

## Communicating and Decision Making in Emergencies

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### General Guidelines:

**We aim to keep normal access and normal hours for our libraries.** Staff at service points at the library should be informed by their supervisor, or another library administrator, if there is a potentially troublesome event and know to be alert. We want to continue to be the safe, peaceful space for students to focus on their work as long as possible. Our plan is to stay open unless there is imminent danger. In cases we can anticipate potential problems, we will suggest actions for various scenarios in advance or make early plans for adjusted hours.

**If groups of people enter the library who seem to have the intent to be destructive or violent, or who have been destructive on their path to the library, close and lock the doors** to limit the number of people coming. Above all BE SAFE. Do not put yourself physically in harm's way. Libraries with key card access are controlled by UCPD and may be locked by them; we have no control of this and at times it happens without advance notice. If this happens at your library, communicate that to other library staff as noted below. As soon as the danger has passed the library will reopen, allowing people to freely leave and enter as normal.

### Communication:

**If something unusual is happening, contact your supervisor.** The Chief Operations Manager, Division Head, and AUL should all be contacted. It is recommended to start with a call to your immediate supervisor and then work your way up the phone tree until you reach someone. It can be useful to send an email and/or text at the same time.

**If you have an urgent concern, contact UCPD** for help, and then notify the supervisors. Dial 911 from campus phones or 642-3333 from cell phones.

**At the time of the emergency we will use a group email** consisting of the Library Lead Team, Division Heads, Chief Operations Managers, Library Security, and Preservation folks in cases of broad emergencies. All people who reply to those messages should "Reply to All". Continue to send updates, information, and questions to that list.

**If a library is impacted, the staff member on site should submit a library incident report and a manager should send a message to libstaff@** if there are changes in hours or services that other units should know about in order to make effective referrals.

Also – ensure all library staff and student employees in your division:

- Subscribe to the campus WarnMe alerts
- Know the unit's general emergency plans and emergency telephone tree
- Know the unit's evacuation procedures and meeting locations
- Know how to contact you if they have questions or concerns about a situation