

MOUNT OLIVE PUBLIC LIBRARY

202 Flanders-Drakestown Road; Flanders, New Jersey 07836 | P: 973-691-8686 | www.mopl.org

The Mount Olive Public Library's Behavior, Medical, and Emergency Incident Policy

The Mount Olive Public Library, like all facilities, is vulnerable to unplanned issues and disasters. Since the facility management is the responsibility of the Library Director, it is important that the Library Director, the entire Library Staff, and the Library Board of Trustee Members are aware of the appropriate response to unforeseen incidents that may endanger the well being of those in the facility. These issues can be behavioral, threatening, or medical in nature and may occur during operating hours and/or after hours.

The Director, staff, and Trustees must know appropriate action to take in order to assure safety at all times.

Disruptive Behaviors

For the purposes of this policy, "disruptive behavior" is understood to include, but is not limited to the following:

- ❖ Arguing, fighting, and/or any activity that creates excessive noise or commotion detrimental to the work of library users or staff;
- ❖ Abusing, threatening, or intimidating library users or staff through language or action;
- ❖ Engaging in sexual harassment or overt sexual behavior in any library facility;
- ❖ Displaying overt signs of substance abuse, including drunkenness;
- ❖ Using musical instruments in non-designated areas;
- ❖ Using audio devices or other electronic devices that create excessive noise or in any other way disrupt the work of library users or staff;
- ❖ Using electronic or other devices to make a photographic, audio, digital, or film recording of any person without his/her prior knowledge or his/her effective consent;
- ❖ Using bicycles, skateboards, or other non-medically-related wheeled vehicles in and around the parking lots and grounds of said library facility; bringing bedding into any library facility;
- ❖ Entering areas of the library marked as "Staff Only";

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- ❖ Refusing to follow reasonable directives, either verbal or written, issued by library staff, or obstructing library staff from the carrying out of his/her assigned duties or responsibilities;
- ❖ Refusing to leave a library facility at closing time, or as directed by library staff or by members of the Department of Public Safety; and refusing to identify oneself to library staff, when requested, or to members of the Department of Public Safety.

The Library staff will take appropriate action to remedy disruptive behavior, including, if necessary, notifying the Mount Olive Police Department.

Animals

With the exception of service animals, animals are prohibited in the MOPL.

Smoking and Use of Tobacco Products:

- Smoking is prohibited in the building.
- Smoking is prohibited within the building whether using a natural, battery operated, or other device requiring activation. This includes any apparatus that emits smoke, gas, vapor, steam, or mist.
- The use of any tobacco product may pose a threat to library collections, and is likewise prohibited.

Threatening Behaviors:

If a patron's behavior is perceived to be menacing or threatening, **staff shall immediately request police assistance by dialing 911.** All Staff members are to be aware of their physical environment and options for avoiding potential harm at the hands of a violent person. Staff should also be aware of locations from which they can deny access to possible harm. The Library Board of Trustees and The Library Director or his/her designee are committed to working on improving security and monitoring within the library.

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Shelter In Place:

There may be occasion when library staff members are advised by town officials to have patrons' shelter in place due to a potential threat or hazard in the vicinity. Should this occur staff shall make a facilities wide announcement and lock the facility until told by town officials the hazard or threat has been remediated.

Behavior Issues Social Incident – with possible weapon:

In cases of an unstable visitor that poses a threat to others with either actions or a weapon must be responded to quickly. Identifying a safe place within the Library facility is essential. If staff and patrons need to retreat, staff must guide the public calmly to a safe location within the Library.

Emergency/Disaster Training:

- ALL Library staff members shall participate in the following courses/workshops,
- Active shooter workshop
- Maintain an active CPR certification for Adult/children

Active Shooter:

>Calling 911 must be the first step taken.

- “Run. Hide. Fight.” teaches a three-step approach. If it is safe to do so, the first reaction should be to run to a place of safety in order to notify the authorities. Though this “run” step goes against most librarians’ tendency to assist others in need, the trainers suggest not stopping to aid other staff members who may be injured or are unsure of what to do. They say the best way to aid others is to get police and emergency medical technicians to the location as soon as possible.
- When it is not safe to run, hiding is the next best option. It’s important to be as inconspicuous as possible, silencing cell phones, turning off lights, and barricading doors. Bookshelves, loaded book carts, and heavy furniture can be used for barricading. The idea behind this theory is that most shooters want easy, fast targets and will not stop moving to attempt accessing a locked or blocked area.
- The last option is to fight with available “weapons.” Trainers suggested heaving a fire extinguisher—or any other heavy object—at the shooter, as that might cause him to stop or pause while you run away.

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Social Incident – Abusive language:

- In cases of a visitor using profanity and aggressive tones must be responded to quickly. **Call 911 immediately and explain the situation requesting assistance.** Staff should never deal with this behavior alone. The Director or senior-staff-in-charge must be called for assistance immediately. Know where the identified safe places are located within the Library facility in case the situation escalates. If staff and patrons need to retreat, staff must guide the public calmly to a safe location within the Library.
- **Social Incident – exterior threat:** If the Library facility is contacted by another Town Department (Town Hall, Schools, Fire Department, Police Department) reporting that it is necessary to do a facility lock down due to a danger known on the outside, the following steps must be taken: Lock **the door and wait for further notice from Town Officials before leaving the safe location.**

Medical Issues:

- **The most important action to take is calling 911.**
- Calling 911 for assistance is always the first action any personnel member should take whether it is obvious or whether in doubt. A staff member should stay with the patron until the proper medical assistance has arrived.