

# **Wisconsin Valley Library Service**

# **DISASTER PLAN**

**November ~~2009~~ 2014**

# TABLE OF CONTENTS

FOREWORD.....	Page 1
WHAT CONSTITUTES A DISASTER?.....	Page 2
GENERAL RESPONSES TO BASIC DISASTERS...	Page 3
SPECIFIC STAFF RESPONSE/S TO SERVICE DISRUPTIONS CAUSED BY BASIC DISASTERS.....	Page 8
<del>WVLS STAFF, FACILITY AND SERVICE ISSUES..</del>	<del>Page 10</del>

## APPENDICES:

- A. Marathon County Tornado Plan
- B. Marathon County Bomb Threat Plan
- C. Marathon County Public Library Fire Plan
- D. WVLS Communication Chain
- E. Emergency Contact Information
- F. Offsite Documents / Data
- G. Vendor Contact Information

## FOREWARD

This document is intended as a guideline for use when certain “disasters” occur which would render the WVLS office areas unavailable or uninhabitable. It is recognized that no plan written ahead of a particular disaster is likely to take into account all of the difficulties and needs that will occur as the disaster unfolds. Each event will need to be remedied as necessary based on the severity of the specific conditions.

In developing these guidelines, it is understood that flexibility and communications are the two most important underlying themes in responding to any type of disaster. It is hoped that these guidelines will not need to be instituted at any time. However, it is imperative that a plan of action be developed so that, if a disaster should render the offices uninhabitable (for any reason), the service mandates of the Wisconsin Valley Library Service will continue to be met.

At the heart of these guidelines is the continuation of services to our member libraries. Their needs will continue to be met, regardless of whether service is provided from the existing office space or from temporary space/s set up during an emergency.

## WHAT CONSTITUTES A “DISASTER”?

The following conditions were identified as the most likely ones that could create major service disruptions for the Wisconsin Valley Library Service (WVLS):

- Tornado
- Fire
- Power Disruption
- **Security Breach**

Within each of these major categories are also some other conditions that could cause disruption of WVLS services. Other disaster scenarios such as excessive wind/snow/rain, the detection of toxic materials in the workplace, or bomb threats (see Appendix B) could cause disruptions, but it is unlikely that these types of disruptions would be of lengthy duration. The response to these types of disruptions would be more general and specific to the incident. How the staff would handle periods of heavy snow or even the presence of toxins in the workplace would differ from how they would handle damage from a tornado or fire that damaged the Marathon County Public Library (MCPL) building. Therefore, this plan focuses on the WVLS response to the ~~three~~ **four** major categories identified above – tornado, fire, ~~or~~ power disruption **or security breach**.

**Members of the WVLS Disaster Response Team (DRT) include: Marla Sepnafski, Director; Augo Hildebrand, Business Manager; and Joshua Klingbeil, IT Director.**



# GENERAL RESPONSES TO BASIC DISASTERS

## TORNADOES

### During Office Hours

Marathon County maintains an array of tornado warning sirens located throughout the county. These sirens are tested each spring at the onset of "tornado season," which runs generally from April through September. However, a tornado can strike at any time if the weather conditions are right.

The main branch of the MCPL maintains a tornado shelter in the basement level for customers and staff, including the staff of WVLS. If a tornado is spotted in Marathon County, the sirens will be used to alert the populace. Should conditions warrant, MCPL will institute its tornado plan (see Appendix A), and staff and patrons will be advised to seek shelter. ~~The intercom system through the telephones serves as the warning for WVLS staff and, when MCPL staff advises that there is a tornado alert and to seek shelter ...~~

WVLS staff whose workstations are located in the main suite of WVLS offices on the basement level will remain there. Those whose workstations are close to outside windows will move toward the center of the suite.

WVLS staff ~~whose workstations~~ **who** are located anywhere else in the MCPL building will collect their ~~coats, handbags, etc.~~ **work/personal items** and ~~bring them along~~ **return** to the main WVLS suite area on the basement level.

The WVLS staff will remain in the tornado shelter area until the "all clear" is sounded, and MCPL personnel advise that it is safe to reoccupy workstation areas.

In the event of damage to the MCPL building, WVLS staff will remain in the shelter until public safety officials advise that it is safe to exit the building. If power is disrupted, and damage to the building is evident, staff will not be allowed in the office areas, other than the main WVLS suite, to retrieve personal items (this is why staff should collect these things prior to coming to the main office area when they are advised to seek shelter). WVLS staff will follow the instructions of public safety officials both inside and outside the MCPL building. WVLS staff shall remain together at all times.

~~The WVLS Director, Financial Assistant or IT Director~~ **A DRT representative** (or other person designated by the assembled staff) will remain in contact with MCPL officials concerning re-occupancy of the building, and the timetable for repairs. At this time, various scenarios for recovery will be discussed by staff members **by** using the "communication chain" ~~(see Appendix C)~~ **outlined in Appendix C** ~~as soon as phone service is restored.~~

## During Non-Business Hours

If a tornado touches down in the downtown area, the news media will likely provide extensive coverage of the damage. City and county officials will undoubtedly respond by closing the downtown area to all but public safety officers and utility crews. WVLS staff is advised to follow all directions given by local and/or state officials regarding travel to the affected area(s). Staff will not report to work ~~the WVLS office~~ until these officials have given the "all clear" and conditions are once again safe for travel.

~~The WVLS Director, Financial Assistant or IT Director~~ **A DRT representative** will remain in contact with MCPL officials in order to determine the damage to the library building and specifically whether there is damage to WVLS office areas. It is the responsibility of the MCPL to repair any damage to the structure. Until the library building is deemed safe for occupancy, and power is restored, no WVLS staff shall report to the office for work. If it becomes necessary to safeguard equipment and records in preparation for a cleanup, then selected staff will be contacted by ~~the Director, Financial Assistant or IT Director~~ **a DRT representative** to report to the library. ~~The Director, Financial Assistant and IT Director~~ **DRT** will coordinate the "communication chain" (see Appendix D) ~~in order to keep all staff informed.~~

If damage to the building is minor, then the staff will report to work **the WVLS office** as soon as local officials and MCPL officials give the approval for occupancy. If the building is moderately damaged, then the Director will contact MCPL officials to determine the length of time the building may be closed. The "communication chain" will be used to alert staff.

If there is major damage to the building and it cannot be reoccupied, the staff will be advised that one of the ~~disaster plans (see pages 7-10)~~ **scenarios outlined on pgs. 8-10** will be put into effect **implemented.**

~~The safety of the staff is paramount. As long as travel throughout the region is limited and public safety officials ask people to remain at home, no staff member will be required to report to work. Only after local officials and public safety officials have given the "all clear" will staff be advised to travel to work. This travel will only be required if the offices can be reoccupied and the MCPL building is rendered safe for occupancy. Should Staff who experience problems in returning to work because of the incident, they should report their difficulties to the Director, Financial Assistant or IT Director DRT and determination will be made as to how their 'work time' will be recorded~~ **work may be completed and how work/non-work time will be recorded.**

## **FIRE**

### During Office Hours

The MCPL has smoke and heat detectors located throughout the building. Should the fire alarm be sounded **activate**, the WVLS staff has a predetermined evacuation route (see Appendix C) which goes into effect **will exit the building via a prearranged evacuation route (see Appendix**



~~C). On a regular basis, MCPL has drills which are overseen by the Wausau Fire Department to assure that staff is exiting from the building in an expeditious manner. WVLS staff will take personal belongings such as coats, keys, etc., in the event that the building cannot be reoccupied. If it is necessary to vacate the building, the staff will remain together until released to go home~~ **leave the premises** or to return to their workstations.

~~In good weather, staff will gather on the front steps of the Federal building across the street from the library. If the weather is bad, staff will gather in the food court of the Wausau Center Mall.~~

Should smoke or a fire be detected in the building during the day requiring the offices to be evacuated, the staff will wait for instructions from the fire department or MCPL officials before re-entering the building. If it is a minor fire and the building can be reoccupied within a matter of an hour or so, then the staff will be advised to wait until the “all clear” is given and report back to their workstations. If it is determined that the building cannot be reoccupied only after the normal work hours, the staff will be released to leave the area **by a DRT representative**.

### **During Non-Business Hours**

Should a fire occur in the MCPL building when the building is closed, and, if it is possible to do so, ~~the WVLS Director, Financial Assistant or IT Director~~ **a DRT representative** will contact MCPL officials to determine the extent and location of the damage and update the staff of the situation using the “communication chain” (see Appendix D).

**If there is major damage to the building and it cannot be reoccupied, the staff will be advised that one of the scenarios outlined on pgs. 8-10 implemented.**

## **POWER DISRUPTION**

Power outages may be caused by weather as well as by human intervention of some sort. As with the scenarios for tornadoes and fires, power disruptions may also cause disaster plans to be implemented. If power outages are caused either by a tornado or a fire, then the responses to those scenarios will be followed. However, if a power disruption is caused by equipment failure in the building, or other weather-related problems such as ice storms or high wind, or by other unspecified natural or man-made causes, ~~then the staff in one of the following ways:~~ **WVLS will adhere to the following guidelines.**

### **During Business Hours**

If a power outage occurs within the library building and immediate vicinity, the WVLS staff will wait for a period of at least an hour, or until **remain in the office until power is restored.**

**Should power not be restored within an hour or should WVLS be** notified that the outage will last for a longer period. ~~If this is the case, then the staff will be released to~~ **a DRT representative will release staff to either** leave the building after securing their workstations per normal procedures, **or work offsite at a predetermined location.**

If there is a general power outage regionally, staff will be directed to follow instructions of appropriate local or county officials.

### **During Non-Business Hours**

~~If the power remains out for a period of time and the MCPL building is unavailable for occupancy, the "communication chain" (see Appendix D) will be utilized to maintain communication between staff. Until power is restored and the MCPL building can be reoccupied, WVLS staff will not report to work~~ **offsite at predetermined locations if possible.**

In the event of major power disruptions statewide or nationally, WVLS staff is advised to follow the instructions of state or federal officials. The "communication chain" will be used to maintain contact as much as possible with the staff. **Until power is restored and WVLS office areas may be reoccupied, staff will work offsite at predetermined locations.**

**If there is major damage to the building and it cannot be reoccupied, the staff will be advised that one of the scenarios outlined on pgs. 8-10 implemented.**

## **SECURITY BREACH**

**A security breach may be caused in the following ways:**

- **Physical computer equipment is compromised**
- **The network is compromised**
- **Physical resources are compromised**
  - **paper documents**
  - **computers, flash drives, etc.**
  - **credit cards**
  - **safe**
  - **file cabinets**

**Regardless of whether a security breach is discovered during business/non-business hours, the DRT will do the following:**

- **determine whether the incident involved personally identifiable information;**
- **determine the extent of the incident;**

- **develop a plan to recover from the incident and develop processes/procedures to mitigate future occurrences (assistance from consultants or experts in the field may be required)**



## SPECIFIC STAFF RESPONSE/S TO SERVICE DISRUPTIONS CAUSED BY BASIC DISASTERS

Depending on the severity of the problem, whether a tornado, fire or power outage, the response by WVLS staff will be to determine the length of time that services will be interrupted **the DRT will determine the length of time that services will be disrupted and adhere to one of the three following scenarios.** Following this determination, one of three scenarios will be implemented based on the length of time service is disrupted. The scenarios (A-C) are based on short-term and long-term periods of disruption.

### Scenario A – One Day to One Week

- The WVLS Director **DRT** will contact members of the Executive Committee of the WVLS Board of Trustees and alert them to the problem and detail what damage (if any) has been done to the WVLS office areas, **the status of courier, ILS and network operations**, and what action steps will be taken. The WVLS Director will also provide status of courier, ILS and network operations.
- The WVLS Director will then use The “communication chain” (see Appendix D) will be used to alert **notify** staff members and to set the plans in motion **initiate the action plan.**
- Using a prearranged list of telephone/email contacts (see Appendix G), WVLS staff will notify courier services, DLTGL, member libraries and other relevant vendors (See Appendix G) about the temporary office closure. **Updates will be provided as necessary.**
- In the event that deliveries cannot be made to the MCPL building, the WVLS Financial Assistant **a DRT representative** will contact SCLS and Walco personnel **courier vendors** to halt MCPL and WVLS deliveries to the building until the building is accessible.
- The WVLS IT Director **A DRT representative** will contact SirsiDynix and WiseNet personnel **appropriate vendors and/or third party support** to do remote checks on the servers and other equipment in the server room. If necessary, new hardware and equipment will be purchased. If the Horizon servers **is are** destroyed, a new servers will be purchased and Horizon **vendor** support will be utilized to recreate the V-Cat database **network and infrastructure.** **The IT Director will regularly monitor the network and infrastructure to ensure optimal performance.**
- The Director, Financial Assistant and IT Director **DRT** will discuss any additional service issues that need to be addressed because of the closure of the offices and recovery plans for the office space. Other **Staff** members are encouraged to notify one of these three **a DRT representative** to report **about unresolved** issues that require attention.
- The Director, Financial Assistant or IT Director **A DRT representative** will contact the insurance agency **agencies to survey damaged office contents** if damage to office contents will need to be surveyed.

- WVLS staff, via the “communication chain,” will be advised to stay away from office areas until contacted that the “all clear” has been given, and it is safe to reoccupy them.
- **Staff will be advised to report to an offsite location to resume operations and service.** Regular salaries and benefits will remain in place during this time.

## Scenario B – One to Three Weeks

- **All steps outlined in Scenario A will be followed.**
- ~~The WVLS Director will contact members of the Executive Committee of the WVLS Board of Trustees and alert them to the problem and detail what damage (if any) has been done to the WVLS office areas and what action steps will be taken. The WVLS Director will also provide status of courier, ILS and network operations. The WVLS Director will then alert staff via the “communication chain” regarding the procedures which will take place.~~
- ~~Using a prearranged list of telephone/email contacts, WVLS staff will notify courier services, DLTCL, member libraries and other relevant vendors (See Appendix G) about the temporary office closure, and the plans for short term service.~~
- The Director, Financial Assistant and IT Director **DRT** will develop a plan to address immediate service needs for continuing at least limited service to member libraries (if possible) **and to provide the highest level of service possible under the circumstances.**
- In the event that deliveries cannot be made to the MCPL building, arrangements will be made to relocate the operation to a temporary hub.
- ~~The WVLS IT Director will contact SirsiDynix and WiscNet personnel to do remote checks on the servers and other equipment in the server room. If necessary, new hardware and equipment will be purchased. In the event that access to the server room is not available, arrangements will be made to relocate the operation to another location. If the Horizon server is destroyed, a new server will be purchased and Horizon support will be utilized to recreate the V-Cat database.~~
- ~~Appropriate staff will be advised to report to a secondary site or sites in order to begin the resumption of limited service.~~
- ~~The WVLS Director, Financial Assistant and IT Director **A DRT representative** will remain in contact with MCPL officials as recovery operations at the MCPL building are underway. Access to WVLS office areas will be requested as soon as possible to salvage documents and other necessary office information. Access will also be needed in order to expedite an insurance survey of the damage (if any) to the WVLS offices.~~
- The WVLS Director, Financial Assistant and IT Director **DRT** will focus on coordinating the repair process with MCPL officials and contractors, and will determine when the office may again be occupied by staff. Replacement equipment will be ordered and installed as quickly as possible.
- ~~Regular salaries and benefits will remain in place during this time.~~



## Scenario C – Three Weeks up to Three Months

If the WVLS work areas and/or the MCPL building is severely damaged, and cannot be occupied for a lengthy period of time, then the following plan will be instituted:

- **All steps outlined in Scenarios A and B will be followed.**
- The WVLS Director will ~~call the members of the Executive Committee of the WVLS Board of Trustees, and will schedule an emergency meeting of the~~ **WVLS Executive Committee** to discuss a plan of action developed by the ~~WVLS Director, Financial Assistant and IT Director (with input from other staff members)~~ **the DRT and other staff**. Modification of the budget may be required in order to carry out the proposed plan of action.
- Using a prearranged list of telephone/email contacts (see Appendix G), WVLS staff will notify courier services, DLTCL, member libraries and other relevant vendors (See Appendix G) about the plan to provide service from another location.
- ~~The WVLS IT Director will contact SirsiDynix and WiscNet personnel to do remote checks on the servers and other equipment in the server room. If necessary, new hardware and equipment will be purchased. In the event that access to the server room is not available, arrangements will be made to relocate the operation to another location. If the Horizon server is destroyed, a new server will be purchased and Horizon support will be utilized to recreate the V-Cat database.~~
- The ~~WVLS Director, Financial Assistant and IT Director~~ **DRT** will institute replacement services from another location, and will acquire the equipment necessary to carry out other system operations on a limited basis, if possible.
- ~~WVLS staff will report to the new location(s) in order to reestablish key services to member libraries.~~
- ~~The WVLS Director, Financial Assistant and IT Director will remain in contact with MCPL officials about the repairs to the building and access to WVLS office space. As soon as practical, an insurance survey will be done of the WVLS office space to begin the claims process.~~
- The ~~WVLS Director, Financial Assistant and IT Director~~ will focus on coordinating the repair process with MCPL officials and contractors, as well as **DRT will work to develop** on developing the temporary space into suitable quarters for system operations.
- Preliminary reports will be made to the WVLS Board of Trustees on the repairs, as well as on the long-term ability of MCPL to provide adequately repaired space to WVLS for operations. Emphasis will be placed on recreating records, services, and system functions as quickly as possible in the new space **to optimize operations**.
- ~~Regular salaries and benefits will remain in place during this time.~~

## DELETE THIS ENTIRE SECTION

### ~~WVLS STAFFING, FACILITY AND SERVICE ISSUES~~

~~If service is disrupted by weather or power outages, the issues of staffing, temporary office space and maintaining service must be addressed. Each scenario calls for different methods to implement either delayed service, limited service, or a reformulated plan of service.~~

~~In the event that **Scenario A** needs to be implemented (one day to one week interruption of service), the need for staff is minimal. Staff members will stay away from WVLS office areas, and only the WVLS Director, Financial Assistant and IT Director will be involved in notifying appropriate people and discussing recovery issues. It is likely that very little time will be spent except in maintaining telephone contact with the rest of the staff to track progress toward re-occupancy of the WVLS office space, and any clean-up that may be necessary. The Financial Assistant will notify the insurance carrier to acquire replacement equipment for immediate installation.~~

~~If **Scenario B** has to be implemented (one to three weeks interruption of service), the WVLS Director, Financial Assistant and IT Director will detail work priorities. Decisions will be made on which personnel will be asked to report for work, and where that temporary work place will be. The Financial Assistant will notify the insurance carrier to acquire replacement equipment for immediate installation. Depending on the work to be done, and the need for access to computers, staff may be assigned to several locations in order to accomplish a variety of work assignments. Temporary location for delivery, V-Cat and network operations are priorities, as administrative work can often be done from staff members' homes. This scenario will likely result in some staff members potentially having limited work hours during the duration of the disruption. Staff will return to the office as soon as repairs are completed, although it may also be possible for limited work to be done in the office areas prior to full resumption of service.~~

~~If **Scenario C** must be implemented (three weeks to three months interruption of service), the WVLS Director, Financial Assistant and IT Director will immediately begin the process of securing temporary quarters. Staff will be assembled as quickly as possible in the new quarters to set up an office layout, and begin service. The Financial Assistant will notify the insurance carrier to acquire replacement equipment for immediate installation. Adequate telecommunications will be installed for the staff to access required computer and telephone systems. It is anticipated that all staff will return to full time work and will provide as many of the pre-incident services as possible. Multiple locations for staff may be used as needed, depending on the severity of the damage at the MCPL site, length of time needed for renovation/repair, and whether some functions can be moved back into the offices sooner than other functions. The WVLS Director, Financial Assistant and IT Director will monitor the repairs to the office spaces, and when part of the space can be re-utilized, will move as many staff back as possible. Temporary space will be reduced as much as possible throughout this period until all staff can be returned to their workstations in the MCPL building.~~



## Chapter 8 Employee Safety & Health

### Section 12     Tornado Emergency Procedure:

We have established these emergency procedures to be followed by library employees and visitors in the event the Marathon County Public Library is threatened with damage or destruction by TORNADO activity, in order to protect their safety and well-being:

1.     When the National Weather service issues a SEVERE THUNDERSTORM WARNING or a TORNADO WATCH for Marathon County, the Office of Emergency Government and the Marathon County SKYWARN system will be activated.
2.     The Library will be furnished information pertaining to a severe weather situation as it develops via:
  - a.     Radio or Tone alert monitor
  - b.     Courthouse switchboard and/or Emergency Government Office
3.     When the library is informed that a SEVERE THUNDERSTORM WARNING has been issued for Marathon County, the Customer Service staff is assigned to monitor the severe weather situation. A SEVERE THUNDERSTORM WARNING means that there is severe thunderstorm activity in progress in Marathon County or will be shortly. REMEMBER: SEVERE THUNDERSTORMS BREED TORNADOS!
4.     TORNADO WATCH - When the library is informed that there is a TORNADO WATCH in Marathon County, employees and visitors will be informed immediately. A TORNADO WATCH means conditions are such in Marathon County that a TORNADO could develop. No tornado exists at this time. Employees should be alert during this period and be prepared to move to a shelter at a moment's notice.
5.     TORNADO WARNING - When the library is informed that a TORNADO WARNING has been issued for the City of Wausau, they should inform their employees and all visitors to take shelter immediately in areas designated in item 6.

A TORNADO WARNING means that a confirmed tornado has been sighted on the ground somewhere in Marathon County, or funnel clouds have been sighted by persons or on radar. Information relative to the direction and speed of movement will be furnished as it is available.

6. TORNADO PROTECTION AREAS - LOWER LEVEL

- Staff lounge
- Corridor running from elevator down to maintenance office.
- Corridor running from maintenance office to supplies/volunteer offices.
- Staff and patrons will be directed to the Lower Level away from windows and outside doors.
- Corridor running from elevator to WVLS office.
- Printing room opposite administration offices.
- Staff and patrons should stay away from any rooms/areas with windows, free standing shelving or machinery attached to ceilings.

7. STAFF ASSIGNMENTS

- Staff on the second floor will check and clear the second and third floors, directing patrons down the stairwell to the lower floor. Take grand staircase or other exits as required.
- Staff on first floor will make the P.A. announcement and direct nearby patrons downstairs. Staff on first floor will also bring the elevator to the 1st floor and lock it off. Take grand staircase to lower level.
- Information desk staff will clear the adult fiction, adult AV room and adult computer/typewriter room. Take 1st Street employee stairwell.
- Children's desk staff will clear the children's library and adult bathrooms. Take north stairwell or grand staircase to lower level.
- Lower floor staff will help direct patrons and other staff to designated safe areas on the lower floor.

8. ALL CLEAR - Employees and visitors should stay in the shelter areas until the ALL CLEAR is given.



## Chapter 8 Employee Safety & Health

### Section 13     Bomb Threats Involving the Library

A.     Objectives: Our primary objective in the event of a bomb threat is to ensure the safety of our employees and the public at the library.

B.     Communications:

1.     Receipt of a bomb threat via telephone call or via written or electronic message.

a.     If the call recipient's phone displays the incoming phone number be sure to record it.

b.     The person receiving the call shall write down what the person making the threat says and s/he should attempt to obtain as much information from the caller as possible. Here are some questions that can be asked:

- When is the bomb going to explode?
- Where is the bomb?
- What does the bomb look like?
- What kind of bomb is it?
- What will cause the bomb to explode?
- Did you place the bomb?
- Where are you calling from?
- What is your address?
- What is your name?

Do not hang up the phone.

Record the exact date and time of the call.

Record any details of the call including distinguishing features of the caller's voice, background noises, etc.

The call recipient should notify the Library Director, or if the Director is unavailable, a manager or the librarian at the reference desk.

Keep information about the call confidential until cleared by the Library Director. Employees should tell their manager/supervisor or a co-worker why they are leaving so that office coverage can be arranged. That information, in turn, shall be held confidential by its recipient.



If the bomb threat is communicated on a voice mail recording, do not delete the message.

- c. Upon receipt of a written or electronic message communicating a bomb threat (print the message if necessary), put the threatening message in a manilla envelope, take it to the Library Director's office. Keep the message confidential until cleared by the Library Director. Employees should tell their manager/supervisor or a co-worker why they are leaving so that office coverage can be arranged. That information shall, in turn, be held confidential by its recipient.

C. Threat Assessment

1. Upon notification of the threatening call or message, the staff should notify the Library Director, or if the Director is unavailable, a manager, or third the librarian on duty at the reference desk who shall immediately call the police by dialing 911.
2. The ultimate decision to evacuate all or portions of the Library shall be made by the Library Director. If the Library Director is not immediately available in person or over the phone, the decision shall be made by the manager who is available or the librarian at the reference desk if no manager is in the building.
3. The threat assessor shall consider whether outside assistance is needed from the Wausau Fire Departments or a Bomb Squad.

D. Evacuation Procedures

1. The Library intercom system, shall be used to advise building occupants of any decision to evacuate all or portions of the building. The following message will be used:  
  
***Your attention please! We need to evacuate the building immediately. For your safety, please leave immediately by the main entrance. The Library will re-open when the safety issue is resolved.***
2. Once the evacuation decision is made employees and the public shall leave the Library via evacuation routes.
  - Staff will clear all areas of patrons.



- At Wausau, when third and second floor are clear, the second floor staff will proceed to the first floor and inform staff that they are the last persons on their respective floors. Lower level staff must report to the first floor staff that they have left the building and that the lower level is clear.
  - The public will be encouraged to leave the area completely as a full search of the building could take one hour or more.
  - All staff, except the Director and the staff person receiving the call or message about the bomb threat, should leave the building. Staff should be alert to any unusual objects or packages and report these to the Director or the Police. Suspicious items are not to be moved or touched.
  - Staff and evacuees shall stay at least 300 feet away from the Library building and should re-group in the Wausau Mall in the food court area. Staff will be summoned from this area when it is safe to return to work.
  - At branch libraries, staff will clear all areas of patrons and inform the public that they should leave the library parking lot. Branch staff should designate a location where staff will meet while the building is being searched.
3. Persons designated to assist with the search shall be notified of the threat by the police and the Library Director.
  4. All persons evacuated shall take their personal belongings such as briefcases, purses, etc. with them.

E. Search Procedures

1. A search shall be conducted in all cases. The areas to be searched and the extent of the search shall be a decision made by the Police and Library Director.
2. Priority shall go to any vehicles parked near the Library either in designated employee or public parking lots or adjacent streets.
3. Doors should be left open when the building is evacuated.

F. Bomb or Suspicious Object Located

1. If a bomb or suspicious object is found, the searcher shall immediately report this finding to the Sheriff and/or threat assessors.



- a. Do not move, touch or handle any suspicious objects.
- b. The Sheriff or person in charge of the search shall make the decision as to how to respond to the suspicious object and shall determine the need for the assistance of a Bomb Squad or the Wausau Fire Department.

G. Return to Building

The decision to return to the building shall be made by the Police or person in the chain of command who made the original decision to evacuate.

Failure or refusal to evacuate, or returning to the Library building before the all clear is given shall subject employees to serious disciplinary action including their termination of the Library employment.

H. Media Communications

During the evacuation and/or search period, the Police or person making the threat response decision shall be the only person handling media inquiries. All others shall not give any information until the threat is believed to be over.



ITEM NUMBER: 8.22 a-]  
CHAPTER 8: Facility and  
Equipment  
Management  
CODE: Procedure  
COMPUTER 10: FMBUI-3

Title: Fire Plan  
Effective Date: 9-19-84  
Authorized By: Library Director  
Date of Last Revision: 1/2008

The Marathon County Public Library Fire Plan and Procedures follow.

## FIRE ALARM PROCEDURES

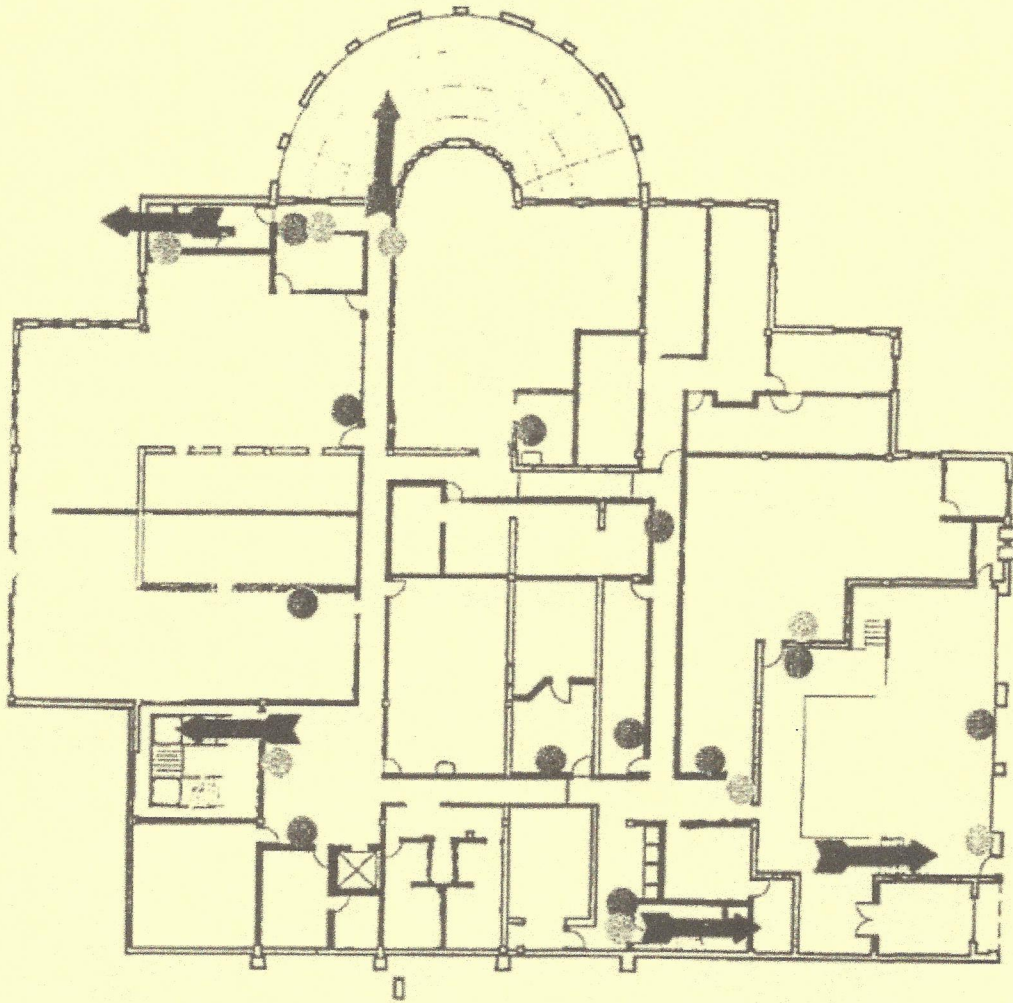
- A. When any fire alarm pulls are set off, either accidentally or in response to a fire or suspected fire, they are to be treated as an emergency situation. Even if an employee or a member of the public observes a child setting off a fire alarm, the situation is to be treated as an emergency.
- 1) Staff members are to **dial 911** and notify the Fire Department of an emergency situation at the Library.
  - 2) Staff will insure that all areas of the Library are vacated. Members of the staff and public must leave the building until fire alarms are de-activated and the Fire Department gives permission to enter the building.
  - 3) Fire Department representatives who react to the emergency situation should be informed of an accidental setting off of the fire alarm system, but should also be instructed to check out the building to insure an actual fire is not in progress.
  - 4) The fire alarm system may be shut off by library employees or maintenance employees if an alarm was accidentally set off.
  - 5) In the event of a fire, the fire alarm system should only be shut off by the Fire Department personnel who respond. A set of keys is kept in the electrical room on the alarm system door for the Fire Department to disarm the fire alarm system in the event it needs to be reset.
  - 6) Fire maps are posted throughout the building.
  - 7) Evacuation procedures should be followed by library personnel.
- B. When the fire alarm cover is removed but the alarm is not set off, the following procedures apply.
- 1) Call the Fire Department non-emergency phone number: 261-7900. Inform them that there is no fire or situation requiring the Fire Department to come to the library.
  - 2) Have Maintenance reset the cover.

**FIRE PLAN: Lower Floor**

**Procedures:**

- 1) In case of fire dial 911 and call in the fire. Be sure and give our street address- 300 N. First Street.
- 2) Trigger the nearest fire alarm. (See accompanying diagram.)
- 3) Exit the building through the nearest fire exit. (See accompanying diagram.)  
NOTE: The elevator will be locked off on the First Floor by the Circulation Desk staff.
- 4) Staff Assignments in Case of Fire:
  - \* Administration Staff will check and clear the Admin. Offices and restrooms on lower level.
  - \* Support Services Staff will check and clear the Offices and Garage, and Staff Lounge.
  - \* Mail Room/Supplies will check and clear their areas.
  - \* Maintenance Staff will check and clear the Maintenance Office.
- 5) Safety Tips.
  - \* Turn Off All Fans Before Leaving.
  - \* Close but DO NOT Lock Doors.
  - \* Fire Department policy suggests placing wheelchair patrons in the bathrooms. Staff can handle this as they see fit.
- 6) Fire Extinguishers/Fire Alarms.
  - \* There are 12 fire extinguishers and eight fire alarms on the Lower Floor. (See accompanying diagram.)
  - \* NOTE: Red dots denote fire extinguishers.  
Green dots denote fire alarms.  
Red arrows denote exits to be used.

ITEM NUMBER: 8.22 d





## WVLS COMMUNICATION CHAIN

### Marla Sepnafski will contact:

- 1 – ~~Barbara Freimund~~ **Augo Hildebrand**      ~~000-0000~~ **000-0000**
- 2 – Joshua Klingbeil      000-0000
- 3 – WVLS Board of Trustees (**attached**)

### ~~Barbara Freimund~~ **Augo Hildebrand** will contact:

- 1 – ~~Audrey Rochon~~ **Kris Adams Wendt**      ~~000-0000~~ **000-0000**
- 2 – Sue Hafemeister      000-0000
- 3 – ~~Ellen Buchberger~~ **Volunteer**      ~~000-0000~~ **000-0000**
- 4 – Kathy Leitz
- 5- Leora Young

### Joshua Klingbeil will contact:

- 1 – Inese Christman      000-0000
- 2. - Ann Mroczenski      000-0000
- 3 - **Ben Kromholz**      **000-0000**
- 4 - Beth Sillars **Chris Heitman**      ~~000-0000~~ **000-0000**

--Updated November 2009 **2014**



# WVLS EMERGENCY CONTACT INFORMATION (placeholder)

--Updated November 2009 **2014**



## OFFSITE DOCUMENTS / DATA

All the following information is considered to be critical to WVLS operations. As such, they have been captured digitally and are stored redundantly and remotely at Google Drive, Dropbox, Onedrive and Amazon.

### AGREEMENTS AND CONTRACTS

- **V-Cat Contracts**
  - ~~...V-Cat Administrator's home office~~
  - ... Member libraries
- **WVLS/MCPL**
  - ... MCPL administrative office
  - ~~... WVLS Director's home office~~
  - ~~... DLTCL~~
- **WVLS/Member Counties**
  - ... Member counties' Boards of Supervisors
  - ... County library board records
  - ~~... DLTCL~~
- **WVLS/Member Libraries**
  - ... Member libraries
  - ~~... DLTCL~~
- **WVLS/Other WI Library Systems**
  - ... Other system offices
  - ~~... DLTCL~~
- **WVLS Insurance Policies**
  - ...vendors
  - ...WVLS network
- **Vendor Contracts**
  - ...vendors
  - ...WVLS network

### CERTIFICATION

- ~~...WVLS Certification Validator's home office~~
- ... Member libraries
- ~~... DLTCL~~

### COMPUTER PASSWORDS, USER NAMES, ETC

- ... WVLS office safe
- ~~... WVLS Director's home office~~
- ... password server



## COURIER / MAIL INFORMATION

- **List of Current WALTCO / SCLS Courier Stops and Other Relevant Information**
  - ... ~~WVLS Database Manager's home office~~
  - ... ~~WVLS Mail Clerk's home office~~
  - ... ~~WVLS web site~~
  - ... **vendors**
- ~~Daily mail accounts form; mail account numbers; copies of masters; disc with frequently used forms; postage by phone #; bag/tub inventory list; postage meter serial # and account #; courier statistics work sheets~~
  - ... ~~Mail Clerk's home office~~

## DEPOSIT COLLECTION INFORMATION

- ~~Copies of masters; agency cards; statistics forms for LTs, SWACs, Books on CD and Playaway collections; account #s and addresses of agencies that use this service~~
  - ... ~~Mail Clerk's home office~~

## DIRECTORIES / LISTS

- **Current Employee List, Including Family Emergency Numbers**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... **WVLS staff**
  - ... **WVLS network**
- **Directory of WVLS Libraries and Library Personnel**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... ~~WVLS web site~~
- **Current WVLS Board Members**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... **Current board members**
  - ... ~~WVLS web site~~
  - ... ~~DLTCL~~
- **Current Library Advisory Committee Members**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~



- ... ~~WVLS Administrative Assistant's home office~~
- ... Current LAC members
- ... WVLS web site
- **Current V-Cat Council Members**
  - ... ~~V-Cat Administrator's home office~~
  - ... ~~V-Cat Database Manager's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... WVLS web site
- **Current WVLS Network Members**
  - ... ~~WVLS IT Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... **WVLS network**

## FINANCIAL AND INVENTORY INFORMATION

- **WVLS Budget**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... WVLS Board of Trustees
  - ... **WVLS web site**
  - ... **DLT**
- **WVLS Treasurer's Reports**
  - ... Auditor
- **Quickbooks Data**
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... **WVLS network**
- **Other Financial Information**
  - ... ~~WVLS Financial Assistant's home office (posting book, bank books, checks and checking account registers)~~
  - ... ~~WVLS Administrative Assistant's home office (monthly financial reports, Wessler Scholarship Fund reports and investment reports)~~
  - ... **WVLS web site**
  - ... **WVLS network**
  - ... **financial institutions**
- **Inventory of WVLS/V-Cat Furniture and Equipment**
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... ~~V-Cat Administrator's home office~~
  - ... ~~WVLS IT Director's home office~~
  - ... Auditor
  - ... **WVLS network**

## PLANS

- **Current WVLS System Plan**



- ... ~~WVLS Director's home office~~
- ... ~~WVLS Board of Trustees~~
- ... ~~DLTCL~~
- ... **WVLS web site**
- **WVLS Disaster Plan**
  - ... WVLS staff members
  - ... WVLS Board of Trustees
  - ... WVLS network
- **WVLS Member County Library Plans**
  - ... Member county library boards
  - ... Member public library directors
  - ... ~~DLTCL~~

## POLICIES/PROCEDURES

- **WVLS General Policies/**Procedures****
  - ... ~~WVLS Administrative Assistant's home office (or his/her designee)~~
  - ... **WVLS network**
- **WVLS Personnel Policies and Employee Handbook**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Financial Assistant's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... **WVLS staff**
  - ... **WVLS Board of Trustees**
  - ... **WVLS network**
- **WVLS Insurance Policies**
  - ... ~~WVLS Financial Assistant's home office~~
- **Interlibrary Loan Policies and Procedures**
  - ... WVLS web site
  - ... ~~DLTCL~~
- **V-Cat Policies/**Procedures****
  - ... WVLS web site

## REPORTS

- **Member Library Annual Reports**
  - ... member public libraries
  - ... ~~DLTCL~~
  - ... **WVLS network**
- **WVLS Annual Reports**
  - ... ~~DLTCL~~
  - ... Auditor
  - ... WVLS network
- **WVLS Annual & County Benefits & Statistical Reports**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~



- ... Member libraries
- ... ~~DLTCL~~
- ... **WVLS web site**
- ... **Member library board Presidents**
- ... **Member county library board Chairs**
- **County Benefit Reports**
  - ... ~~WVLS Director's home office~~
  - ... ~~WVLS Administrative Assistant's home office~~
  - ... ~~WVLS counties' Boards of Supervisors~~
  - ... ~~Member county library boards~~

## V-CAT BACK-UP FILES

- ... ~~V-Cat Database Manager~~
- ... **WVLS network**

## WVLS WEB SITE

- ... ~~V-Cat Administrator~~
- ... **WVLS network**

## WVLS BOARD AGENDAS and MINUTES (at least one year)

- ... ~~WVLS Director's home office~~
- ... ~~WVLS Administrative Assistant's home office~~
- ... ~~DLTCL~~
- ... **WVLS web site**
- ... **WVLS network**
- ... **WVLS Board of Trustees**

--Updated November 2009 **2014**

## **VENDOR CONTACT INFORMATION**

### **AbbyBank**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Associated Bank**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **BCN (BadgerNet Converged Network)**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Benefit Advantage**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **CDW Government**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:



### **City-County Data Commission**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Dell Computers Marketing LP**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Department of Administration (TEACH)**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Department of Employee Trust Funds**

- Employer No.:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Division for Libraries, and Technology and Community Learning**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **EBSCO Information Services**

- Name:
- Address:
- Telephone Nos.:
- Email Address:



- Web Site:

### **~~Emerson Network Power/Liebert Services~~**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **France Sales and Service, Inc.**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **~~Gale Opposing Viewpoints~~**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Indiana Insurance**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Indianhead Federated Library System**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Innovative Interfaces, Inc.**

- Name:
- Address:

- Telephone Nos.:
- Email Address:
- Web Site:

### **Integrity First Bank**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Intuit / Quickbooks**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Local Government Property Insurance Fund**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Marathon County Public Library**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Peoples State Bank**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:



### **Pitney Bowes**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Proquest LLC**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Reference and Loan Library**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **RMM Solutions**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **South Central Library System**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **SirsiDynix**

- Name:
- Address:
- Telephone Nos.:
- Email Address:

- Web Site:

### **Unique Management**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **U.S. Postal Service**

- Customer Number:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **Waltco, Inc.**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **~~WiscNet/UWMadison/Division of Information Technology~~**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site:

### **WiLS**

- Name:
- Address:
- Telephone Nos.:
- Email Address:
- Web Site: