

CITY OF
CANADA BAY
LIBRARY
SERVICES

EMERGENCY CLOSING POLICY

Date of Adoption: 19 July 2011

Effective Date: 19 July 2011

Contents

Objectives	3
Scope	3
Definitions	3
Principles	3
Emergency Situations	3
Responsibilities of Library Staff	3
Responsibilities of Library Members and Visitors	4
Responsibilities	4
Procedures	4
Complaints	4

Objectives

The objectives of this policy are to:

- outline the types of situations which may for safety reasons lead to a temporary closure of a library building;
- provide the responsibilities of library staff in such a situation; and
- provide the responsibilities of library members and visitors in such a situation.

Scope

This policy applies to all members of, and visitors to the City of Canada Bay Library Service. It may be applied by all staff of the library service.

Definitions

- 'The City of Canada Bay Library' or 'the library' refers to Concord and Five Dock libraries.
- 'Emergency' refers to any event that arises which may adversely affect the safety of persons in a building or the community generally and requires immediate response by the occupants of that building.
- 'Emergency Warning System (EWS)' refers to a combined emergency alarm and public address system.
- 'Shift Supervisor' refers to a library coordinator or designated library officer or librarian in charge.

Principles

Emergency Situations

For the safety of all library members, visitors and staff, a library building may be temporarily closed and evacuated in the event of any of the following emergency situations:

- Fire
- Flood
- Power failure
- Electrical fault
- Spillage of flammable liquid or toxic substances
- Bomb threat

There may also be other situations not listed above where an emergency closing may be initiated in the interests of protecting the health and safety of the building occupants.

The senior staff member on duty or shift supervisor will be responsible for assessing such a situation and deciding whether an emergency closing should occur.

This policy also applies to external facilities over which library staff have control in consultation with other stakeholders, for example the toilets at Five Dock Library.

In all instances where the Emergency Warning System (EWS) is activated the library will be closed and the building evacuated, regardless of whether a threat is actually visible or not.

The library will remain closed until clearance is issued by the emergency services (fire brigade, police, etc.), the chief warden, evacuation warden or shift supervisor.

Responsibilities of Library Staff

In the event of an emergency closing situation, library staff will:

- Inform library members and visitors that the building is being evacuated.
- Direct library members and visitors to the nearest safe building exit.

- Ensure that all areas of the building are vacated.
- Secure the building to prevent anyone re-entering until the all clear is given.

In the event of a non-emergency closing situation (for example power failure), library staff will:

- inform the Manager, Library Services of the situation and seek approval to close the library. The Manager will inform the Director, Community Development of the situation.
- Inform library members and visitors that for safety reasons the library is being closed and evacuated
- Request library members and visitors to take all belongings with them as they vacate the building
- Direct library members and visitors to the main exit
- Ensure all areas of the building are vacated and the building is secure
- Call the appropriate service provider e.g. Energy Australia to establish the reason and estimated time of outage
- Place a sign on the front door advising of the reason for the closure and an estimated time of re-opening
- When appropriate, staff are to proceed to another operating service point.

Responsibilities of Library Members and Visitors

In the event of a situation requiring closure of the library, members and visitors are required to:

- Vacate the building immediately as instructed.
- Comply with any directions or instructions provided by the EWS, library staff or emergency services personnel.
- Not re-enter the building until clearance is given.

Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

The *Library Building Emergency Closing Procedures Manual* has been developed in consultation with an emergency management & training company. Specific procedures for the implementation of this policy are clearly outlined in the manual.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.
- Complaints or appeals that cannot be resolved at this level will be referred first to the concord, Five Dock or Client Services Co-ordinators and if still unresolved to the Manager, Library Services.
- If the member or visitor remains unsatisfied, they may write to:

The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au