

Texas Woman's University

Library Policy Manual

Policy Name: Library Emergencies

Last Library Review: July 2020

Next Library Review: July 2021

Purpose: This policy documents guidelines for handling various types of emergencies in the TWU Libraries. If there is a question, the TWU Libraries will adhere to the University's Risk Management emergency guidelines.

Note: Access, availability, usage, and occupancy limits may be changed in accordance with University guidelines regarding health and safety.

Policy:

For general emergencies, dial:

81-2911 (Denton) or 940-898-2911

82-6666 (Dallas) or 214-689-6666

84-2222 (Houston) or 713-794-2222

For off campus emergencies dial:

911

The Departments of Public Safety (DPS) on all campuses are open 24/7.

The campus community is notified of emergency events through:

1. Pioneer Alert - registered phone numbers, TWU email account, Twitter: @PioneerAlert, TWU desktop computers
2. University Homepage
3. Broadcast emails
4. Facebook: www.facebook.com/texaswomansuniversity
5. Twitter: @TWUReady and @PioneerAlert

Medical Emergencies

1. Do not move the injured person.
2. Call your campus emergency number (see above).
3. Identify yourself, your location, and your phone number.
4. Give as much information as possible regarding the injury.
5. Library staff is to remain with the person until a first responder arrives.
6. Do not attempt to render aid.
7. Clear the area for emergency personnel.

Fire

1. If the fire alarm has not sounded, pull it.
2. If the alarm has sounded, assume that it is real and get out of the building immediately.
3. Leave through the [nearest emergency exit](#).
4. Do not use elevators or non-emergency stairways to exit.
5. Proceed down the emergency stairwell and once out of the building gather in the designated area (ask staff if unsure where to gather).
6. If trapped, keep doors closed and place cloth under them to keep the smoke out.
7. Supervisors should account for all of their staff members and alert authorities if anyone is missing or unaccounted for.
8. Remain outside until DPS and/or authorized personnel deem it safe to re-enter.
9. Do not enter a building when the fire alarm is sounding.
10. Do not use fire extinguishers unless properly trained.
11. It is your responsibility to exit the building. Library staff will not be sweeping the building to get users to exit.

Lockdown

1. Stay inside the building; if outside seek shelter in the nearest building.
2. Buildings equipped with entry/access systems will be remotely locked by DPS.
3. Do not let anyone in the building during a lockdown.
4. Stay away from entrances and ground floor glass areas.
5. Lock inside doors and put heavy items in front of the door to barricade it.
6. Be silent and turn out the lights.
7. Silence and avoid using cell phones.
8. Close windows, shades, and blinds.
9. Once in a secure location, do not leave until receiving the "all clear" from authorized personnel.

Active Shooter

1. If not in your building, follow lockdown procedures.
2. RUN: If assailant is not close to you get out of the building toward the nearest emergency exit.
3. HIDE: If assailant is close to you, hide in a room or area that can be locked or barricaded (doors swing inward).
4. Be silent and turn off all lights and cell phones.
5. Do not leave hiding place until it is safe.
6. Stay aware of your surroundings.
7. FIGHT: Do this only when it appears your life is threatened.
8. Use whatever items are in the room to attack the assailant and get the weapon away from them.
9. If you encounter law enforcement while escaping, make your hands visible.

Tornado/Severe Weather

1. If a tornado warning is issued a staff member must immediately make an announcement to let everyone in the building know where to gather.
2. Advise people not to leave the building until the storm passes.
3. Go to the designated severe weather area in the building (usually the lowest floor in an interior room away from windows).
4. Do not leave until the "all clear" signal is given.

Inclement Weather

1. TWU will send out communication to the campus community informing them of inclement weather, most likely a winter storm warning.
2. Decisions to delay or close campus due to winter weather will be made no later than 4:30am.
3. Announcements are made through Pioneer Alerts, Campus Weather closing hotline, local TV and radio stations, the University website, and social media (Facebook and Twitter). You may also call the appropriate campus hotline for information.

HOTLINES: 940-898-3430 (Denton)

214-689-6631 (Dallas)

713-794-2310 (Houston)

Do not come to campus during a weather-related closing.

Hazardous Materials Release

1. If outside, seek shelter in the nearest building.
2. Go to the interior of the building in an area with no windows.
3. If inside, leave the building and move toward a sheltered location.
4. Allow access to others seeking shelter.
5. Report any medical emergencies.
6. Do not leave the building until instructed to do so.
7. Supervisors should account for all of their staff members and alert authorities if anyone is missing or unaccounted for.

Bomb Threat

1. Bomb threats are usually received by telephone so if you answer the call remain calm and get as much information as possible from the caller (when, where, how many, etc.).
2. Notify DPS immediately and describe the caller's voice and message.
3. Do not touch suspicious packages.
4. Follow instructions from first responders.

Suspicious Package

Features of a suspicious package:

- Excessive postage
- No return address
- Emitting an unusual odor or is discolored
- Unexpected and in an unusual location
- Unprofessionally wrapped with excessive use of tape, strings, or other wrapping

1. Do not open the suspicious package.
2. Notify DPS immediately using a landline, not a cell phone.
3. Do not move or examine the package.
4. Close off the area.
5. Stay in the area and follow the instructions of the first responders.

Reporting a Crime/Injury/Accident/Property Damage

1. Report to DPS as soon as possible.
2. Identify yourself and your location.
3. Do not hang up until instructed to do so.
4. An officer will contact you at your location.
5. Complete a [TWU Incident Reporting Form](#).

Person in Distress

Signs of a person who may be in distress include:

1. Significant and sudden change in performance and conduct.
2. Atypical behavior or appearance.
3. Traumatic event or change in relationships.
4. Reference to suicide, homicide, or death.
5. Disturbing content provided in their work.
6. Disturbing posts on social media.

Respond to the person privately and offer support and assistance by referring them to the Behavior Assessment Team (BAT) or to the Counseling Centers on campus. Employees should be referred to the Employee Assistance Program (EAP) at 800-343-3822.

Elevator Failure

1. Do not panic.
2. Use the elevator phone or your cell phone to call DPS.
3. Identify yourself, elevator number, and the number of people in the elevator.
4. Press the ALARM or HELP button to notify others who may be nearby.
5. Do not attempt to force the door open or to climb out of the elevator car.
6. Relax, get comfortable, and wait for professional assistance to arrive.

7. Although the temperature feels warm, there is plenty of air circulating in the elevator and throughout the elevator shaft.

Media Calls

1. Direct all media inquiries to the Office of Marketing and Communications at 940-898-3456.
2. Regardless of the situation, do not say “No Comment”.
3. Do not respond with any information as to how you feel, what is happening, who you are, or where you are.
4. Nothing is “off the record” with the media.

Review:

The Library’s Policy Work Group will review this policy with recommendations forwarded through normal administrative channels to the Dean of Libraries.