



Title: Library Services – Emergency Closing

Category: Operating – Service Delivery – Library Services

Key words: Emergency, Library

File number: L-33-62

Policy owner: Director of Corporate Services (Library Services)

Authorisation: Adopted March 2008 by Director of Corporate Services

Review date: March 2011

Modification history: This is a new policy

Related legislation: New South Wales Library Act 1939

Related policies: Library Services – Conditions of Use

Related procedures: Library Building Emergency Closing Procedures (to be developed)

Related forms:

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1. Purpose

The purpose of this policy is to outline the circumstances under which a branch of the City of Canterbury Library may be temporarily closed due to an emergency situation.

2. Objectives

The objectives of this policy are to outline:

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

3. Scope

This policy applies to all users of the City of Canterbury Library. It may be applied by all staff of the library service.

4. Definitions

“The City of Canterbury Library” or “the library”

Refers to all branches of the library service (Campsie, Earlwood, Lakemba & Riverwood).

“Emergency”

This is 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.

“Emergency Warning System (EWS)”

This is a combined emergency alarm and public address system.

“Shift Supervisor”

Refers to a Branch Librarian or designated Officer/Librarian in Charge.

5. Principles

5.1 Emergency Situations

For the safety of all library users 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.

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 evacuation warden or shift supervisor.

5.2 Responsibilities of Library Staff

In the event of an emergency closing situation, library staff are required to:

- Inform library users that the building is being evacuated.
- Direct library users to the nearest building exit.
- Ensure that all areas of the building are vacated.
- Secure the building to prevent anyone reentering until the all clear is given.

5.3 Responsibilities of Library Users

In the event of an emergency closing situation, library users 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 reenter the building until clearance is given.

6. Responsibilities

All Library Services staff have the responsibility of implementing this policy consistently across all locations of the library.

7. Procedures

The *Library Building Emergency Closing Procedures Manual* is due to be developed in consultation with Wormald Security. Specific procedures for the implementation of this policy will be clearly outlined in the manual.

Complaints

- Any complaint / appeal will be dealt with in the first instance by the Shift Supervisor.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services or an authorised delegate (Co-ordinator Client Services or Co-ordinator Support Services).

- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague, General Manager
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194