

Newell Public Library Emergency Action Plan

Adopted 2009

Amended 2025

The Newell Public Library has the responsibility to provide a safe and comfortable environment to all its patrons. It is essential that all Newell Public Library staff respond quickly and appropriately to emergency situations in order to reduce the risk of injury and/or property damage. This policy provides essential information to assist staff in reacting to various emergencies, as well as, recommending safe responses for its patrons.

This policy will be regularly reviewed every 2 years and/or after any emergency action event by the Library Director & Board of Trustees to make any changes necessary to best fit the needs of the library & its patrons.

General Guidelines:

1. If there is an immediate danger (fire, physical threat, health emergency) call 911.
2. In case of fire or physical threat, all unaccompanied minors must stay with staff until they can be released into the custody of their parent/guardian.
3. The library will organize two regular fire drills throughout the year & one regular tornado drill.
4. Library staff will be trained to handle the emergencies outlined in this policy.
5. Be sure to follow the step-by-step guidelines prepared in each section of this policy.

Fire

In case of fire, the Library Director or staff will:

1. Call 911
 - a. Be sure to stay on the phone unless instructed otherwise.
2. Loudly notify all patrons of the emergency and escort them towards the clear exit
3. Count each patron exiting the building.
4. Escort patrons to the closest designated area.
 - a. Front Door: Bank Awning
 - b. Back Door: City Shed
5. Call Library Director if not present
 - a. Jensen Bodholdt: 712-730-1395
6. Contact Library Board President
 - a. Tanya Landgraf: 712-299-4887
7. Contact Parents
 - a. If the child does not know their parent's information, staff will use their phone to log into the library system to retrieve the information.
 - b. URL: <https://newelllibia.booksys.net/libs/newell/homePage?>
 - c. If the library does not have contact information, the staff will either use their discretion to get the information or inform law enforcement.
8. The library director and staff will stay at the designated area until police or fire officials finish their reports.

Tornado/Severe Weather

In the case of severe weather (flooding, hail, high winds, snow storm), the Library Director, at their discretion, will assess whether it is safe to keep the library open. Announcements of closings will be posted on social media and the front door. Patrons are encouraged to call ahead to check if the library is open.

In the case of tornado warning, the Library Director or staff will:

1. Loudly notify all patrons of the emergency and instruct them to shield themselves under tables/desks.
2. Count each patron in the building.
3. Escort patrons to the closest designated area.
4. Once immediate danger has passed, assess the situation by looking out both doors. You may receive an update from first responders.
5. Call Library Director if not present
 - a. Jensen Bodholdt: 712-730-1395
6. Contact Library Board President
 - a. Tanya Landgraf: 712-299-4887
7. Contact Parents
 - a. If the child does not know their parent's information, staff will use their phone to log into the library system to retrieve the information.
 - b. URL: <https://newelllibia.booksys.net/libs/newell/homePage?>
 - c. If the library does not have contact information, the staff will either use their discretion to get the information or inform law enforcement.

In case of building damage during tornado, the Library Director or staff will:

1. Call 911 or
 - a. Newell Fire Chief: Bruce Erie: 712-730-0504
 - b. Assistant Fire Chief: Patrick Cross: 712-730-2705
 - c. Be sure to stay on the phone unless instructed otherwise.
2. Assess if there are any injuries.
3. Call Library Director if not present
 - a. Jensen Bodholdt: 712-730-1395
4. Contact Library Board President
 - a. Tanya Landgraf: 712-299-4887
5. Contact Parents
 - a. If the child does not know their parent's information, staff will use their phone to log into the library system to retrieve the information.
 - b. URL: <https://newelllibia.booksys.net/libs/newell/homePage?>
 - c. If the library does not have contact information, the staff will either use their discretion to get the information or inform law enforcement.
6. The library director and staff will stay near the area until police, ambulance, or fire officials finish their reports.

Medical/Mental Health Emergency

The library is equipped with a basic first aid kit. The kit is located in drawer #3 at the circulation desk.

In the case of a medical/mental health emergency, the Library Director or staff will:

1. Call 911
 - a. Be sure to stay on the phone unless instructed otherwise.
2. Provide any first aid assistance that you are capable of/qualified to provide. Otherwise, do not attempt to treat the injured. This includes giving aspirin or other medication(s).
 - a. Exception: CPR-certified staff will perform CPR when indicated, and must continue until EMS personnel arrives.
3. Stay with the person until EMS arrives.
4. Be sure that there is a clear path to the entrance of the building for EMS personnel.
5. If a minor, staff will contact the parents.
 - a. If the child does not know their parent's information or is unable to say, staff will use their phone to log into the library system to retrieve the information.
 - b. URL: <https://newelllibia.booksys.net/libs/newell/homePage?>
 - c. If the library does not have contact information, the staff will either use their discretion to get the information or inform law enforcement.

Evacuation of Special Needs Persons

People with disabilities may require assistance from others.

1. Always ask someone with a disability how you can help before attempting any rescue technique or giving assistance.
2. Ask how they can best be assisted or moved, and whether they have any special considerations

Assisting Deaf or Hard of Hearing Persons

1. Alert the hearing impaired to an emergency and assist with their evacuation.
2. Generally speaking, a person with a hearing impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.

Assisting Persons with Blindness or Visual Impairment

1. Alert the visually impaired to an emergency and assist with their evacuation
2. Generally speaking, a person with a visual impairment will not need to wait for first responders. Doing so would likely be a last choice when there is an imminent threat to people in the building.
3. Do not grasp a visually impaired person's arm; ask if they would like to hold onto your arm as you exit.
4. Give verbal instructions about the evacuation route using estimated distances and directional terms (Ex: twenty feet forward, turn right)

Evacuating a disabled or injured person yourself is a last resort.

Consider your options and risks of injuring yourself and others in an evacuation attempt.

Do not make an emergency situation worse. Evacuation may be difficult and uncomfortable for both the rescuers and the people being assisted. Some people have conditions that can be aggravated or triggered if they are moved incorrectly.

Waiting with the person with the impairment for first responders would likely be a last choice when there is an imminent threat to people in the building.

Weapons Policy

The carrying of firearms is restricted by law. All persons entering this building may be subject to search for unauthorized weapons. A dangerous weapon is any instrument or device designed for use in inflicting death or injury upon a human being and which is capable of inflicting death on a human being when used in such a manner for which it was designed. Dangerous weapons include but are not limited to, pistol, revolver, shotgun, rifle, or other firearm, dagger, razor, stiletto, switchblade knife, knife exceeding five inches in length, bomb, a grenade or any incendiary device.

All entrances to the library shall be clearly posted with signs advising persons of the prohibition against unauthorized dangerous weapons.

Threat Responses

Designated Shelter: Newell Laundromat

Bomb Threat

In the case of a bomb threat by telephone, the Library Director or staff will:

1. Keep the caller on the line as long as possible so that the call may be traced.
2. DO NOT transfer the call or interrupt the caller.
3. Call or have someone nearby call 911.
 - a. Be sure to stay on the phone unless instructed otherwise.
4. Call Library Director if not present
 - a. Jensen Bodholdt: 712-730-1395
5. Contact Library Board President
 - a. Tanya Landgraf: 712-299-4887
6. Use CLIP method: Calm, Listen, Interest, Polite
 - a. Remain **Calm** while on the line.
 - b. **Listen** to everything they say.
 - c. Show **interest** in what they are saying.
 - d. Be **polite**.
7. Use the "Bomb Threat Call Procedures" Page (Located on page 8 of this policy)

In the case of being informed about a bomb threat, the Library Director or staff will:

1. Call 911
 - a. Be sure to stay on the phone unless instructed otherwise.

2. Loudly notify all patrons of the emergency and escort them towards the exit
3. Count each patron exiting the building.
4. Escort patrons to the designated shelter.
5. Call Library Director if not present
 - a. Jensen Bodholdt: 712-730-1395
6. Contact Library Board President
 - a. Tanya Landgraf: 712-272-4125
7. If received by mail, call Post Office: 712-272-2123

Active Shooter

In the case of an active shooter, the Library Director or staff will:

1. RUN, HIDE, FIGHT
 - a. RUN (Evacuate if possible)
 - i. Have an escape route and plan in mind.
 - ii. Leave your belongings behind
 - iii. Help others escape if safe to do so.
 - iv. Keep hands visible for law enforcement.
 - v. Call 911 once in a safe location.
 - b. HIDE (If evacuation is not possible)
 - i. Hide in an area out of the shooter's view.
 - ii. Block entry to your hiding place and lock the doors.
 - iii. Turn off lights and silence phones.
 - iv. Stay quiet and remain in place until given the all-clear by law enforcement.
 - c. FIGHT (Last resort)
 - i. Commit to aggressive action to stop the threat.
 - ii. Improvise weapons (chair, scissors, books, etc)
 - iii. Act as a team if possible
 - iv. Aim to incapacitate the attacker quickly.
2. Call 911 when it is safe to do so.
 - a. Provide: Location, Number of Shooters, Physical Description of shooter(s), number and location of victims.
3. When law enforcement arrives:
 - a. Remain calm and follow instructions
 - b. Drop items in your hands
 - c. Keep hands visible and fingers spread.
 - d. Avoid sudden movements or yelling.
 - e. Do not stop to ask officers for help - let them focus on the threat.
4. Once you have reached the designated shelter
 - a. You will likely be held in that area by law enforcement until the situation is under control. Do not leave until law enforcement authorities have instructed you to do so.
 - b. Call Library Director if not present
 - i. Jensen Bodholdt: 712-730-1395
 - c. Contact Library Board President
 - i. Tanya Landgraf: 712-299-4887

d. **Contact Parents**

- i. If the child does not know their parent's information, staff will use their phone to log into the library system to retrieve the information.
- ii. URL: <https://newelllibria.booksys.net/libs/newell/homePage?>
- iii. If the library does not have contact information, the staff will either use their discretion to get the information or inform law enforcement.

Recovery & Support

Notification of Relatives

Law enforcement personnel will notify relatives of any injured patrons in a timely fashion.

OSHA

In the event that there is a fatality or one employee is hospitalized for treatment, OSHA (Occupational Safety and Health Administration) must be notified. If there is a fatality, OSHA must be notified within eight hours. In the event of a hospitalization of one employee for treatment, OSHA must be notified within twenty-four hours. In addition, if the fatality or injury is work-related, the Library may have to record the incident on its OSHA 300 Log (Log of Work-Related Injuries and Illnesses) within seven calendar days. Reports are handled by the City Clerk's Office and the City's Insurance carrier.

Workers' Compensation Insurance

Workers' Compensation Insurance is required by Iowa law and is carried by the City. If you should be injured while working, report the injury immediately so a proper report may be prepared. Claims are handled by the City Clerk's Office and the City's Insurance carrier.

Media

Law enforcement will respond to any media requests for information. Law enforcement will carefully consider the nature of any such requests in order to avoid disclosing information about any person that is confidential and protected by Federal and state privacy and medical laws and regulations interfering with an ongoing police or Library investigation.

Building/Inventory

If the library sustains damage during an emergency, do not re-enter the building. The Newell Fire Department and the City's Public Works Department will work together to assess the situation and manage any necessary repairs.

The Library Director is responsible for keeping inventory of the library's assets on a regular basis. There will be digital copies stored on both a flash drive & staff computers. The Director will provide this to the City's insurance company in the case of an emergency/damage loss.

Library Emergency Contacts

Police/Fire/Ambulance (Emergency)		911
Police (Non-Emergency)		712-749-2525
Library Director	Jensen Bodholdt	712-730-1395
Board President	Tanya Landgraf	712-299-4887
Fire Chief	Bruce Erie	712-730-0504
Asst. Fire Chief	Patrick Cross	712-730-2705
Public Works Supervisor	Doug Lange	712-661-8655
Newell City Hall	Heather Copp	712-272-4410
City's Insurance Company	Siepkner Insurance	712-288-5320

BOMB THREAT CALL PROCEDURES

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

If a bomb threat is received by phone:

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

If a bomb threat is received by handwritten note:

- Call _____
- Handle note as minimally as possible.

If a bomb threat is received by email:

- Call _____
- Do not delete the message.

Signs of a suspicious package:

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

DO NOT:

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

WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police
1-877-4-FPS-411 (1-877-437-7411)
- 911

BOMB THREAT CHECKLIST

Date: _____ Time: _____

Time Caller Hung Up: _____ Phone Number Where Call Received: _____

Ask Caller:

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

Exact Words of Threat:

Information About Caller:

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

Caller's Voice

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

Background Sounds:

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

Threat Language:

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

Other Information:



Homeland Security

