

CHESTER
COUNTY

LIBRARY & DISTRICT CENTER

Read • Connect • Discover

VOLUNTEER HANDBOOK

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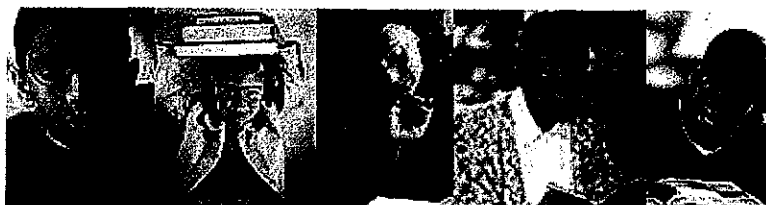
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THE LIBRARY AND THE FIRST AMENDMENT



FIRST AMENDMENT TO THE UNITED STATES CONSTITUTION

Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.

The Bill of Rights to the U.S. Constitution was ratified on December 15, 1791

"If this nation is to be wise as well as strong, if we are to achieve our destiny, then we need more new ideas for more wise men reading more good books in more public libraries. These libraries should be open to all— except the censor. We must know all the facts and hear all the alternatives and listen to all the criticisms. Let us welcome controversial books and controversial authors. For the Bill of Rights is the guardian of our security as well as our liberty."

John F. Kennedy



The free expression of ideas as embodied in the First Amendment is a basic human right. As American citizens, we have the right to read what we want to read, hear what we want to hear, watch what we want to watch and think what we want to think. Intellectual freedom is the right to seek and receive information from all points of view, without restriction, even those ideas which might be highly controversial or offensive to others.

As a personal liberty, intellectual freedom forms the foundation of our democracy. It is an essential part of government by the people. The right to vote is not enough— we also must be able to take part in forming public opinion by engaging in open and vigorous debate on controversial matters. Libraries allow people to be well informed so they can make decisions our Constitution says are ours to make.

From Intellectual Freedom, American Library Association.

THE LIBRARY AND THE FIRST AMENDMENT

LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their service.

- I Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III Libraries should challenge censorship in the fulfillment of their responsibilities to provide information and enlightenment.
- IV Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- V A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948
Amended February 2, 1961 and January 23, 1980, inclusion of "age."
Reaffirmed January 23, 1996 by the ALA Council



*"Censorship, like
charity, should begin
at home; but unlike
charity, it should end
there."*

Clare Booth Luce

LIBRARY BILL OF RIGHTS

RESPONSE TO REQUESTS FOR INFORMATION FROM LAW ENFORCEMENT

PROCEDURES FOR STAFF

If a law enforcement officer/agent (with or without subpoena) or a member of the public requests information and/or records about library users:

1. Read the statement below which can also found on the Response to Requests for Information From Law Enforcement card (These cards are located at all work stations throughout the library. Check to see where they are located in your department.)

I am not authorized to accept this or discuss it with you. I will refer you to someone who is.

When responding to a member of the general public adapt the above statement to: ***"I am not authorized to discuss this with you. I will refer you to someone who is."***

2. Contact the Person in Charge (PIC)
3. If an individual requests information about his or her child's borrower's record (overdue materials and notices, fines owed, lost books, etc.) or about the borrower's record of another family member, it is **not** necessary to refer the individual to the Person in Charge. Refer the individual to the Circulation Desk. Circulation staff will explain that this is governed by the Library's Confidentiality Policy and follow departmental guidelines for handling these sorts of request.
4. **ONLY** the following staff members have authority to take custody of (receive) a subpoena:
 - The Person in Charge (PIC)
 - Chester County Library, Exton Manager
 - Hankin Branch Manager
 - Chester County Library Director

SEARCH WARRANTS

A **search warrant** is a *court order* issued by a judicial officer – a judge or magistrate. It can be federal, state or local. Unlike requests for information or subpoenas, when properly executed **search warrants are immediately executable.**

PROCEDURES FOR STAFF

1. Adopt a courteous, neutral attitude. Do not do anything that may be interpreted as obstruction of the search.
2. Immediately call to notify the Person in Charge (PIC)

**RESPONSE TO REQUESTS FOR INFORMATION
FROM LAW ENFORCEMENT**

FREQUENTLY ASKED QUESTIONS ABOUT THE CHESTER COUNTY LIBRARY AND INTELLECTUAL FREEDOM

How does the Chester County Library protect intellectual freedom and the First Amendment rights of our patrons?

A wide range of Library policies and procedures ensure that intellectual freedom values are upheld in all work-related roles and responsibilities including selection, acquisition, delivery of service, circulation and reference. Some of these policies and procedures are: Materials Selection Policy, Collection Development Plan, Confidentiality Policy, Internet Acceptable Use Policy, Meeting Room Policy, The Library Bill of Rights, Code of Ethics of the American Library Association and the Freedom to View Statement. Employees of the Chester County Library are expected to apply these intellectual policies in all areas of our work, regardless of our personal beliefs.

How does the Chester County Library decide what to purchase for its collection?

The Chester County Library has adopted the Library Bill of Rights and we have a Collection Development Policy and Plan which have been approved by the Board of Trustees. We select books to meet a broad range of community needs and interest. Selection is an inclusive process where we seek materials that will provide a broad range of viewpoints and subject matter.

What is the role of the Chester County Library in serving children?

It is the same as it is for serving adults. We provide books and other materials that will meet a wide range of ages and interests. We have a Youth Services department which serves children and young adults. There are many special programs such as pre-school story hour, puppet shows, etc.

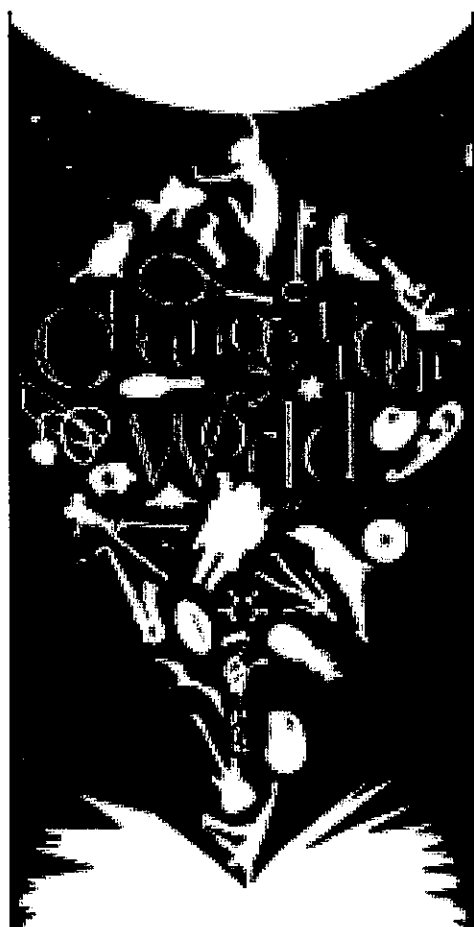
Can a child check out materials intended for adults?

The Library affirms the right and responsibility of parents and legal guardians for deciding what library resources, including those found on the Internet, are appropriate for their own minor children. We believe that parents know what is best for their children. Children mature at different rates. They have different backgrounds and interests and different reading levels and abilities. The Library staff does not act *in loco parentis* to restrict what a child may access. We provide suggested reading lists to help parents make appropriate choices and Youth Services staff are trained to provide assistance in guiding parents in selecting appropriate materials for their children. Our goal is to provide the best possible service for young people and we are very proud of what we offer.



FREQUENTLY ASKED QUESTIONS ABOUT THE CHESTER COUNTY LIBRARY AND INTELLECTUAL FREEDOM

LIBRARIES: AN AMERICAN VALUE



CHESTER COUNTY LIBRARY CORE VALUES

LIBRARIES	We believe that libraries are vital to the quality of life of vibrant communities. We treasure riches a library can offer and believe in the power of libraries to change lives and build community. We strive to enhance Chester County Library's pivotal role in the county.
INTELLECTUAL FREEDOM	We uphold and defend the principles of Intellectual Freedom and protect the customer's right to confidentiality. We believe that the interest of the individual and the community are best served when a wide diversity of views and expressions are available, including those that may be unorthodox or unpopular.
LIFELONG LEARNING	We value the love of knowledge, reading, human curiosity, and the journey that is lifelong learning. We believe that intellectual development, creativity, imagination and conservation of the human experience add value to our quality of life.
CUSTOMER SERVICE	We value our customers and their needs. We welcome them and try to meet or exceed their expectations. We take pride in proficient, cost-effective public service and are committed to continuous improvement. We measure success in the earned loyalty of the community over generations.
FAIRNESS & EQUITY	We intend to treat individuals with fairness and equity in helping them meet their needs. In making decisions, we balance the interest of the customer, the community and the library.
RESPECT	We show respect for our customers and each other by valuing each as an individual, by listening without pre-judgment and by treating all with courtesy and understanding.
DIVERSITY	We value the diversity of individuals and ideas. We respect that the act of living is specific for each individual and impacts our world in an infinite number of ways.
TEAMWORK	We involve staff in the problem-solving and decision-making process. We believe that staff working together as a team can make contributions far greater than the same staff working separately.
PROFESSIONALISM	We are committed to acquiring and maintaining the knowledge, skills and resources with which to meet the customer's needs with competence and confidence. We evaluate all our responses and actions against an ethical framework based on the American Library Association's Code of Ethics.

CHESTER COUNTY LIBRARY CORE VALUES

LIBRARIES: AN AMERICAN VALUE

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government. Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed. To that end, we affirm this contract with the people we serve:

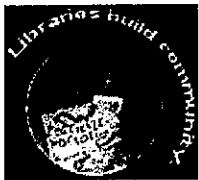


★We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services.



★We value our nation's diversity by providing a full spectrum of resources and services to the communities we serve.

★We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services.



★We connect people and ideas by helping each person select from and effectively use the library's resources.

★We protect each individual's privacy and confidentiality in the use of library resources and services.

★We protect the rights of individuals to express their opinions about library resources and services.

★We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions and ideas, so that all individuals have the opportunity to become life-long learners—informed, literate, educated and culturally enriched.



Change is constant, but these principles transcend change and endure in a dynamic technological, social and political environment. By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom of speech in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.



Adopted by the Council of the American Library Association, February 3, 1999

LIBRARIES: AN AMERICAN VALUE

TWELVE WAYS LIBRARIES ARE GOOD FOR THE COUNTRY

Libraries are ready when they are needed, ready to enrich our minds and defend our right to know, just as other institutions protect our safety and property. Without sound minds, however, the American dream of safe streets and secure homes will never be fulfilled. Libraries safeguard our freedom and keep democracy healthy. To library staff, Friends, trustees, patrons, and volunteers, American Libraries offers 12 ideals toward which we strive.

LIBRARIES INFORM CITIZENS

Democracy and libraries have a symbiotic relationship. It would be impossible to have one without the other...Libraries provide the information that promotes civil debate and fosters good citizenship.

LIBRARIES LEVEL THE PLAYING FIELD

Economists have cited a growing inequity in America, with the gap between the richest and the poorest citizens becoming wider each year. By making all resources equally available to all members of its community, regardless of income, class or other factors, the library levels the playing field.

LIBRARIES VALUE THE INDIVIDUAL

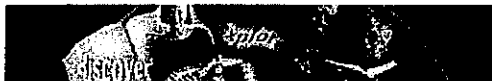
Library doors swing open for independent thinkers without prejudice. Library collections offer the historical, global, cultural and political perspective that is necessary to foster a spirit of exploration that challenges orthodoxy.

LIBRARIES BREAK DOWN BARRIERS

Libraries rid us of fences that obstruct our vision and our ability to communicate and educate ourselves...libraries across America lead outreach programs that teach citizenship and develop multicultural materials for their patrons.

LIBRARIES NOURISH CREATIVITY

People can be creative without libraries for sure. But can there be a creative society without a library? There is simply no choice for a society that wants to adapt and evolve. A library, virtual or brick and mortar, is a necessity, as basic as food and shelter.



LIBRARIES MAKE FAMILIES FRIENDLIER



Whether mom stays home or holds down an outside job, today's families feel assaulted by societal trends outside their control. Drugs. Violence. Divorce.... Fortunately the library has stepped into the breach with services such as family literacy, story times, home schooling support and parenting materials.

LIBRARIES OFFER SANCTUARY

Libraries are awesome...They can, upon entering them, create a physical reaction, a feeling of peace, respect, humility and honor that throws the mind wide open and suffuses the body with near-spiritual pleasure.

LIBRARIES OPEN KIDS' MINDS

Bringing children into the library can transport them from the commonplace to the extraordinary. Children's librarians make a difference because they care about the unique developmental needs of every individual who comes to them.

LIBRARIES PRESERVE THE PAST

Libraries allow us to communicate through distance and time when two minds connect through the medium of art and literature.

LIBRARIES OFFEND EVERYONE

Dorothy Broderick contends that every library in the country ought to have a sign hanging in the door reading: "This library has something offensive to everyone. If you are not offended by something we own, please complain"... U.S. Poet Laureate, Rita Dove said, "Librarians are meant to be the gatekeepers of possibility, not the watchdogs of the status quo."

LIBRARIES BUILD COMMUNITY

No narrow definition of community will work in a library. There is the community of scholars, the deaf community, the gay community, the African American community, even the global community and dozen of others...Libraries validate and unify.



LIBRARIES RETURN HIGH DIVIDENDS

What do *Gallo*, *I Can't Believe It's Yogurt* and billboard-sign *Multimedia* have in common? Libraries made millionaires out of each of these companies' grateful owners by providing crucial startup information when they were no more than wannabe business titans.

TWELVE WAYS LIBRARIES ARE
GOOD FOR THE COUNTRY

CHESTER COUNTY LIBRARY OVERVIEW

CHESTER COUNTY LIBRARY, EXTON: THREE LIBRARIES IN ONE

The Chester County Library in Exton is three libraries in one:

1. A local library
2. A District Center Library
3. Headquarters for the Chester County Library System



Chester County Library, Exton

County Library/Local Public Library

As a County Library, the Chester County Library, Exton provides service to all County residents. As a local public library, it serves as the home library for many residents living in the center of the County.

District Center Library

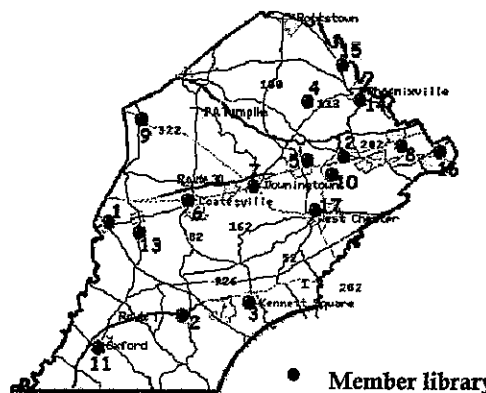
The Governor's Advisory Council on Library Development designated the Chester County Library, Exton to be the District Center Library for all public libraries in Chester County in the late 1960s. There are currently 28 District Center Libraries in the State each serving all the public libraries in its designated district. In Chester County, the District and County boundaries are the same.

The Chester County Library receives State Aid for every person in the District in order to provide state-mandated services to the residents and public libraries in its District.

A District Center Library must have a strong circulating and reference collection to provide greater depth of library service. Theoretically, every Pennsylvania resident is no more than one hour away from a strong District Center Library.

Chester County Library System Headquarters

The Chester County Library System (CCLS) was formed in 1965 as a means of improving library service to all residents in the County. CCLS consists of 16 full member libraries, two of which have one branch each. All libraries in the System must make their collections and services available on an equal basis to all who live, work, own property or attend school in Chester County.



CCLS is a **federated** system. This means each **member** library is an independent library and **not** a branch of the Chester County Library. Each library has its own Board of Trustees that sets local policy, hires staff and raises money locally for support of its library.

Chester County Library, Exton has one branch library — the Henrietta Hankin Branch Library in West Vincent

Henrietta Hankin
Branch Library



Each library in the System is represented on the System Advisory Council (SAC) by the Library Director and one Trustee. The SAC advises the District Center Administrator and Chester County Library System Board on services and re-

CHESTER COUNTY LIBRARY OVERVIEW

SOURCES OF REVENUE

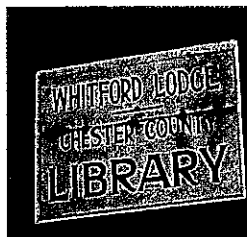
COUNTY through County taxes which covers

- CCL, Exton and Hankin Branch staff and benefits
- Maintenance costs of building
- Internet connectivity

STATE AID

- **Annual Appropriation**
 - Chester County Library receives State Aid as a District Library Center, a County Library, and a local library. Standards of service (i.e., hours open, staff size, size of collection, etc.) must be met in each category in order to qualify for State Aid.
- **Access Pennsylvania** is a state wide borrowing system in which Chester County Library receives funds for loans to people who live outside the Library's service area.
- The Pennsylvania Library Association and the Pennsylvania Citizens for Better Libraries are two groups that advocate for funds and keep in touch with State Legislature regarding library needs.

LOCAL appropriations from local municipalities.



HISTORY OF THE CHESTER COUNTY LIBRARY

The Chester County Library came into existence in 1928. The collection of books, funded by a Carnegie grant, was housed at the Whitford Lodge in Exton. A panel truck, early bookmobile service, distributed the books to the schools in the County providing the vital link between the school and established the Library as a County institution.

The Chester County Library moved to the Courthouse Annex in West Chester in 1938, and increased bookmobile service to 288 schools and 17 stations by 1950. The next move was to the Paul B. Dague Building in West Chester where it offered free library service and books to all residents of the County, and finally becoming a true public library. The site in Exton was proposed in 1972, placing the County Library in both the geographic and population center of the County. The actual move to Exton was in 1980 when the doors were opened to the public on February 11 of that year.

In 2002 an expansion and renovation project began at CCL, Exton. This project added just under 7,000 square feet to the Library and through renovation, the Youth Services Department more than doubled in size.

In 2002 A New Chapter began for the Chester County Library. On May 29, 2002, The Hankin Group, the Chester County Commissioners and the Board of Trustees of the Chester County Library System broke ground for the Henrietta Hankin Branch of the Chester County Library. Located at the northeast corner of West Vincent Township, the branch serves residents in the northern part of the County and surrounding jurisdictions. This is the first branch affiliated with the Chester County Library, Exton. The branch is named after longtime County resident Henrietta Hankin, who is an active member of the County Library System and a promoter of literacy.

To learn more about the history of the Chester County Library, the following two books in the Library's Reference Collection provide a more comprehensive history:

- Tuck, Rhoda Shearer, *Evolution of the Chester County Library: A History* (R 027.47813T)
 Keogh, Judy Love, *The Chester County Library in the Twentieth Century* (R 027.4748 K)

POLICIES AND GUIDELINES

POLICY REGARDING VOLUNTEERS

The Board of Trustees of the Chester County Library and Library System supports the utilization of qualified volunteers for the benefit of the Library within a structured program to supplement the work of paid staff. Written guidelines for volunteers will be maintained and distributed.

Revision adopted July 16, 2002

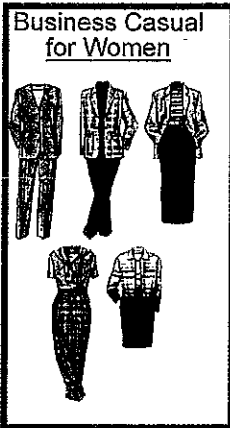
Reviewed March 16, 2004

Reviewed September 20, 2005

VOLUNTEER APPLICATION AND PLACEMENT PROCEDURES

- Volunteers must be at least 14 years of age or participating through a youth organization, school or church in order to fulfill a service requirement. Summer Reading Program volunteers must be at least 12 years of age and entering the 6th grade.
- Volunteer assignments will be made on the basis of proven qualifications and indicated competence, or on a basis of potential ability as indicated by academic and personal attitude for a particular position. The Chester County Library does not discriminate as to race, creed, color, national origin, sex or age.
- Each volunteer will be assigned a supervisor to whom s/he will report.
- If a volunteer wishes to change his/her assignment, s/he should talk with his/her supervisor.
- Tenure of volunteer assignments will be determined by the continuing need for the volunteer's service in assigned department. If a curtailment of activities eliminates the need for any volunteer in a department and the volunteer's work has been thoroughly satisfactory, an attempt will be made to place them in some other department where his or her particular talents may be utilized.
- Volunteers must wear their volunteer badges while volunteering at the Library for the purposes of identification and security.
- Regular prompt attendance is important. Volunteers are expected to inform their supervisor as soon as possible if they will be late or unable to report to volunteer.
- A volunteer is expected to give notice of resignation. Resignation may be given to the volunteer's supervisor.
- If an individual has not volunteered in the Library for three consecutive months, and has not notified his/her supervisor of his/her intentions, then that individual will be placed on the inactive volunteer list.
- Volunteers are expected to follow the policies and procedures of the Chester County Library. Repeated violations of the Chester County Library's policies and procedures will be called to the volunteer's attention in writing. Failure to observe a warning will be justifiable grounds for release from volunteer service. In case of insubordination, misconduct or malfeasance, release from volunteer service will be immediate. The problem solving procedure will be provided to any volunteer who requests it.
- Volunteer assignments can be changed, rotated or their situations altered, if necessary.
- The Library is a public service organization. Personal conversations should not interfere with public service.
- A volunteer is encouraged to give directional information when asked. However, if the volunteer is unable to answer the question or it is a reference type question, they are asked to refer the customer to the librarian or assistant on duty.
- Guidelines for the evacuation of the building, in-place sheltering and lockdown are posted in each department. Volunteers are expected to familiarize themselves with the guidelines.
- Any accident/injury occurring to a Chester County Library volunteer on the Library premises while the person is volunteering must be reported to the volunteer's supervisors. A Chester County Incident Report form may be obtained from the volunteer's supervisor and should be filed within 24 hours of the injury.

LIBRARY DRESS GUIDELINES



'All employees are expected to maintain good grooming and dress practices so that their appearance promotes a business-like image of the County, will not violate generally accepted standards with the business community and will not violate safety rules.' (Source: County of Chester Employee Handbook, "Employees Appearance")

"With all the various departments and functions performed by the employees of the County no one dress is appropriate for all employees. However, all employees are expected to maintain a professional image for the position they hold with the County. Workplace attire should complement an environment that reflects an efficient, orderly and professionally operated organization." (Source: WebCC, "Employee Appearance Guidelines")

Library staff and volunteers represent the County and the Library to the public and to outside organizations with whom they deal. Within this context, Library dress guidelines recognize the physical nature of much library work. Appropriate dress may vary according to an individual's work.

These dress guidelines also try to balance comfort and professionalism and the needs of the Library and with the modesty needed for staff and volunteer protection in a busy public facility.

1. Skirts and dresses should be no shorter than 3 inches above the knee.
2. Spandex or other form-fitting pants or skirts may not be worn.
3. Scoop-neck tank-type tops or spaghetti straps may not be worn. Clothing should cover the back, shoulders and midriff.
4. T-shirts with symbols/graphics and words may not be worn. T-shirts issued by the Library are permissible.
5. Shoes should be worn that offer protection to the feet.
6. Shorts may not be worn.
7. Blue denim jeans may not be worn unless approved by your supervisor special work assignments or for County dress down days
8. Provocative clothing, sweat/warm-up suits, athletic/workout wear, thong sandals and ball caps are not to be worn.



Exceptions to these guidelines may be made by the Library Director/ Branch Manager prior to unusual work assignments.

If a staff member's dress is not within Library guidelines, the staff member will need to change clothing before beginning or continuing work. The staff member will not be paid for time needed to change clothing.

2/09 (reconfirmed) 2/09)

CONFIDENTIALITY OF LIBRARY CIRCULATION RECORDS

Background

Public library service is based on the First Amendment of the United States Constitution, which guarantees the right of free expression. Inherent in this right is the freedom to read, to listen, and to view without interference and surveillance.

Policy Statement

It is the policy of the Chester County Library to endorse and comply with the [PA] Library Code, Act of June 14, 1961, P.L. 324 as amended through July 1, 2000, specifically Section 428, added 1984, June 27, P.L. 431, No. 90, Section 3, commonly referred to as "Act 90", quoted below.

Library Circulation Records

"Records related to the circulation of library materials which contain the names or other personally identifying details regarding the users of the State Library or any local library which is established or maintained under any law of the Commonwealth or the library of any university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding."

The Chester County Library defines the "circulation of library materials" to include: borrowing of materials; use of materials within the Library; requests for information or materials by author, title or subject; reading, listening or viewing habits related to author, title or subject.

The Library also expects staff and volunteers to treat as confidential any information they may have about an individual's borrowing status or reading preferences, regardless of the individual's age.

It is also the policy of the Chester County Library to comply with federal law such as the USA PATRIOT Act (2001; P.L. 107-56) which allows access to library information by law enforcement agencies by proper legal order.

The Library recognizes its obligation to protect user confidentiality to the extent possible within the framework of the law. The Library's response to legal orders will be guided by the advice of the County Solicitor's Office.

*Revision adopted July 17, 2001
Revision adopted March 19, 2003
Revision adopted July 17, 2006*

POLICIES AND GUIDELINES

FACILITIES

Physical facilities of the Library

The Library, as a public institution in County facilities, is committed to providing a clean and welcoming environment for both the general public and the staff. The facilities will comply with the "Americans with Disabilities Act." Reasonable accommodations will be made to serve the needs of library users. If necessary, staff assistance will be provided.

All buildings of the Chester County Library are smoke-free. Smoking is prohibited in all interior areas of the Library.

Chester County Library System facilities

To achieve the goal of improving system-wide library service, the Board of Trustees of the Chester County Library and Library System will work with member libraries toward promoting library buildings and facilities that will adequately meet the physical requirements of such service. The Board of Trustees does not advise independent, local libraries on building and construction matters.

Any new County library facilities shall be located as determined by the Board of Trustees of the Chester County Library and Library System and Commissioners after due consideration of all factors such as population density, growth trends, and transportation.

COPYRIGHT POLICY

1. It is the intent of the Chester County Library Board of Trustees that the Chester County Library comply with the U.S. Copyright Law (Title 17, U.S. Code, Sect. 101, et seq.). This policy represents a sincere effort to observe the copyright law.
2. Employees are prohibited from copying copyrighted works unless the action is authorized by (a) specific exemptions in the copyright law, (b) the principle of fair use, (c) the fair-use guidelines, or (d) licenses or written permission from the copyright owner. Any other copying must be approved by the institution's Copyright Officer on a case-by-case basis.
3. The Copyright Officer shall place the following copyright warning on or near copying equipment:
Notice: The copyright law of the United States (Title 17 U.S. Code) governs the copying of copyrighted materials. The person using this machine is liable for any infringement.
4. Employees who willfully disregard the Library's copyright policy do so at their own risk and assume all liability, including the possibility of disciplinary action for persistent copyright infringements. If the Copyright Officer is aware of copyright infringements by an employee, he or she shall take appropriate steps to stop the illegal actions.

*Revision adopted July 17, 2001
Reviewed April 15, 2003
Revision adopted February 15, 2005*

REQUESTS FOR INFORMATION

Requests from the press or governmental authorities for information will be handled by the Public Information Officer. Press releases are issued through the Commissioners and/or the Public Information Officer to ensure consistency in reporting. Under no circumstances are employees permitted to give personal information of an employee to anyone seeking such information. (e.g., home phone number, address, etc.) If such a request is received, the request should be referred to the Department Head or designee

POLICIES AND GUIDELINES

BOMB THREAT

In the event of a bomb threat, the person receiving the call must:

- 1 Listen to what the caller making the threat is saying and write down as much as possible.
- 2 Immediately call 9-911 and provide the dispatcher with information on the bomb threat. *Remember you must dial 9 first if calling from a Centrex phone.* Under no circumstances should you discontinue the call to the dispatcher until they have received all information and have had the opportunity to ask questions.
- 3 Immediately inform the Department Head or designee.
- 4 The evacuation process will be initiated by the sounding of the alarm. Evacuate the building according to pre-arranged evacuation procedures.
- 5 After evacuating the building, the person receiving the call reports to the mobile communications vehicle to inform a County Detective or Sheriff of the details noted regarding the bomb threat.

SAFETY

In the Office:

Most office accidents involve falls. Employees can reduce the risk for such accidents by

- 1 using handrails when going up and down stairs,
- 2 wiping footwear upon entering the building during inclement weather,
- 3 cleaning up spills immediately, notifying maintenance personnel when necessary,
- 4 keeping hallways and aisles clear of obstacles,
- 5 closing file cabinet and desk drawers when not in use, and
- 6 keeping electrical and telephone cords out of walkways.

Electrical fixtures are to be installed or repaired only by maintenance personnel. If an extension cord is required, an approved cord may be obtained by requisition.

Report any unsafe condition to the Department Head or designee immediately.

All types of cutting instruments are to be used carefully and properly stored or secured when not in use.

In the Field:

Employees must use seat belts when driving County vehicles or when driving their personal vehicle on County business. Vehicles are to be locked when not in use.

Any individual representing the County who visits, in an official capacity, premises other than those under the control of the County will comply with the safety regulations in force at the place being visited.

VIOLENCE IN THE WORKPLACE

The County strives to provide a safe work environment for all employees. This practice includes Courthouse security and screening devices for persons entering the Courtroom areas.

It is the policy of the County of Chester to expressly prohibit all violent acts, threats or other potentially violent behavior in the workplace. This includes bringing weapons to the workplace including County parking lots.

If an employee experiences any act of violence or threat of violence, they should immediately report it to their supervisor or the Department Head or designee, who will contact the Human Resources Manager. This complaint will be treated confidentially; steps will be taken to protect the employee filing the complaint. The County will cooperate with law enforcement personnel in the investigation and prosecution of violent acts. If investigation confirms that an employee has violated this prohibition, the employee will be disciplined in a manner that is commensurate with the offense, up to and including termination and criminal prosecution.

FREEDOM FROM SEXUAL AND OTHER FORMS OF HARASSMENT

The Chester County Commissioners believe that all employees have the right to work in an environment free from all forms of discrimination and harassment. Harassment is considered a form of misconduct that undermines the integrity of the employment relationship. Actions, words, jokes, pictures or comments based on an individual's *sex, race, ethnicity, age, religion, disability or any other legally protected area* will not be tolerated.

No employee will be subjected to verbal, visual or physical harassment. Behavior of this nature may result in disciplinary action up to and including termination. Sexual and other unlawful harassment is damaging to the work environment; it is also illegal. Therefore, employees should avoid any action or conduct that could be so viewed.

Sexual Harassment

Title VII of the Civil Rights Act of 1964 prohibits employment discrimination on the basis of race, color, sex, age or national origin. Sexual harassment is included among the prohibitions. Sexual harassment, according to the Federal Equal Employment Opportunity Commission (EEOC), consists of unwelcome sexual requests, requests for sexual favors or other verbal or physical conduct of a sexual nature where:

- submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- an employment decision is based on an individual's acceptance or rejection of such conduct; or
- such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

It is also unlawful to retaliate or take reprisal in any way against anyone who has articulated any concern about sexual harassment or discrimination. Sexual harassment is unlawful and exposes not only the County, but also individual employees, to significant liability under the law. Employees at all times should treat each other respectfully and with dignity so as not to offend the sensibilities of their co-workers. The County is committed to vigorously enforcing its sexual harassment policy at all levels.

Prohibited Conduct

The County considers the following conduct to represent some of the types of acts that violate its sexual harassment policy. These examples are provided to illustrate the kind of conduct proscribed by this policy; *the list is not exhaustive*.

1. Physical assaults of a sexual nature, such as:
 - Rape, sexual battery, molestation or attempts to commit these acts; and
 - Intentional physical conduct that is sexual in nature, such as touching, pinching, patting, grabbing, brushing against or poking another employee's body.
2. Unwanted sexual advances, propositions or other sexual comments such as:
 - Sexually oriented gestures, noises, remarks, jokes or comments about a person's sexuality or sexual experience directed at or made in the presence of any employee who indicates or has indicated in any way, that such conduct in his or her presence is unwelcome;
 - Preferential treatment or promise of preferential treatment to an employee for submitting to sexual conduct, including soliciting or attempting to solicit any employee to engage in sexual activity for compensation or reward; or
 - Subjecting, or threats of subjecting, an employee to unwelcome sexual attention or conduct, or intentionally making performance of the employee's job more difficult because of that employee's sex.

(~continued on next page~)

FREEDOM FROM SEXUAL AND OTHER FORMS OF HARASSMENT

Prohibited Conduct (continued from previous page)

3. Sexual or discriminatory displays of publications in the workplace, such as:

- Displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other materials that are sexually suggestive, sexually demeaning or pornographic. *Note: A picture will be presumed to be sexually suggestive if it depicts a person of either sex who is not fully clothed or in clothes that are not suited to or ordinarily accepted for the accomplishment of routine work at the County and who has posed for the obvious purpose of displaying or drawing attention to private portions of his or her body; or*
- Displaying signs or other materials purporting to segregate an employee by sex in any area of the workplace, other than restrooms and similar semi-private lockers/changing rooms.

Penalties for Misconduct

Any employee's commission of acts of harassment or retaliation against a harassment complainant will result in appropriate sanctions, up to and including termination, against the offending employee, depending upon the nature and severity of the misconduct.

A written record of any disciplinary action taken pursuant to this policy will be placed in the offending employee's personnel file. The record will reflect the conduct, or alleged conduct and the warning given or other discipline imposed.

Complaint Procedure

Complaints of acts of harassment and retaliation that are in violation of this anti-harassment policy will be accepted in writing or orally and will be taken seriously and investigated. Anyone who has observed harassment or retaliation or believes he or she is being harassed based on legally protected areas, by an employee, supervisor, or any other person in connection with his or her employment at the County, should report it to his or her immediate supervisor. If the employee is uncomfortable reporting such concerns to his or her immediate supervisor, the report may be made to the Human Resources Manager or the Employee Relations Coordinator. A Department Head or supervisor who receives information regarding a complaint, must notify the Human Resources Department *within 24 hours and prior to taking any action.*

Only those who have an immediate need to know, including the person to whom a report was made, the Human Resources Manager, the alleged target of harassment or retaliation, the alleged harasser or retaliator and any witness may be informed of the complainant's identity.

Everyone contacted during the course of an investigation will be advised that all parties involved in a charge are entitled to respect. Any retaliation or reprisal against an individual who is an alleged target of harassment or retaliation, who has made a complaint or who has provided evidence in connection with a complaint, is a separate actionable offense and subject to discipline under this policy.

Cooperation

An effective anti-harassment policy requires the support and example of personnel in positions of authority. County agents or employees who engage in sexual or other forms of harassment or retaliation or who fail to cooperate with County sponsored investigations of harassment or retaliation may be severely sanctioned by suspension or termination. By the same token, officials who refuse to implement remedial measures, obstruct the remedial efforts of other County employees and/or retaliate against harassment complainants or witnesses, may be immediately sanctioned by disciplinary action up to and including suspension and termination.

POLICIES AND GUIDELINES

DRUG FREE WORKPLACE

The Chester County Commissioners are committed to providing a safe, drug free work environment. Consistent with that commitment, they have established a policy that promotes a drug and alcohol-free work environment.

The policy prohibits:

1. the unlawful manufacture, distribution, dispensing, sale, possession or use of drugs, drug paraphernalia or any other controlled substance,
2. being under the influence of unlawful drugs or any other controlled substance, being under the influence of alcohol, possessing or distributing alcohol on County property, while using County vehicles or while working.

In addition, as a condition of employment on any government contract or in connection with a Federal Grant, employees must abide by the policy and:

Provide written notice to the County of any drug conviction resulting from a violation in the workplace no later than five days after such a conviction. Employees convicted of a drug violation in the workplace will be required to participate in an approved rehabilitation plan or be subject to disciplinary action up to and including termination. Additionally, an employee may also be subject to disciplinary action up to and including termination for an off-duty drug related offense.



SOLICITATION/DISTRIBUTION

To prevent disruption of business, the following rules will apply to solicitation and distribution:

1. Solicitation of or distribution to any County employee by non-employees is prohibited during working time or on County property unless authorized by the Commissioners' office.
2. Working time is that portion of the day in which the employee is to be performing job duties. It does not include lunch periods or time before and after work.
3. The Commissioners prohibit the use of the County name unless authorized by the appropriate County office.
4. No employee should feel any constraint in voluntarily exercising the right to participate in the political process. While the right of employees, except for those who are already restricted, to fully participate in the political process is respected, no employee should feel any employment-related obligation to support or contribute to any political party or candidate.

POLICIES AND GUIDELINES

INTERNET ACCEPTABLE USE POLICY

Policy

The Chester County Library provides public access to the Internet, through Library-owned computers and wireless connections, and to other electronic resources. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community, and to respond to advances in technology and the changing needs of its customers. The Library recognizes that the Internet is a rich but unregulated resource and that not all sources on the Internet provide information that is accurate, complete, current, legal, or philosophically acceptable to all citizens. The Chester County Library selects links for the Library System web site to guide users to sites that have been reviewed according to the same selection criteria used for other library resources.



Individual users assume the responsibility for determining the suitability of Internet content for themselves. The Library affirms the right and responsibility of parents and legal guardians for deciding what library resources, including those found on the Internet, are appropriate for their own minor children. The Library staff does not act *in loco parentis* to restrict what a child may access.

The Library System uses technology protection measures to filter content in accordance and compliance with the federal Children's Internet Protection Act, (CIPA), Pub. L. No. 106-554, Div. B., Title XVII, 114 Stat. 2763A-335 (2000).

Users of the Library's computers or wireless connections may not use them for any purpose that violates federal, state or local laws. Users must respect all copyright laws and licensing agreements pertaining to electronic files and other resources obtained via the Internet. The viewing of pages that contain or display sexually explicit images or materials or obscenity as defined in 18PaCS 5903 is prohibited in Pennsylvania in a public library environment. The viewing of child pornography is a criminal act and may be prosecutable as a felony. The Library will assist in the prosecution of criminal activity.

The Library reserves the right to terminate an individual's use of an electronic resource, library computer or wireless connection at any time for failure to comply with Library Policy and Guidelines.



INTERNET ACCEPTABLE USE POLICY

INTERNET ACCEPTABLE USE POLICY (con't)

User Information & Responsibilities

Implementation Guidelines -- User Information & Responsibilities

- Library users may not use Library Internet stations or wireless connections for unlawful purposes or to view prohibited content. Users of Library computers and wireless connections are responsible for complying with Library Policy and Guidelines.
- Library users may use USB ports on the fronts of Library computers for their own USB-compatible devices. The Library is not responsible for any corruption of data that may occur or for devices left in the Library.
- Library users may not alter the Library's hardware and may not use any ports or jacks at the backs of Library computers to attach any equipment or peripherals to a Library computer.
- Library printers may not be used to print from personal computing devices. Wireless users wishing to print from their wireless computing devices at the Library must provide their own printers.
- The Library's wireless connections are intended for those using their own laptops, notebooks, or PDAs. The Library is not responsible for corruption of software or data on users' personal computing devices while using Library wireless connections.
- Library users may not store individual files on the Library's hard drives. Files or other data found on hard drives are deleted as part of daily clean-up procedures.
- Library users are responsible for damage to or loss of Library hardware and software caused by negligence. Replacement costs apply in cases of loss or damage.
- Wireless communications are not secure. Wireless users should avoid transmitting credit card or other sensitive personal information through wireless connections.
- Library users can request from staff general guidance and a fact sheet for making wireless connections. Staff are not permitted to configure users' personal computing devices.



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INTERNET ACCEPTABLE USE POLICY (con't)

INTERNET ACCEPTABLE USE POLICY (con't)

Staff Roles and Responsibilities

Guidelines for Implementation – Staff Roles and Responsibilities

- Library staff can guide parents to materials and sites that will help them use the Internet with their children.
- Library staff is available to assist users in accessing information on the Internet and to answer questions or concerns. However, time does not permit staff to provide in-depth training on the Internet or personal computer use on demand. The Library regularly offers workshops for the public on the Internet and its specific applications.
- Library staff will provide general guidance and a fact sheet for using wireless connections. Staff are not permitted to configure users' personal computing devices.
- In compliance with CIPA, Library staff will override a block on Internet sites imposed by the filter upon request by an adult 17 and older, for any lawful purpose and in compliance with the provisions of Pennsylvania law summarized in the Policy above. The Library will unblock erroneously blocked sites upon any request by a minor. Staff may refer to **Filtering Procedures and FAQs**, available on the staff intranet under Filtering Information. If unblocking results in the display of inappropriate images on the monitor, Library staff will follow the guidelines given in the next bullet.
- A Library staff member who notices inappropriate images or materials displayed on a monitor should immediately approach the user, tell the user in a quiet, neutral, objective manner that the display is not permitted in the Library's public setting, and politely ask the user to remove it. If there is any hesitation on the user's part the staff member should immediately minimize the image or turn the monitor off if the image is on a Library computer. If the image is on a personal laptop or notebook, the staff member *may not touch* the user's personal computing equipment but should stay with the user until the image is removed. The staff member should explain to the user that any further display of such materials will result in denial of computer and wireless use privileges and, possibly, in a request to leave the facility. (See also **Library Behavior Policy**)
- Although the primary objective of Library staff who see inappropriate images displayed on a monitor is to clear the display from public view, there are additional concerns if images appear to be child pornography. If a displayed image appears to be child pornography and if there are no other library users in the area at the time, the staff member should call a staff member from another area as a second witness to what appears on the monitor. This is particularly important if the staff member is aware that the same user previously displayed a similar type of image.
- If a staff member feels that a criminal activity may be taking place, he or she should immediately consult another staff member and, when possible, the Person In Charge (PIC) to determine if police should be called (9-911). If the situation is urgent and the PIC is not immediately available, any staff member may call 9-911. (See also **Library Behavior Policy**.)

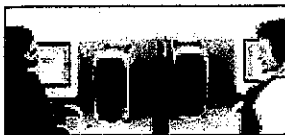
INTERNET ACCEPTABLE USE POLICY

Revised and approved 3/19/02

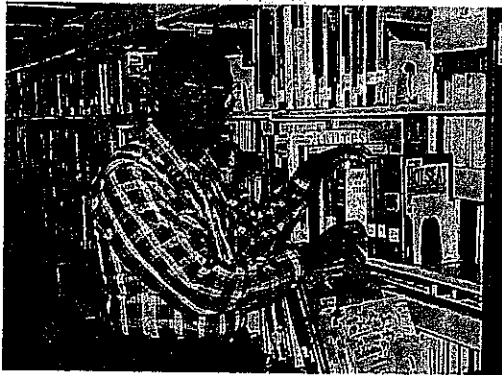
Revised and approved 7/20/04

Revised and approved 6/21/05, edited 7/21/05

Revised and approved July 15, 2008



VOLUNTEER PROGRAM AND RECOGNITION



OFFICE OF VOLUNTEER SERVICES

The office of Volunteer Services coordinates an applicant's skills with the needs of the Library and is an advocate for the volunteers.

Volunteers support both CCL, Exton and the Hankin Branch in many ways. Volunteers can choose from a variety of activities that are essential to the libraries. They can:

- Shelf library materials
- Shelf read
- Help in Technical Services
- Help in the Public Computer Center
- Help with Adult Outreach Services
- And more...



CHESTER
COUNTY

LIBRARY & DISTRICT CENTER

Read • Connect • Discover

VOLUNTEER RECOGNITION

Recognition of Service on Volunteer Badges

0 to 499 hours	green dot
500 to 999 hours	red dot
1000 to 2499 hours	blue dot
2500 to 3999 hours	yellow dot
4000 hours plus	gold dot

Service Recognition

500 hours	A book of the volunteer's choice is dedicated in his/her honor and placed on the shelves of the library.
1000 hours	Share the Gift of Reading Pin
2500 hours	Name engraved on perpetual plaque displayed in the Library
4000 hours	Engraved clock

PRESIDENT'S VOLUNTEER SERVICE AWARD

The Chester County Library is a **certifying organization** for the President's Volunteer Service Award.

This award is issued by the President's Council on Service and Civic Participation on behalf of the President of the United States to recognize the best in American spirit and to encourage all Americans to improve their communities through volunteer service and civic participation.



GENERAL GUIDELINES FOR *IN-PLACE SHELTERING* AT THE CHESTER COUNTY LIBRARY, EXTON

In-place Sheltering means that patrons and staff move within the building to a safer area. Events that might trigger a need for *In-place Sheltering* are a hurricane or a tornado.

Know the Difference Between WATCHES and WARNINGS

TORNADOS

A **Tornado WATCH** is issued when atmospheric conditions are favorable for the formation of tornadoes in our area. A WATCH alerts people to the possibility of tornado development in our area.

A **Tornado WARNING** is issued when a tornado has actually been sighted or is indicated by radar.

The National Weather Service also issues severe thunderstorm WATCHES and WARNINGS. Remember that tornadoes can spawn from severe thunderstorms.

HURRICANE/TROPICAL STORM

A **Hurricane/Tropical Storm WATCH** is issued when conditions are favorable for a hurricane/tropical storm to develop in our area usually within 36 hours.

A **Hurricane/Tropical Storm WARNING** is issued when hurricane/tropical storm conditions are expected in the specified area, usually within 24 hours.

When a tornado WATCH has been issued the Person in Charge (PIC) should remain alert for approaching storms and keep informed.

Weatherbug – live local weather conditions and severe weather alerts are delivered to PIC's PCs. The **television** in Audio Visual Services is hooked up to the emergency generator and may also be broadcasting weather information.

Chester County Primary
Emergency Alerting System
Stations

WPHT 1210 AM

During an In-place Sheltering event at the Chester County Library, Exton, responsibility for each area of the building is assigned to staff in designated areas or staff nearest the area. A list of service areas and their responsibilities follows. All staff members are responsible for knowing:

- a. the In-place Sheltering procedures
- b. the responsibilities of and areas to be checked
- c. the path to Audio Visual Services from their work location
- d. other staff and volunteers on duty in their area at the time of the In-place Sheltering event
- e. location of meeting place – in Audio Visual Services on the first floor of the Library
- f. roll call procedures
- g. an employee who has a physical condition which compromises routine In-Place Sheltering procedures must notify their supervisor as soon as possible

TORNADOES

Tornado WATCH General Guidelines

When a tornado WATCH has been issued the Person in Charge (PIC) should remain alert for approaching storms and keep informed by monitoring a station that is covering local weather on the television in Audio Visual Services. The television will continue to work even if the Library loses power because it is hooked up to the emergency generator.

Tornado WARNING General Guidelines

A tornado **WARNING** for our area indicates a definite threat.

RELOCATION

1. When a tornado WARNING has been issued for our area, the following guidelines of implementation of the In-Place Sheltering should be followed.
2. The following announcement should be read over the public address system: *"May I have your attention please? The National Weather Service has issued a tornado WARNING for our area. Please move **immediately** to Audio Visual Services on the first floor of the Library to take cover. Do not use the elevators and stay away from windows. Library staff is available to direct you to Audio Visual Services."* Repeat announcement.
3. If safe to do so, staff should check their immediate area to see if there are children or anyone needing assistance and should assist them in relocating to Audio Visual Services. A staff member with a child should stay with the child in Audio Visual Services until the parent/guardian is found.
4. The service area's most senior staff member or designee should be the last person to leave his or her service area.
5. Move quickly and calmly to Audio Visual Services.
6. **DO NOT** use elevators. *Elevators may be used to transport individuals with mobility impairments or physical disabilities and their staff escort.*
7. After being informed of the In-place Sheltering event, if a person refuses to relocate to Audio Visual Services, staff member should move quickly to Audio Visual Services and report this to the Person in Charge.
8. If a patron insists on exiting the Library, advise him or her not to leave the building. If the person insists, let him or her exit.
9. In the event of a power failure, individuals who are unable to use the stairs and their escorts should move to an interior location without windows and if possible tell someone to notify the Person in Charge.
10. Visually impaired and hearing-impaired individuals may require assistance in moving in a crowded staircase or hearing the announcement and will need to be escorted down the stairs to Audio Visual Services.
11. Stay away from windows and exterior doors.
12. When staff and the patrons have gathered in Audio Visual Services, instruct all to sit down on the floor if possible. Tell them to be prepared to kneel facing a wall and cover their heads.
NOTE: If working outside, seek indoor shelter if possible. Parked motor vehicles are UNSAFE. If an indoor shelter is not available and there is no time for escape, lie flat in a ditch or low spot. This may offer some protection.
13. If a tornado strikes, kneel facing a wall, put your head to the ground and cover your head. Avoid using the telephone including cell phones except for serious emergencies. Local authorities need first priority of telephone lines.

ROLL CALL

14. There is no official roll call. Staff should report to their Supervisor or Person in Charge and notify that person of anyone unaccounted for or children who relocated to Audio Visual Services with someone other than their guardian (i.e., a child who relocated with a staff member.)
15. If staff is unable to check assigned areas or carry out assigned tasks, let the Person in Charge know. On weekends and evenings, the second floor of the Library will not be checked completely.
16. After relocation, **STAFF OR VOLUNTEERS ARE NOT TO LEAVE AUDIO VISUAL SERVICES, EVEN TO RECOVER THEIR PERSONAL BELONGINGS.** Everyone will be notified when the All Clear is given at which time they can leave.

ALL CLEAR

17. **ALL** should remain in Audio Visual Services until the warning has expired and the Buildings Supervisor or designee has inspected the building for damage. The All Clear signal is announced by the Person in Charge or designee.
18. After the warning has expired
 - a. Report any injuries to the Person in Charge. If an injury requires immediate emergency treatment, call 9-9-1-1 if calling from a Library phone.
 - b. The Person in Charge will notify emergency responders of anyone missing and where that person was last seen in the building.
 - c. The Buildings Supervisor or designee will assess if any damage occurred to the building.
 - d. If the building has been damaged, evacuate and do not attempt to return to the building until directed to do so by the Person in Charge.
 - e. If evacuation is necessary, the Person in Charge or designee will make an announcement instructing staff and patrons to evacuate the building. The General Guidelines for Evacuation of the Library are to be followed with the exception that staff are not to check their department's assigned areas of the Library. **Staff, volunteers and patrons are to evacuate immediately.**
 - f. If there is no damage to the building, the Person in Charge or designee will make an announcement instructing staff to return to their work stations.
 - g. If there is no damage to the building, staff should return to their workstations before the patrons are allowed to re-enter the rest of the Library. Circulation will assign three staff members to remain in Audio Visual Services exit area to monitor this. The Person in Charge or designee will make an announcement informing patrons that they can now leave Audio Visual Services. The following announcement should be read over the public address system: *"May I have your attention please? The Library has returned to normal operating mode. We are no longer operating under in-place sheltering guidelines. Thank you for your cooperation."* Repeat announcement.

FIRST FLOOR SERVICE AREAS

AUDIO VISUAL SERVICES

Already in place.

If safe to do so, the Audio Visual Services staff is responsible for checking the following areas:

- Audio Visual Offices and Workroom
- Public area in Audio Visual Services
- Adult stack area from the end of stacks (from OIC/Technology Center entrance) to the central lounge area.

YOUTH SERVICES

Relocate to Audio Visual Services using either the hall between Youth Services and Information & Reader Services or the Main aisle of the Library.

If safe to do so, the Youth Services staff is responsible for checking the following areas:

- Restroom in Youth Services area
- Storyhour Room
- Office areas in Youth Services
- Public area in Youth Services

CIRCULATION SERVICES

Relocate to Audio Visual Services using the Main aisle of the Library.

If safe to do so, the Circulation Services staff is responsible for checking the following areas:

- Public Restrooms on the first floor
- Narrow hallway between Youth Services and Information & Reader Services
- Circulation Supervisor's Office
- Sorting Rooms
- Boiler/Maintenance Room

If safe to do so, Circulation Services staff also:

- Announce the tornado **WARNING** and relocation instructions.
- Assign staff member to take **Emergency Go Tub**, located in Circulation, to meeting place.
- After the All Clear is given, the Circulation Services person in charge will assign three staff members to remain in Audio Visual Services exit area to inform the public that as soon as the staff are in their positions, the public may enter the rest of the building.

INFORMATION & READER SERVICES

Relocate to Audio Visual Services using the Main aisle of the Library.

If safe to do so, the Information & Reader Services staff is responsible for checking the following areas:

- Information & Reader Services Office Staff Area
- Interlibrary Loan Office
- Periodicals Processing Office
- Information & Reader Services public area
- Stack area from the central lounge to the Circulation Services Desks

SECOND FLOOR SERVICE AREAS

ADMINISTRATION AREA

Switchboard, Finance Offices/Cubicles, District Services Manager's Office, Computer Services Offices, Training & Special Projects Office, Volunteer/Friends Cubicles, Program Coordinator Cubicle, Development Coordinator Cubicle.

Relocate to Audio Visual Services by using either staircase and proceed to Audio Visual Services.

If safe to do so, the Administrative staff is responsible for checking the following areas:

- Own work area
- Supply closet
- Sue Wilson Conference Room
- Each office/cubicle in the administrative staff area

OIC/OUTREACH/COMPUTER SERVICES CUBICLES IN CLOSED STACK

Relocate to Audio Visual Services by using the staircase located by the Technology Center and proceed to the Audio Visual Services.

If safe to do so, the staff in OIC, Outreach and Computer Services Cubicles in the Closed Stack area is responsible for checking the following areas:

- Closed Stack area, including storage area and Friends' Book Sale area
- Outreach cubicle
- OIC cubicles and work areas
- Computer Services Cubicles in the Closed Stack area

BUILDINGS SUPERVISOR OFFICE/COMPUTER ROOM/PUBLIC RELATIONS/GRAPHIC WORKROOM

Relocate to Audio Visual Services using the staircase located on the balcony area next to the staff elevator and proceed down the Main aisle of the Library to Audio Visual Services.

TECHNOLOGY CENTER

Relocate to Audio Visual Services using the staircase near the Technology Center and proceed to Audio Visual Services.

If safe to do so, Technology Center staff is responsible for checking the following areas:

- Technology Center public area
- Public Restroom on second floor near Struble Room
- Struble Room

TECHNICAL SERVICES

Relocate to Audio Visual Services by using the staircase located on the balcony area next to the staff elevator and proceed down the Main aisle of the Library to Audio Visual Services.

If safe to do so, Technical Services staff is responsible for checking the following areas:

- CCL Exton Director Office
- Second Floor Restrooms
- Board Room (if locked, knock on the door and in a loud voice ask if anyone is in the Board Room)
- Staff Lounge
- Computer Room
- Public Relations/Graphics Workroom
- Buildings Supervisor's Office
- Van Room
- Garage

CCL EXTON DIRECTOR OFFICE

Relocate to Audio Visual Services by using the staircase located on the balcony area next to the staff elevator and proceed down the Main aisle of the Library to Audio Visual Services.

HURRICANE/TROPICAL STORM

If a Hurricane/Tropical WATCH or WARNING is issued, typically there is 24 hours before the hurricane hits land. Given the amount of time, the Executive Director of CCLS or CCL Exton Director or the Hankin Branch Manager or the Person in Charge will consult with County of Chester to determine what, if any action should be taken.

Should **strong dangerous** winds unexpectedly occur, follow the Tornado **WARNING** guidelines.

approved by County of Chester Risk Manager 9/5/03

GENERAL GUIDELINES FOR *IN-PLACE SHELTERING* at the HENRIETTA HANKIN BRANCH LIBRARY

In-place Sheltering means that patrons and staff move within the building to a safer area. Events that might trigger a need for *In-place Sheltering* are a hurricane or a tornado.

Know the Difference Between WATCHES and WARNINGS

TORNADOS

A **Tornado WATCH** is issued when atmospheric conditions are favorable for the formation of tornadoes in our area. A WATCH alerts people to the possibility of tornado development in our area.

A **Tornado WARNING** is issued when a tornado has actually been sighted or is indicated by radar.

The National Weather Service also issues severe thunderstorm WATCHES and WARNINGS. Remember that tornadoes can spawn from severe thunderstorms.

HURRICANE/TROPICAL STORM

A **Hurricane/Tropical Storm WATCH** is issued when conditions are favorable for a hurricane/tropical storm to develop in our area usually within 36 hours.

A **Hurricane/Tropical Storm WARNING** is issued when hurricane/tropical storm conditions are expected in the specified area, usually within 24 hours.

Chester County Primary Emergency Alerting System Stations

WPHT 1210 AM

NOAA Weather Radio & Weatherbug

A NOAA Weather Radio is located at the Circulation Desk. This radio broadcasts National Weather Service warnings, watches, forecasts and other hazard information 24-hours a day.

Non-weather emergency messages will be broadcast over this radio when 1) the public safety is involved, 2) the message comes from an official government source, and 3) time is critical.

"All hazards" messages include:

- **Natural** (e.g., tornado, hurricane, floods, earthquakes)
- **Technological accidents** (e.g., chemical releases, nuclear power plant emergencies, train derailment)
- **AMBER alerts**
- **terrorist attacks**

NOAA Weather Radio is provided as a public service by the National Oceanic & Atmospheric Administration (NOAA).

For further information go to

<http://www.nws.noaa.gov/nwr/indexnw.htm>

Weatherbug – live local weather conditions and severe weather alerts are delivered to PIC's PCs.

During an In-place Sheltering event at the Henrietta Hankin Branch Library, responsibility for each area of the building is assigned to staff in designated areas or staff nearest the area. A list of service areas and their responsibilities follows. All staff members are responsible for knowing:

- a. the In-place Sheltering procedures
- b. the responsibilities of and areas to be checked
- c. the path to the Conference Room and/or the Work Room behind the Circulation Desk
- d. other staff and volunteers on duty in their area at the time of the In-place Sheltering event
- e. location of meeting place – the Conference Room or the Work Room behind the Circulation Desk
- f. roll call procedures
- g. an employee who has a physical condition which compromises routine In-Place Sheltering procedures must notify their supervisor as soon as possible

TORNADOES

Tornado WATCH General Guidelines

When a tornado **WATCH** has been issued the Person in Charge (PIC) should remain alert for approaching storms and keep informed by listening to the NOAA weather radio or to an **Emergency Alerting System Station** on the radio. The television (in the Audio Visual area) may also be broadcasting local area weather information.

Tornado WARNING General Guidelines

A tornado **WARNING** for our area indicates a definite threat.

RELOCATION

1. The NOAA weather alert radio or an Emergency Alerting System Station on the radio will sound the appropriate alert from the National Weather Service.
2. The following announcement should be read over the public address system: *"May I have your attention please? The National Weather Service has issued a tornado WARNING for our area. Please move **immediately** to the Conference Room or the Work Room behind the Circulation Desk of the Library to take cover. Stay away from windows. Library staff is available to direct you to the Conference Room or the Work Room behind the Circulation Desk."* Repeat announcement.
3. If safe to do so, staff should check the immediate area to see if there are children or anyone needing assistance and should assist them in relocating to the Conference Room or the Work Room behind the Circulation Desk. A staff member with a child should stay with the child until the parent/guardian is found.
4. The most senior staff person in an area should be the last to leave the area.
5. Move quickly and calmly to the Conference Room or the Work Room behind the Circulation Desk.
6. After being informed of the In-place Sheltering event, if a person refuses to relocate to the Conference Room or the Work Room behind the Circulation Desk, staff member should move quickly to the Conference Room or the Work Room behind the Circulation Desk and report this to the Person in Charge.
7. If a patron insists on exiting the Library, advise him or her not to leave the building. If the person insists, let him or her exit.
8. Visually impaired and hearing impaired individuals may require assistance in moving in a crowded area or hearing the announcement and will need to be escorted to the Conference Room or the Work Room behind the Circulation Desk.
9. Stay away from windows and exterior doors.
10. When staff and the patrons have gathered in the Conference Room or the Work Room behind the Circulation Desk, instruct all to sit down on the floor if possible. Tell them to be prepared to kneel facing a wall and cover their heads. Close the door leading to the Receiving Area.
NOTE: If working outside, seek indoor shelter if possible. Parked motor vehicles are UNSAFE. If an indoor shelter is not available and there is no time for escape, lie flat in a ditch or low spot. This may offer some protection.
11. If a tornado strikes, kneel facing a wall, put your head to the ground and cover your head. Avoid using the telephone including cell phones except for serious emergencies. Local authorities need first priority of telephone lines.

ROLL CALL

12. There is no official roll call. Staff should report to their Supervisor or Person in Charge and notify that person of anyone unaccounted for or children who relocated to the Conference Room or the Work Room behind the Circulation Desk with someone other than their guardian (i.e., a child who relocated with a staff member.)
13. If staff is unable to check assigned areas or carry out assigned tasks, let the Person in Charge know.
14. After relocation, **STAFF OR VOLUNTEERS ARE NOT TO LEAVE THE CONFERENCE ROOM OR THE WORK ROOM BEHIND THE CIRCULATION DESK, EVEN TO RECOVER THEIR PERSONAL BELONGINGS.** Everyone will be notified when the All Clear is given at which time they can leave.

ALL CLEAR

15. **ALL** should remain in the Conference Room or the Work Room behind the Circulation Desk until the warning has expired and the Building Maintenance Person, Buildings Supervisor or Person in Charge has inspected the building for damage. The All Clear signal is announced by the Person in Charge or designee.
16. After the warning has expired
 - a. Report any injuries to the Person in Charge. If an injury requires immediate emergency treatment, call 9-9-1-1 if calling from a Library phone.
 - b. The Person in Charge will notify emergency responders of anyone missing and where that person was last seen in the building.
 - c. The Building Maintenance Person, Buildings Supervisor or Person in Charge will assess if any damage occurred to the building.
 - d. If the building has been damaged, evacuate and do not attempt to return to the building until directed to do so by the Person in Charge.
 - e. If evacuation is necessary, the Person in Charge or designee will make an announcement instructing staff and patrons to evacuate the building. The General Guidelines for Evacuation of the Library are to be followed with the exception that staff are not to check their designated areas of the Library. **Staff, volunteers and patrons are to evacuate immediately.**
 - f. If there is no damage to the building, the Person in Charge or designee will make an announcement instructing staff to return to their workstations.
 - g. If there is no damage to the building, staff should return to their workstations before the patrons are allowed to re-enter the rest of the Library. The Person in Charge or designee will assign three staff members to remain in the Conference Room or the Work Room behind the Circulation Desk exits area to monitor this. The Person in Charge or designee will make an announcement informing patrons that they can now leave the Conference Room or the Work Room behind the Circulation Desk. The following announcement should be read over the public address system: *"May I have your attention please? The Library has returned to normal operating mode. We are no longer operating under in-place sheltering guidelines. Thank you for your cooperation."* Repeat announcement.

These apply to all staff, full and part-time, and volunteers. Make yourself familiar with the responsibilities of the areas in which you work

CHILDREN'S AREA

Relocate to Conference Room or Work Room behind Circulation Desk.

If the PIC happens to be involved in a Youth Services program at the time of emergency, she/he should leave children in the charge of another Youth Services staff member and assume the PIC responsibilities.

If safe to do so, staff in the Children's Areas are responsible for checking the following areas:

- Children's Area Office
- Children's Area Storage
- Display/Prep Room
- Story Room
- Public service area of the Children's Area
- Family Restroom in Children's Area

CIRCULATION DESK, MAINTENANCE AND RECEIVING AREA

Relocate to Conference Room or Work Room behind Circulation Desk.

A senior Circulation staff member should be assigned to the Work Room to direct patrons as they relocate to the area and make sure safe is closed and locked before patrons and staff enter.

If safe to do so, staff in the Circulation Desk Area are responsible for checking the following areas:

- Announcing the evacuation of the building on the public address system as directed.
- Conference Room
- Circulation Work Room
- Offices in Circulation Area (Circulation Supervisor, Maintenance)
- Receiving Area; close the door between Receiving Area and Work Room
- Community Room
- Both Public Restrooms
- Both Bookdrop Rooms
- Both Book Sale Rooms

If safe to do so, assign staff member to take **Emergency Go Tub** to meeting place.

HELP DESK AND ADULT COLLECTION AREA

Relocate to Conference Room or Work Room behind Circulation Desk.

If safe to do so, staff in the Help Desk and Adult Collection Area are responsible for checking the following areas:

- Audio Visual area
- Young Adult area
- Adult Collection area

During the evenings and on weekends or when there is no staff in the Staff Offices and Lounge Area, and if safe to do so, staff in the Help Desk and Adult Collection area are also responsible for:

- Branch Manager's Office and Workroom located by Newspaper and Magazines area
- Quiet Study Room
- Staff Lounge
- Both Staff Restrooms
- Newspaper and Magazine area

STAFF OFFICES AND LOUNGE AREA

Relocate to Conference Room or Work Room behind Circulation Desk.

If safe to do so, staff in the Staff Offices and Lounge Areas are responsible for checking the following areas:

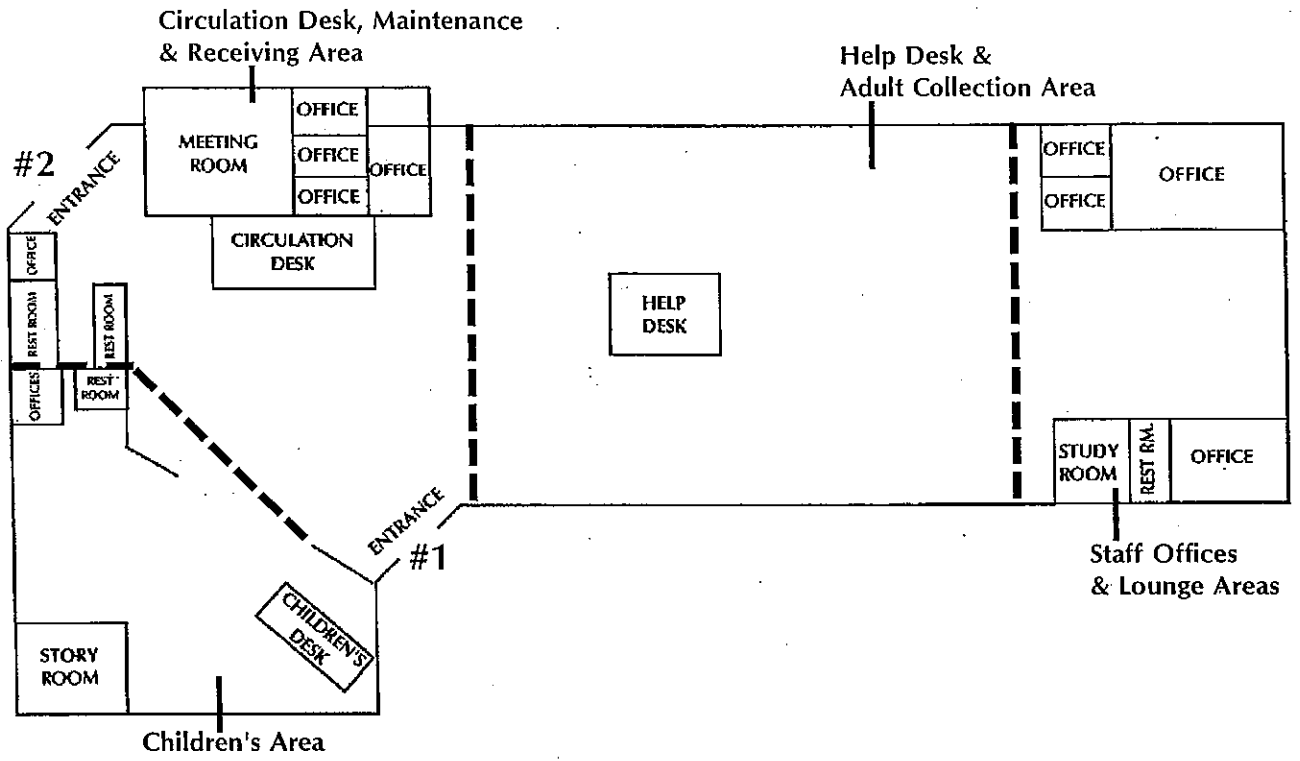
- Branch Manager's Office and Workroom located by Newspaper and Magazines area
- Quiet Study Room
- Staff Lounge
- Staff Restrooms
- Newspaper and Magazine area

HURRICANE/TROPICAL STORM

If a Hurricane/Tropical WATCH or WARNING is issued, typically there is 24 hours before the hurricane hits land. Given the amount of time, the Executive Director of CCLS or CCL Exton Director or the Hankin Branch Manager or the Person in Charge will consult with County of Chester to determine what, if any action should be taken.

Should **strong dangerous** winds unexpectedly occur, follow the Tornado WARNING guidelines.

approved by County of Chester Risk Manager 9/5/03



GENERAL GUIDELINES FOR LOCKDOWN OF THE CHESTER COUNTY LIBRARY, EXTON

During a lockdown at the Chester County Library, Exton, responsibility for each area of the building is assigned to staff in designated areas or staff nearest that area. A list of service areas and their responsibilities follows. All staff members are responsible for knowing:

- a. the Lockdown procedures
- b. the responsibilities of and areas to be checked
- c. other staff and volunteers on duty in their area at the time of the lockdown.
- d. an employee who has a physical condition which compromises routine Lockdown procedures must notify their supervisor as soon as possible

LOCKDOWN

1. The Person in Charge will use reported information or on-site observation to determine that a lockdown is appropriate.
2. The following announcement should be read over the public address system: *"May I have your attention please? Due to unsafe activity happening in the immediate area outside of the Library, the Library is now operating under the guidelines of a lockdown. We ask that everyone in the building move away from any part of the Library that is visible from the outside. We advise you not to leave the building. Library staff is available to help you relocate and to answer questions you may have."* Repeat announcement
3. If safe to do so, staff should check the immediate area to see if there are children or anyone needing assistance and should assist them. A staff member should stay with a child until the parent/guardian is found.
4. If and when safe to do so, Circulation Services will assign a staff member to lock the front door. The back door is already secure with the security system on the interior door.
5. Circulation Services will assign a staff member to be located as close to the main entrance as is safe. No one will be allowed into the Library except emergency responders.
6. If a patron insists on exiting the Library, advise him or her not to leave the building. If the person insists, let him or her exit.

ROLL CALL

7. All staff should report to their supervisor or person in charge and notify them of any unattended children.
8. There is no official meeting location or roll call.

ALL CLEAR

9. The Person in Charge will announce the All Clear signal over the public address system. *"May I have your attention please? The Library has returned to normal operating mode. We are no longer operating under lockdown guidelines. Thank you for your cooperation."* When the All Clear is given after a drill or a lockdown, staff will resume their work positions.
10. A staff member from Circulation Services will unlock the front door.

AREAS OF RESPONSIBILITY BY SERVICE AREA

A significant part of the Library is located near exterior windows/doors, it will be necessary for staff and volunteers to relocate to an area in the Library that is not visible from outside.

FIRST FLOOR SERVICE AREAS

AUDIO VISUAL SERVICES

Since parts of this area are located near exterior windows/doors, it will be necessary for staff and volunteers in this area to relocate to an area in the Library that is not visible from outside.

If safe to do so, the Audio Visual Services staff is responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Audio Visual Offices and Workroom
- Public area in the Audio Visual Services
- Stack area from the end of stacks (from OIC/Technology Center entrance) to the central lounge area.

YOUTH SERVICES

Since parts of this area are located near exterior windows/doors, it will be necessary for staff and volunteers in this area to relocate to an area in the Library that is not visible from outside.

If safe to do so, the Youth Services staff is responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Restroom in Youth Services area
- Storyhour Room
- Office area in Youth Services
- Public area in Youth Services

CIRCULATION SERVICES

Since parts of this area are located near exterior windows/doors, it will be necessary for staff and volunteers in this area to relocate to an area in the Library that is not visible from outside.

If safe to do so, the Circulation Services staff is responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Public Restrooms on the first floor
- Narrow hallway between Youth Services and Information & Reader Services
- Circulation Supervisor's Office
- Sorting Rooms
- Boiler/Maintenance Room

If safe to do so, Circulation Services staff also:

- Announce the Lockdown
- If and when safe to do so, Circulation Services will assign a staff member to lock the front door.
- Circulation Services will assign a staff member to be located as close to the main entrance as is safe. No one will be allowed into the Library except emergency responders.

INFORMATION & READER SERVICES

If safe to do so, the Information & Reader Services staff is responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Information & Reader Services Office Staff area
- Interlibrary Loan Offices
- Periodicals Processing Office
- Information & Reader Services public area
- Stack area from the central lounge to the Circulation Services Desks

SECOND FLOOR SERVICE AREAS

ADMINISTRATION AREA

Switchboard, Finance Offices/Cubicles, District Services Manager's Office, Computer Services Offices, Training & Special Projects Office, Volunteer/Friends Cubicles, Program Coordinator Cubicle, Development Coordinator Cubicle.

Since some of the offices in this area are located near exterior windows/doors, it will be necessary for staff and volunteers in this area to relocate to an area in the Library that is not visible from outside.

If safe to do so, the Administrative staff is responsible for checking Administration Offices and the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Own work area
- Supply closet
- Sue Wilson Conference Room
- Each office/cubicle in the administrative staff area

OIC/OUTREACH/COMPUTER SERVICES CUBICLES IN CLOSED STACK

If safe to do so the staff in OIC, Outreach and Computer Services cubicles in the Closed Stack area are responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Closed Stack area, including storage area and Friends' Book Sale area
- Outreach cubicle
- OIC cubicles and work areas
- Computer Services cubicles in the Closed Stack area

BUILDINGS SUPERVISOR OFFICE/COMPUTER ROOM/PUBLIC RELATIONS/GRAPHIC WORKROOM

Stay in office and close door.

Also:

- If a chemical spill or similar incident is involved, the Buildings Supervisor will assess the risk level and act appropriately in the shutting down of the HVAC system.

TECHNOLOGY CENTER

If safe to do so, staff in the Technology Center are responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- Technology Center public area
- Public Restroom on second floor near Struble Room
- Struble Room – Since the Struble Room is located near exterior windows/door, it will be necessary for people in this area to relocate to an area of the Library that is not visible from outside.

TECHNICAL SERVICES

Since this area is located near exterior windows/doors, it will be necessary for staff and volunteers in this area to relocate to an area in the Library that is not visible from outside.

If safe to do so, Technical Services staff are responsible for checking the following areas to make sure all people are aware of the lockdown, to offer assistance where needed and to promote calm:

- CCL Exton Director Office
- Second Floor Restrooms
- Board Room (if locked, knock on the door and in a loud voice ask if anyone is in the Board Room)
- Staff Lounge
- Sorting Room (across from Staff Lounge)
- Computer Room
- Public Relations/Graphics Workroom
- Buildings Supervisor's Office
- Van Room
- Garage

CCL EXTON DIRECTOR OFFICE

Stay in office and close door.

approved by County of Chester Risk Manager 3/04

GENERAL GUIDELINES FOR LOCKDOWN OF THE HENRIETTA HANKIN BRANCH LIBRARY

The purpose of a lockdown is to secure patrons and staff in the Library. With the exception of traffic flow in and out of the Library being restricted and having people move away from any part of the building that is visible from the outside, normal activity may continue. Some events that may trigger a lockdown are armed person in the area, bomb explosion at a nearby building, hazardous material exposure outside the building, riot, etc.

During a lockdown event at the Henrietta Hankin Branch Library, responsibility for each area of the building is assigned to the staff in or nearest that area. A list of service areas and their responsibilities follows. All staff members are responsible for knowing:

- a. the Lockdown procedures
- b. the responsibilities of and areas to be checked
- c. other staff and volunteers on duty in the area at the time of the lockdown
- d. an employee who has a physical condition which compromises routine Lockdown procedures must notify their supervisor as soon as possible

LOCKDOWN

1. The Person in Charge will use reported information or on-site observation to determine that a lockdown is appropriate.
2. The following announcement should be read over the public address system: *"May I have your attention please? Due to unsafe activity happening in the immediate area outside of the Library, the Library is now operating under the guidelines of a lockdown. We ask that everyone in the building move away from any part of the Library that is visible from the outside. We advise you not to leave the building. Library staff is available to help you relocate and to answer questions you may have."* Repeat announcement
3. If safe to do so, Staff should check the immediate area to see if there are children or anyone needing assistance and should assist them. A staff member should stay with a child until the parent/guardian is found.
4. If safe to do so, Circulation will assign a staff member to lock the front doors.
5. Circulation will assign a staff member to be located as close to the main entrance as is safe. No one will be allowed into the Library except emergency responders.
6. If a patron insists on exiting the Library, advise him or her not to leave the building. If the person insists, let him or her exit.

ROLL CALL

7. All staff should report to their supervisor or the Person in Charge and notify them of any unattended children.
8. There is no official meeting location or roll call.

ALL CLEAR

9. The Person in Charge will announce the All Clear signal over the public address system. *"May I have your attention please? The Library has returned to normal operating mode. We are no longer operating under lockdown guidelines. Thank you for your cooperation."* When the All Clear is given after a drill or a lockdown, staff will resume their work positions.
10. A staff member from Circulation will unlock the front doors.

AREAS OF RESPONSIBILITY

Since most areas of the Library are located near exterior windows/doors, it will be necessary for staff and volunteers to relocate to an area in the Library that is not visible from outside. The Work Room behind the Circulation Desk and away from windows or in the Conference Room are two such areas.

These apply to all staff, full and part-time, and volunteers. Make yourself familiar with the responsibilities of the areas in which you work.

CHILDREN'S AREA

If safe to do so, staff in the Children's Areas are responsible for checking the following areas, to offer assistance where needed and promote calm:

- Children's Area Office
- Children's Area Storage
- Display/Prep Room
- Story Room
- Public service area of the Children's Area
- Family Restroom in Children's Area

CIRCULATION DESK, MAINTENANCE AND RECEIVING AREA

A senior Circulation staff member should be assigned to the Work Room to direct patrons as they relocate to the area and make sure safe is closed and locked before patrons and staff enter.

If safe to do so, staff in the Circulation Desk Area are responsible for checking the following areas, to offer assistance where needed and promote calm:

- Announcing the lockdown of the building on the public address system as directed.
- If and when safe to do so, Circulation will assign a staff member to lock the front doors.
- Circulation will assign two staff members to be located as close to the main entrances as is safe. No one will be allowed into the Library except emergency responders.
- Conference Room
- Circulation Work Room
- Offices in Circulation Area (Circulation Supervisor, Maintenance)
- Receiving Area
- Community Room
- Both Public Restrooms
- Both Bookdrop Rooms
- Both Book Sale Rooms

HELP DESK AND ADULT COLLECTION AREA

If safe to do so, staff in the Help Desk and Adult Collection Area are responsible for checking the following areas to offer assistance where needed and promote calm:

- Audio Visual Area
- Young Adult Area
- Adult Collection Area

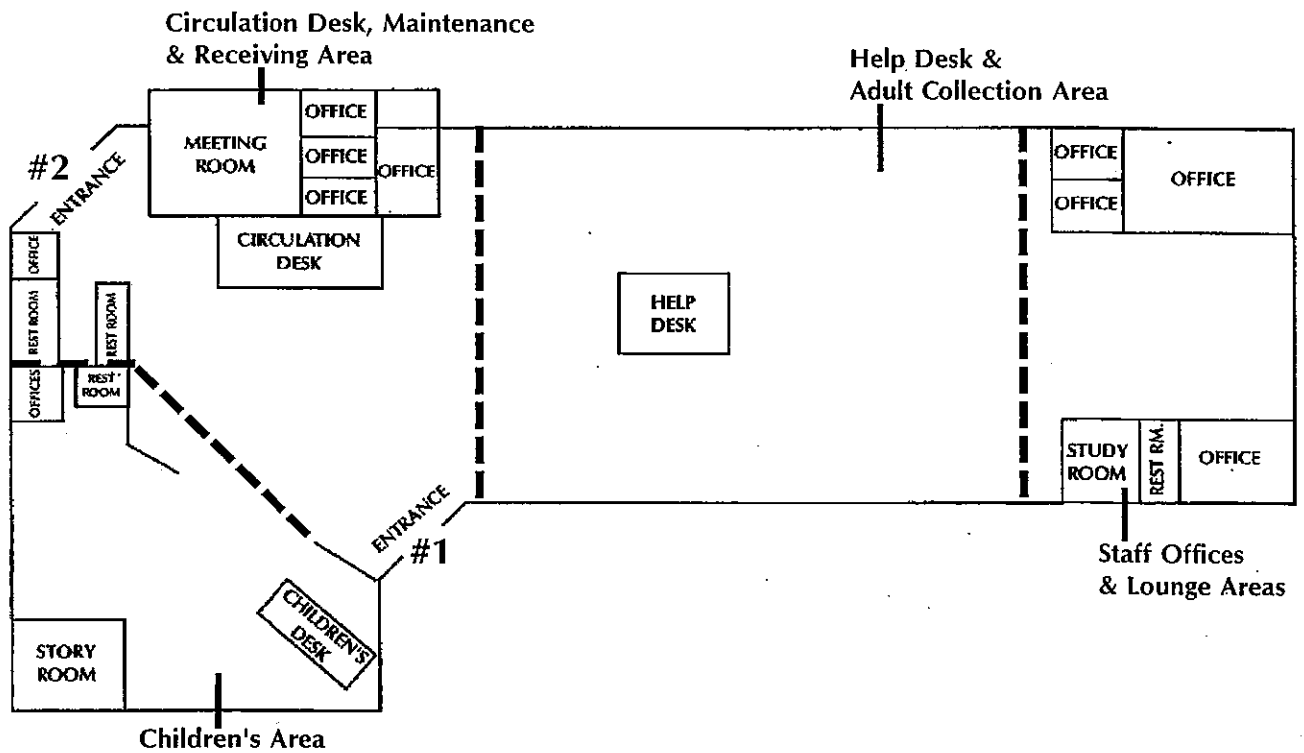
During the evenings and on weekends or when there is no staff in the Staff Offices and Lounge Area, and if safe to do so, staff in the Help Desk and Adult Collection area are also responsible for the following areas, to offer assistance where needed and promote calm:

- Branch Manager's Office and Workroom located by Newspaper and Magazines Area
- Quiet Study Room
- Staff Lounge
- Both Staff Restrooms
- Newspaper and Magazine Area

STAFF OFFICES AND LOUNGE AREA

If safe to do so, staff in the Staff Offices and Lounge Areas are responsible for checking the following areas, to offer assistance where needed and promote calm:

- Branch Manager's Office and Workroom located by Newspaper and Magazines Area
- Quiet Study Room
- Staff Lounge
- Both Staff Restrooms
- Newspaper and Magazine Area



approved by County of Chester Risk Manager 3/04



GENERAL GUIDELINES FOR EVACUATION OF THE CHESTER COUNTY LIBRARY, EXTON

When the alarm is sounded the assumption should be that the alarm is real.

It is the County of Chester's policy that its employees will not try to control a fire (*one exception listed below*) and will immediately take defensive measures to protect themselves, co-workers and visitors. This will be accomplished by evacuating all employees and visitors during a fire or other emergency situation. Evacuation route maps are posted throughout the Library. The primary goal will be **complete evacuation** of the Library.

The only exception to employee fire control involvement will be in the following situation:

The control of fires in their beginning stage to the extent a portable or hand-held fire extinguisher will be effective. Only then, employees who have undergone proper training in the evaluation of fire severity and use of a portable extinguisher **where attempts to control the fire could endanger their safety** are permitted to use the portable extinguisher. Be sure to have an unobstructed escape route should the fire not be extinguished. ***In no case should an internal attempt in controlling a fire delay contacting 9-9-1-1.***

During an evacuation of the Chester County Library, Exton, responsibility for each area of the building is assigned to staff in designated areas or staff nearest the area. A list of service areas and their responsibilities follows. All staff members are responsible for knowing:

- a. the Evacuation procedures
- b. the responsibilities of and areas to be checked
- c. the exits closest to their work location
- d. other staff and volunteers on duty in their area at the time of an evacuation
- e. location of meeting place after evacuating
- f. roll call procedures
- g. an employee who has a physical condition which compromises routine evacuation procedures must notify their supervisor as soon as possible

EVACUATION

1. Usually the fire alarm system will sound and the warning lights will flash when evacuation is necessary
2. If safe to do so, a Circulation staff member should read the following announcement over the public address system: *"May I have your attention please? We are evacuating the building. Please leave the Library quickly and calmly. Staff will be ready to assist those who may need help. Unattended children will be escorted by staff to a safe area by the bus stops located by the Mall parking garage."* Repeat announcement.
3. If safe to do so, staff should check the immediate area to see if there are children or anyone needing assistance and should assist them in exiting the building. A staff member should stay with a child in the designated meeting place until the parent/guardian is found.
4. If safe to do so, staff should check the areas for which their service area is responsible, consult with each other to ensure that everything is done, and exit the building.
 - a. Staff who are not in their service area at the time of the evacuation should immediately exit the building at the nearest safest exit without returning to their service area.
5. The service area's most senior staff member or designee should be the last person to leave his or her service area.
6. Close – **BUT LEAVE UNLOCKED** – all doors.
7. Leave the **LIGHTS ON**
8. **DO NOT** use the elevators.

9. Exit the building quickly and calmly. All staff are to gather at the bus stop located at the Mall parking garage side.
10. If an individual refuses to evacuate the building, staff member should exit the building and report this to the Person in Charge or his/her supervisor.
11. Circulation will assign a person to be stationed in safe locations at the Main entrance, the back entrance and at the entrance to the front parking lot.
12. Staff members or volunteers are **NOT** to direct traffic in any manner.
13. **If at any time a staff member's life is in danger, he or she should exit the building immediately in the safest manner possible.**

ROLL CALL

12. Report to your Supervisor or the Person in Charge and notify that person of anyone unaccounted for or children who left the building with someone other than their guardian (i.e., a child who evacuated the building with a staff member.)
13. If staff is unable to check assigned areas or carry out assigned tasks, let the Person in Charge know.
14. On weekends and evenings, the Person in Charge needs to report to emergency responders that the second floor of the Library was not checked completely.
15. After Roll Call, the Person in Charge will notify emergency responders of anyone missing and where that person might be found in the building.
16. After an evacuation, **STAFF OR VOLUNTEERS ARE NEVER TO RE-ENTER THE BUILDING, EVEN TO RECOVER PERSONAL BELONGINGS.** The emergency response authorities will notify staff when the building is safe to enter.
17. After an evacuation, staff should wait as a group until a decision is made about the rest of the workday and about a possible period of adjournment to a more comfortable area of the Mall.

ALL CLEAR

18. When the "all clear" is given after a drill or an emergency evacuation, staff should enter the building and resume their positions before the public re-enters. Circulation will assign a staff member to be at the Main entrance and the back entrance to control this.

AREAS OF RESPONSIBILITY BY SERVICE AREA

FIRST FLOOR SERVICE AREAS

AUDIO VISUAL SERVICES

Evacuate through the emergency exit just outside Audio Visual Services at the end of the main aisle or through the emergency exit in the 900s stack area. If neither of these exits are safe, exit at the nearest safe exit.

If safe to do so, the Audio Visual Services staff are responsible for checking the following areas:

- Audio Visual Offices and Workroom
- Public area in Audio Visual Services
- Stack area from the end of stacks (from OIC/Technology Center entrance) to the central lounge area
- Check public elevator to make sure no one is in it

YOUTH SERVICES

Evacuate through the emergency exits located in Youth Services or through the Main Entrance. If neither of these exits are safe, exit at the nearest safe exit.

If safe to do so, the Youth Services staff are responsible for checking the following areas:

- Restroom located in Youth Services
- Youth Services Staff Offices
- Youth Services Workroom
- Public service areas in Youth Services, including Storyhour Room

CIRCULATION SERVICES

Evacuate through the nearest safe exit.

If safe to do so, the Circulation Services staff are responsible for checking the following areas:

- Public Restrooms on the first floor
- Narrow hallway between Youth Services and Information & Reader Services
- Circulation Supervisor's Office
- Sorting Rooms
- Boiler/Maintenance Room

If safe to do so, Circulation Services staff also:

- Announce the evacuation of the building on the public address system as directed.
- Assign a staff member to take the **Emergency Go Tub**, located in Circulation, to meeting place.
- Assign three staff members to the following areas:
 - In a safe location near the Main entrance to the Library to prevent anyone but emergency personnel from entering. **DO NOT LOCK** the front doors. When the "All Clear" is given, this person would be at the Main entrance to let staff and volunteers in and inform the public that as soon as the staff are at their stations, the public may enter.
 - In a safe location by the sign located by the entrance to front parking lot to alert emergency personnel that the emergency is at this location. (Staff members or volunteers are **NOT** to direct traffic in any manner.)
 - In a safe location at the rear entrance of the Library or near the corner of the building closest to the street, to prevent anyone but emergency personnel from entering through the back door. **DO NOT LOCK** the back doors (Do not concern yourself with the door that requires a swipe card - emergency personnel have a bypass key.)
 - Lock the staff elevator and post **DO NOT USE** sign.

INFORMATION & READER SERVICES

Evacuate through either the emergency exit just outside Audio Visual Services at the end of the main aisle, the emergency exit in the 900s stack area or the Main Entrance. If none of these exits are safe, exit at the nearest safe exit.

If safe to do so, the Information & Reader Services staff are responsible for checking the following areas:

- Information & Reader Services Office Staff Area
- Interlibrary Loan Office
- Periodicals Processing Office
- Information & Reader Services public area
- Stack area from the central lounge area to the Circulation Services Desks

SECOND FLOOR SERVICE AREAS

ADMINISTRATION AREA

Switchboard, Finance Offices/Cubicles, District Services Manager's Office, Computer Services Offices, Training & Special Projects Office, Volunteer/Friends Cubicles, Program Coordinator Cubicle, Development Coordinator Cubicle.

Evacuate through emergency exit located in Administrative Offices area (by Administrative Assistant's Desk.) If this exit is not safe, exit at the nearest safe exit.

If safe to do so, the Administrative staff are responsible for checking the following areas:

- Own work area
- Supply closet
- Sue Wilson Conference Room
- Each office/cubicle in administrative staff area

OIC/OUTREACH/COMPUTER SERVICES CUBICLES IN CLOSED STACKS

Evacuate through any second floor exit or take stairs by the Technology Center to the first floor and exit at the emergency exit in Audio Visual Services. If these exits are not safe, exit at the nearest safe exit. (Each service area has a key to the Struble Room. For access to the emergency exit in the Struble Room use key located in your service area.)

If safe to do so, staff in OIC, Outreach and Computer Services Cubicles in Closed Stack area are responsible for checking the following areas:

- Closed Stack area, including storage area and Friends' Book Sale area
- Outreach cubicle
- OIC cubicles and work areas
- Computer Services Cubicles in the Closed Stack area

BUILDINGS SUPERVISOR OFFICE/COMPUTER ROOM/PUBLIC RELATIONS/GRAPHIC WORKROOM

Evacuate through the back entrance. If this exit is not safe, exit through the nearest safe exit.

TECHNOLOGY CENTER

Evacuate through any second floor exit or take stairs by the Technology Center to the first floor and exit at the emergency exit in Audio Visual Services. If these exits are not safe, exit at the nearest safe exit. (For access to the emergency exit in the Struble Room use key located in your department.)

If safe to do so, Technology Center staff are responsible for checking the following areas:

- Technology Center public area
- Public Restroom on second floor near the Struble Room
- Struble Room

TECHNICAL SERVICES

Evacuate through any second floor exit. If these exits are not safe, exit at the nearest safe exit.

If safe to do so, Technical Services staff are responsible for checking the following areas:

- CCL Exton Director Office
- Second Floor Restrooms
- Board Room (if locked, knock on the door and in a loud voice ask if anyone is in the Board Room)
- Staff Lounge
- Sorting Room (across from Staff Lounge)
- Computer Room
- Public Relations/Graphics Workroom
- Buildings Supervisor's Office
- Van Room
- Garage

If safe to do so, assign a staff member to take the **Emergency Go Tub**, located in Technical Services, to meeting place.

CCL EXTON DIRECTOR OFFICE

Evacuate through any second floor exit or take the stairs to the first floor and use Main entrance. If these exits are not safe, exit at the nearest safe exit.

approved by County of Chester
Risk Manager 4/8/03
updated 9/07

GENERAL GUIDELINES FOR EVACUATION OF THE HENRIETTA HANKIN BRANCH LIBRARY

When the alarm is sounded the assumption should be that the alarm is real.

It is the County of Chester's policy that its employees will not try to control a fire (*one exception listed below*), and will immediately take defensive measures to protect themselves, co-workers and visitors. This will be accomplished by evacuating a employees and visitors during a fire or other emergency situation. Evacuation route maps are posted throughout the Library. The primary goal will be **complete evacuation** of the Library.

The only exception to employee fire control involvement will be in the following situation:

The control of fires in their beginning stage to the extent a portable or hand-held fire extinguisher will be effective. Only then, employees who have undergone proper training in the evaluation of fire severity and use of a portable extinguisher **where attempts to control the fire could endanger their safety** are permitted to use the portable extinguisher. Be sure to have an unobstructed escape route should the fire not be extinguished. ***In no case should an internal attempt in controlling a fire delay contacting 9-9-1-1.***

During an evacuation of the Library, responsibility for each area of the building is assigned to staff in designated areas closest to the area (see map included with these guidelines for area designation). A list of service areas and their responsibilities follows.

PLEASE NOTE: Main Entrance #1 and Main Entrance #2 are labeled on the Hankin Library floor plan found at the end of these written instructions. There is no designation of #1 or #2 on the actual doors.

ALL STAFF ARE RESPONSIBLE FOR KNOWING:

- a. the Evacuation procedures
- b. the responsibilities of and areas to be checked
- c. the areas closest to their work location
- d. other staff and volunteers on duty in their area at the time
- e. location of meeting place after evacuating
- f. roll call procedures
- g. an employee who has a physical condition which compromises routine evacuation procedures must notify their supervisor as soon as possible

EVACUATION

1. Usually the fire alarm system will sound and the warning lights will flash when evacuation is necessary.
2. If safe to do so, a Circulation staff member should read the following announcement over the public address system: *"May I have your attention please? We are evacuating the building. Please leave the Library quickly and calmly. Staff will be ready to assist those who may need help. Unattended children will be escorted by staff to a safe area outside the Main Entrance facing the parking lot."* Repeat announcement.
3. If safe to do so, staff should check the immediate area to see if there are children or anyone needing assistance and should assist children and handicapped or frail individuals exit the building. A staff member with a child should stay in a safe area outside Main Entrance #1.
4. If safe to do so, staff should check the areas in which they are working, consult with other staff members in the area to ensure that everything is done, and exit the building.
5. The most senior staff person in the area should be the last person to leave it.
6. Close – **BUT LEAVE UNLOCKED** – all doors.
7. Leave **LIGHTS ON**.
8. Exit the building quickly and calmly. All staff are to gather at the trash receptacle area in the parking lot.
9. If an individual refuses to evacuate the building, staff member should exit the building and report this to the Person in Charge or his/her supervisor.
10. Circulation will assign staff members to be stationed in a safe location near each main entrance a.) for emergency responders to arrive and take charge, and b) to inform new arrivals that they may not enter the building.
11. Staff members or volunteers are **NOT** to direct traffic in any manner.
12. **If at any time a staff member's life is in danger, he or she should exit the building immediately in the safest manner possible.**

ROLL CALL

11. Report to your supervisor or the Person in Charge and notify that person of anyone unaccounted for or childrer who left the building with someone other than their guardian (i.e., a child who evacuated the building with a staf member.)
12. If staff is unable to check assigned areas or carry out assigned tasks, let the Person in Charge know.
13. After Roll Call the Person in Charge will notify emergency responders of anyone missing and where that persor might be found in the building.
14. After an evacuation, **STAFF OR VOLUNTEERS ARE NEVER TO RE-ENTER THE BUILDING, EVEN TO RECOVER PERSONAL BELONGINGS.** The emergency responders will notify staff when the building is safe to enter.
15. After an evacuation, staff should **wait as a group** until a decision is made about the rest of the workday.

ALL CLEAR

16. When the "all clear" is given after a drill or emergency evacuation, staff should enter the building and resume their positions before the public re-enters. Circulation will assign a staff member to be at each Main entrance to control this.

RESPONSIBILITIES BY AREAS

These apply to all staff, full and part-time, and volunteers. Make yourself familiar with the responsibilities of the areas in which you work. Staff should escort any unattended children and frail or handicapped persons to a safe area outside Main Entrance #1. When the evacuation order is given over the public address system the following statement will also be read "Unattended children or those needing assistance will be escorted by staff to a safe area outside the Main Entrance facing the parking lot." (Main Entrance #1)

CHILDREN'S AREA

Evacuate through either the emergency exit in the Children's Area, Main Entrance #1 or Main Entrance #2. If none of these exits are safe, exit at the nearest safe exit.

If safe to do so, staff in the Children's Areas are responsible for checking the following areas:

- Children's Area Office
- Children's Area Storage
- Display/Prep Room
- Story Room
- Public service area of the Children's Area
- Family Restroom in Children's Area

CIRCULATION DESK, MAINTENANCE AND RECEIVING AREA

Evacuate through either the emergency exit in Receiving, Main Entrance #1 or Main Entrance #2. If none of these exits are safe, exit at the nearest safe exit.

If safe to do so, staff in the Circulation Desk Area are responsible for checking the following areas:

- Conference Room
- Circulation Work Room
- Offices in Circulation Area (Circulation Supervisor, Maintenance)
- Receiving Area
- Community Room
- Both Public Restrooms
- Both Bookdrop Rooms
- Both Book Sale Rooms

If safe to do so, staff in the Circulation Desk Area are also responsible for:

- Announcing the evacuation of the building on the public address system as directed.
- Assign a staff member to take the **Emergency Go Tub**, located in Circulation, to meeting place.
- Assigning staff to the following locations:
 - In a safe location near each of the Main entrances to the Library to prevent anyone but emergency personnel from entering and to inform new arrivals that they may not enter the facility. **DO NOT LOCK** Main entrance doors. When the "All Clear" is given, these assigned staff will remain at the Main entrance to let staff and volunteers in and inform the public that as soon as the staff are at their stations, the public may enter.
 - In a safe location on the corner of Lexington Blvd. and Route 401 to alert emergency personnel that the emergency is at this location. (Staff members or volunteers are **NOT** to direct traffic in any manner.)

HELP DESK AND ADULT COLLECTION AREA

Evacuate through the emergency exit located in Adult Collection Area or Main Entrance #1. If neither of these exits are safe, exit at the nearest safe exit.

If safe to do so, staff in the Help Desk and Adult Collection Area are responsible for checking the following areas:

- Audio Visual area
- Young Adult area
- Adult Collection area

During the evenings and on weekends or when there is no staff in the Staff Offices and Lounge Area, and if safe to do so staff in the Help Desk and Adult Collection area are also responsible for:

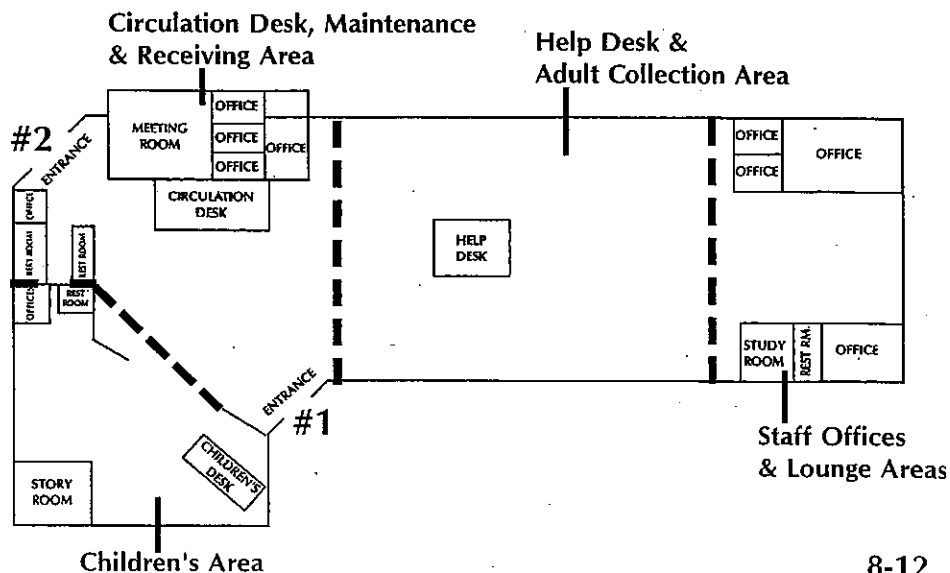
- Branch Manager's Office and Workroom located by Newspaper and Magazines area
- Quiet Study Room
- Staff Lounge
- Both Staff Bathrooms
- Newspaper and Magazine area

STAFF OFFICES AND LOUNGE AREA

Evacuate through the emergency exit located in Adult Collection Area or Main Entrance #1. If neither of these exits are safe, exit at the nearest safe exit.

If safe to do so, staff in the Staff Offices and Lounge Areas are responsible for checking the following areas:

- Branch Manager's Office and Workroom located by Newspaper and Magazines area
- Quiet Study Room
- Staff Lounge
- Both Staff Bathrooms
- Newspaper and Magazine area



approved by County of Chester
Risk Manager 4/8/03

