles all public relations &amp; the media.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Provides communication with workers.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Interacts with the board of library trustees</td>
<td>Library Director</td>
</tr>
</tbody>
</table>

### Financial Issues

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tracks the monetary impact of all decisions.</td>
<td>Library Director, Bookkeeper</td>
</tr>
<tr>
<td>Arranges for funds necessary to buy supplies, equipment, food, etc.</td>
<td>Library Director</td>
</tr>
</tbody>
</table>
### Salvage Operations

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deploys work teams.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Supervises work teams in proper packing and personal safety.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Keeps inventory of items being removed or discarded.</td>
<td>Library Director or designated employee</td>
</tr>
</tbody>
</table>

### Supplies and Equipment

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible for ordering, delivery and dispersal of sufficient quantities of the appropriate materials for packing.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Responsible for ordering, delivery and dispersal of sufficient quantities of food, water and other comfort items for the workers.</td>
<td>Library Director or designated employee</td>
</tr>
</tbody>
</table>

### Building Issues

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>All issues leading up to the eventual restoration of the building to normal.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Identification of locations for response and salvage activities.</td>
<td>Library Director or designated employee</td>
</tr>
</tbody>
</table>

### Personnel Issues

<table>
<thead>
<tr>
<th>Task</th>
<th>Responsible Party</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides communications with staff.</td>
<td>Library Director or designated employee</td>
</tr>
<tr>
<td>Handles health, safety and comfort (physical and emotional) concerns.</td>
<td>Library Director</td>
</tr>
<tr>
<td>Coordinates and monitors the use of volunteers.</td>
<td>Library Director or designated employee</td>
</tr>
</tbody>
</table>
1. **Salvage Priorities – Collections** Listed below are those portions of the collection to which salvage priorities have been assigned.
   - Library Board Minutes
   - Local history and genealogy collections including original copies of the Coleman Tribune
   - Paintings and photography by local artists, part of our permanent collection
   - DVDs
   - Audio Books
   - Reference Collection
   - All other collections, as possible

2. **Salvage Priorities – Bibliographic Records**
   - Bibliographic Records for all of the Library’s holdings are found in the TLC database. The integrity of the Library’s collection can be re-established with these records. TLC has established provisions where all bibliographic records are backed-up and stored offsite. In the event of a catastrophic event to the TLC headquarters, bibliographic records can be restored with backup files. As a result of the backups of the bibliographic records, there are no salvage priorities for this area.

3. **Salvage Priorities – Administrative Records** Listed below are the priorities for salvaging administrative records that are vital to recovery operations, including personnel records.
   - Board & Staff Generated Financial Reports
   - Cash in the Receipts and Petty Cash drawers
   - Accounting and financial statements processed by accounting firm: Weinlander Fitzhugh
     601 Beech St., Clare, MI 48617
     Phone (989) 386-3481
     Fax (989) 386-3462
   - Banking information:
     Chemical Bank
     375 E Railway St, Coleman, MI 48618
     Phone: (989) 465-6121
   - Safety Deposit Box
   - Personnel information and payroll records available in QuickBooks, maintained by bookkeeper.
   - Employee insurance information:
     Aflac Supplemental Insurance
     Account # HG835
     Representative: Duane Wilson, e-mail: d2_wilson@us.aflac.com  Phone: (989) 475-4540
     Aflac's Main office in Columbus, GA  1-800-992-3522
   - Employee Retirement Account information:
     Benjamin F. Edwards & Co.
     120 McDonald St.
     Midland, MI 48640
     Phone: (989) 835-3000
     Fax: (989) 835-7462
4. Salvage Priorities – Other
   - Information Technology – Network server is backed up in the cloud. All library policies and important documents are periodically backed up to an external hard drive and to the cloud.

Staff Emergency Procedures

Medical Emergencies: Staff
If a staff member or volunteer is seriously ill or injured:
   1. Notify the Library Director immediately.
   2. Give minimum first aid necessary and decide what additional treatment is required (call Fire Department, paramedics, ambulance, other).
   3. Do not attempt to move a person who has fallen and who appears to be in pain.
   4. Avoid unnecessary conversation with or about the ill or injured person. Limit your conversation to quiet reassurances.
   5. After the person has been taken care of and the incident is over, remain available to help with pertinent information for a medical report or, if applicable, a Workers' Compensation report.
   6. Contact Administration for any questions concerning Workers' Compensation.

Medical Emergencies: Patron
When an employee or volunteer observes a patron who appears to be ill or injured:
   1. Notify the Library Director immediately.
   2. Give minimum first aid necessary and decide what additional treatment is required (call Fire Department, paramedics, ambulance, other).
   3. Do not attempt to move a person who has fallen and who appears to be in pain.
   4. Avoid unnecessary conversation with or about the ill or injured person or members of his/her party. Limit your conversation to quiet reassurances.
   5. Do not discuss the possible causes of an accident or any conditions that may have contributed to the cause.
   6. Under no circumstances should an employee or volunteer discuss any insurance information with members of the public.
   7. After the person has been taken care of and the incident is over, remain available to help with pertinent information for a medical report.

Phone Threat, Mail Threat, and Suspicious Object
If you receive a telephone threat:
   1. Remain calm. Listen carefully. Be polite and show interest. Try to keep the caller talking so you can gather more information.
   2. If possible, signal the Library Director or contact the Director as soon as the caller hangs up.
   3. Call the police.
   4. Promptly complete a telephone threat report, writing down as many details as you can remember. This information will be needed by police interviewers.
   5. Do not discuss the threat with other staff.
   6. If evacuation is ordered, go to a designated area.
If you receive a written threat or a suspicious package or if you find a suspicious object anywhere on the premises:

1. Keep anyone from handling it or going near it.
2. Notify the Library Director immediately.
3. Call the police.
4. Promptly write down everything you can remember about receiving the letter or package, or finding the object. This information will be needed by police interviewers.
5. Remain calm. Do not discuss the threat with other staff members.
6. If evacuation is ordered, go to a designated area.

Fire

If a fire occurs in your area:

1. Remain calm.
2. Call the Fire Department.
3. If the fire is small, attempt to put it out with a fire extinguisher.
4. Do not jeopardize your personal safety.
5. Never allow the fire to come between you and an exit.
6. Disconnect electrical equipment that is on fire if it is safe to do so (pull the plug or throw the circuit breaker).
7. Notify the Library Director of the location and extent of the fire.
8. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Go to a designated area.
10. Do not open hot doors. Before opening any door, touch near the top. If the door is hot or if smoke is visible, do not open the door.
11. Do not attempt to save possessions at the risk of personal injury.
12. Do not return to the area until cleared by emergency personnel.

Toxic Events, Chemical Spills/Release and Fires

If a chemical spill occurs within the building:

1. If toxic chemicals come in contact with your skin, immediately flush the affected area with clear water. Use shower in the Mechanical Room if needed.
2. Notify the Library Director of the extent and location of the spill.
3. If there is any possible danger, evacuate your area.

If a chemical fire occurs within the building:

1. Remain calm.
2. Call the Fire Department.
3. If the fire is small, attempt to put it out with a fire extinguisher.
4. Do not jeopardize your personal safety.
5. Never allow the fire to come between you and an exit.
6. Notify the Library Director of the location and extent of the fire.
7. Evacuate your area if you are unable to put out the fire. Close doors and windows behind you to confine the fire. Go to a designated area.
8. Do not break windows. Oxygen feeds a fire.
9. Do not attempt to save possessions at the risk of personal injury.
10. Do not return to the area until cleared by emergency personnel.
In the event of a **toxic spill** outside of the building, most likely caused by a train derailment or tanker truck accident:

1. Notify the Library Director immediately.
2. Call Police and Fire Departments, giving location of spill.
3. Evacuate the building only if instructed to do so.

**Earthquakes**

In the event of an earthquake:

1. Remain calm.
2. Stay in the building. Take shelter within a doorway, in a narrow corridor, or under a heavy table, desk or bench.
3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
4. Do not attempt to leave the building.

After the earthquake has stopped:

1. Remain alert for aftershocks.
2. Listen to local radio stations for instructions.
3. Assist those who have been trapped or injured by falling debris, glass, etc. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
4. Evacuate the building if safe to do so. Do not re-enter until the building has been declared structurally sound.
5. Check for broken water pipes or shorting electrical circuits. Do not use a match, candle or lighter to find your way, since there may be flammable gas in the air. Shut off utilities at main valves or meter boxes. Turn off appliances.
6. Do not use the telephone, except in a real emergency. The lines should be kept free for emergency rescue operations.
7. Ensure that sewage lines are intact before running water or flushing toilets.

**Tornadoes / Severe Thunderstorms**

**Definitions**

**Watch**

- A watch is issued by the National Weather Service (NWS), indicating that a particular weather hazard is possible, i.e., those conditions are more favorable than usual for its occurrence.
- A watch is a recommendation for planning, preparation, and increased awareness (i.e., to be alert for changing weather, listen for further information, and think about what to do if the danger materializes).

**Warning**

- A warning is issued by National Weather Service (NWS) local offices, indicating that a particular weather hazard is either imminent or has been reported.
- A warning indicates the need to take action to protect life and property. The type of hazard is reflected in the type of warning (e.g., tornado warning, blizzard warning).
Severe Thunderstorm
- A thunderstorm produces tornadoes, hail 0.75 inches or more in diameter, or winds of 50 knots (58 mph) or more.
- Structural wind damage may imply the occurrence of a severe thunderstorm.

Tornado
- A tornado is a violently rotating column of air in contact with the ground and extending from the base of a thunderstorm.

1. Early Warning and Precautions
   a. In the event a tornado warning is issued or a severe thunderstorm warning is issued in conjunction with a tornado watch, it is likely that an emergency siren will sound.
   b. Staff should monitor local radio stations or other emergency broadcasts to determine the condition and its time period.
   c. If it is a severe weather notification, the weather condition end time will be broadcast.

2. What to do when an Emergency Alert is issued
   a. The sirens are used to notify residents of any emergency requiring mass notification.
   b. Local radio stations will broadcast a detailed description of the emergency
   c. If it is a severe weather notification, the weather condition end time will be broadcast.
   d. During severe weather conditions, all services will be suspended and all staff will implement the following precautions until the expiration of the condition:
      1. In a building, move to the lowest level and seek shelter in an interior room or hallway away from windows.
      2. If outside and unable to get inside, lie flat in a ditch or depression.
      3. Stay away from windows.
      4. Do not remain in an automobile. Do not attempt to flee from a tornado in a car or vehicle. They are no match for the swift, erratic movement of these storms.

Explosion
1. Remain calm.
2. Be prepared for possible further explosion.
3. Crawl under a table or desk. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
4. Be guided by the administration. If evacuation is ordered, go to a designated area.
5. Do not move seriously injured persons unless they are in obvious, immediate danger (of fire, building collapse, etc.).
6. Open doors carefully. Watch for falling objects.
7. Do not use matches or lighters.
8. Avoid using telephones.

Power Outage
If a power outage occurs:
1. Remain calm.
2. Provide assistance to patrons and staff in your immediate area.
3. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
4. If instructed to evacuate, go to a designated area.
5. Secure the building from vandalism, intrusion, and fire.
Pandemic or emerging infectious disease outbreak

1. During an emerging infectious disease or pandemic, the Library Director will inform all employees regarding protective actions and/or modifications. The Library Director will communicate frequently with employees, particularly any who are in harm’s way.

2. Guidance and instructions on established infection control measures are provided by the Centers for Disease Control (CDC) to assist in limiting the spread of infectious disease at the primary and alternate worksite. Within the workplace, these measures could take the form of:
   a. Modifying the frequency and type of face-to-face employee encounters (e.g., placing moratoriums on hand-shaking, substituting teleconferences for face-to-face meetings, staggering breaks, posting infection control guidelines)
   b. Establishing flexible work hours or worksite, (e.g., telecommuting)
   c. Promoting social distancing between employees and customers to maintain six-feet spatial separation between individuals
   d. Implementing strategies that request and enable employees with an infectious disease to stay home at the first sign of symptoms.

3. The Library Director and/or any designated employee(s) will:
   a. Implement a formal worker and workplace protection strategy with metrics for assessing worker conformance and workplace cleanliness.
   b. Ensure a supply is available of any necessary protection equipment, such as masks, gloves or cleaning materials.
   c. Track and implement changes in approved or recommended protection measures.
   d. Ensure essential personnel are at the primary worksite, as needed.
   e. Reaffirm that essential suppliers have their material and personnel on-hand and are able to respond and support as planned.
   f. Coordinate with local public health and emergency response points of contact to ensure open, adequate communications.
   g. Conduct risk assessments and routinely evaluate effectiveness of selected mitigation, prevention, protection, or control measures until local public health advisors have declared the pandemic or infectious disease emergency has passed.
Emergency History
In the space below, describe emergencies which have occurred. Include the date, the location within the building, the number of materials affected, recovery procedures, and the resources (time, money, personnel, etc.) needed for complete recovery from the emergency. Also note any vendors or suppliers used in recovery actions and evaluate their performance for future reference. This section should be updated after any emergency occurrence.

- Date: 9-27-17
  Emergency type: Lockdown.
  Description: Two counties (including Midland) under Community lockdown during police search for armed man who assaulted a woman with a knife.

- Date: 3-2-18
  Emergency type: Lockdown
  Description: Two counties (including Midland) under Community lockdown when a CMU student murdered his parents visiting on campus.

- Date: 6-26-18 through 6-30-18
  Emergency type: Flooding, within interior of library
  Description: Water heater sprung a leak over weekend, flooding the kitchenette and adjoining office. Hammer Restoration removed the water and installed 2 large drying fans for 4 1/2 days to dry the floors, cupboards, baseboards and walls. Total cost $2142.06.

- Date: 1-31-20
  Emergency type: Lockdown
  Description: Several police units, including swat team, locked down the City of Coleman in response to a man involved in a standoff after threatening his wife and a police officer with a weapon.

- Date: March – May 2020
  Emergency type: global pandemic COVID-19
  Description: By order of the Governor of Michigan, all non-essential workplaces (including public libraries) closed to help stop the spread of COVID-19.
Locations Where This Plan Is On File

In-House:
Library Director’s Office
Library Assistant’s Office

Off-Site:
Home of the Library Director
Home of the President of the Library Board
Home of the Bookkeeper
Home of the Library Assistant

Map of the Coleman Area Library. Exits are circled in red.