

**\*\*\*ATTACHMENTS\*\*\***

***Mead Public Library Board***  
**Library Bylaws Committee**  
**Thursday, October 2, 2014**  
**Minutes**

Present: Kathie Norman, Chair, Maeve Quinn and Dolcye Johnson. Staff: Garrett Erickson and Debbie DeAmico

Norman called the Library Bylaws Committee meeting to order at 3:45 pm. Norman determined there was a quorum.

**Discussion and possible action on updating Gift Policy (attachment).** Norman drafted an updated Gift Policy and explained the purpose of this document to the committee. Johnson expressed that she could not support the specific language under the section “Monetary Gifts” item “A” having the money transferred to the Library Foundation if a donor donated the money specifically to the Mead Public Library. After discussion, Norman stated that she will look at this section and change it to reflect restricted vs. unrestricted donations. The committee will re-evaluate the draft of the Gift Policy at the next meeting.

**Discussion and possible action on organizing and updating personnel-related information and policies.** Erickson led off the discussion with the goals of the committee including reviewing the “Library Staff Handbook” and the “Mead Public Library By-Laws and Policy Statements” documents. After comparing the “MPL Staff Handbook” to the “City of Sheboygan Handbook,” it was agreed that there is a need to eliminate the MPL Staff Handbook in order to eliminate duplication. Any exceptions for library staff will be delineated in a library addendum to the City of Sheboygan Handbook. The City of Sheboygan is in the process of updating their current staff handbook. Subsequently, the committee decided to postpone combining the MPL staff handbook with City staff handbook until the City Handbook updates are approved. Erickson will work with Sandy Rohrick, Human Resources Director with the City of Sheboygan, in regards to any suggested edits to the City Handbook. The committee also agreed that orientation type items in the current Mead Public Library staff handbook should be moved to a separate document and distributed to newly hired employees.

The committee agreed that MPL By-Laws and Policies should be placed in separate documents. Norman will draft the MPL By-Laws document. It was decided that the committee should advance four separate documents: (1) City of Sheboygan Handbook with Mead Public Library Addendum, (2) Employee Orientation, (3) Mead Public Library By-Laws, and (4) Mead Public Library Policies.

Future Bylaws Committee agenda items, Gift Policy review and possible action. Continued review of MPL By laws, MPL Policies and Employee Handbook.

Adjournment: Johnson **motioned** to adjourn the meeting. Quinn **seconded motion passed**. Norman adjourned the meeting 4:45p.m.

# GIFT POLICY

Mead Public Library (the "Library") is pleased to accept gifts and donations. Gifts and donations may be accepted by the Director, a member of the administrative staff, or the Library Board, provided that they are in accord with the criteria set forth in this policy.

## Books and other Periodical Materials:

- A. The Library has the right to determine suitability for inclusion of gifts and donations, and is not obligated to accept or retain any gifts or donations.
- B. Suggestions for specific donations of materials are welcomed by the Library but the final decision, based on Library holdings and the Library mission, rests with the Library.
- C. If a gift or donation is received which, after appropriate evaluation, cannot be used by the Library in its collections, one of the following options will apply:
  - a. Gifts and donations not added to library collections may be given to the Friends of Mead Public Library for their used book sales, proceeds of which are used by the Friends to support the Library.
  - b. Gifts and donations not added to Library collections may be offered to other educational or social service institutions..
  - c. Gifts and donations not added to Library collections may be disposed of by sale, or in any other manner deemed appropriate by the Board.

## Monetary Gifts:

- A. The Library gratefully accepts gifts, donations, endowments, bequests, and trusts.
- B. Any monetary gift which is given for a specified use or purpose shall be restricted accordingly, so long as the Library can reasonably use the gift for that purpose.
- C. Any monetary gift amounting to One Hundred Dollars (\$100) or more and for which a donor has not specified a purpose or restriction shall be transferred to the Mead Public Library Foundation.
- D. Financial gifts to the Library should be viewed as an addition or supplement to, not a reduction of, the operating budget of the Library.

## Art and Other Objects or Collections

- A. Proposed gifts of items of unusual monetary or artistic value will be referred to the Library Director. The Library Director will be responsible for an initial determination as to whether acceptance of the gift(s) is in the best interest of the Library.
- B. Although collection and display of art work and collections is not the Library's purpose, it may from time to time accept such work if it (a) enhances the appearing of the interior or exterior of the building, (b) records an aspect of the Library or the community, or (c) commemorates the contribution of individuals to the Library.

- C. The Library Directors may defer the proposal to the Library Board for determination, especially in cases where the gifts are given with unusual restrictions or designations, or where the gift has storage, display, or insurance ramifications.
- D. The President of the Library Board shall establish a Gift Review Committee, as needed on an ad hoc basis, to recommend whether or not the Library should accept proposed gifts. The Gift Review Committee may consider each gift according to its intended use, restrictions, liabilities and financial impact on the Library, now and in the future.
- E. The Library will not appraise donations for purposes of income tax deductions. Such appraisals are the responsibility of the donor. The Library will not assume any legal responsibility if an acknowledgment letter of a donation is used for tax or other purpose.



*New Employee Orientation Book*

*Revised November 7, 2014*

# Table of Contents

<b>Library Board Planning System</b>	Page 4
The Mission and Vision of the Library	
“Library Bill of Rights” and “The Freedom to Read”	
<b>Governance of the Library</b>	Page 4
Department of the City	
Library Board	
Library Management	
<b>Brief History of the Library</b>	Page 4 – 5
The “Sheboygan Public Library”	
<b>Related Organizations</b>	Page 5
Friends of Mead Public Library	
Mead Public Library Foundation, Inc.	
Eastern shores Library system (ESLS)	
<b>Public Service</b>	Page 5 - 7
Customer Service Orientation	
Greeting the Customer	
Handling Requests	
Service Objectives	
No Discrimination	
Dissatisfied Customers	
Requests for Reevaluation of Library Materials	
Americans with Disabilities Act (ADA) Compliance	
<b>Confidentiality of Public Library Records</b>	Page 7
<b>Public Service Rules</b>	Page 7 - 8
Where to Find Rules	
Rules can be Flexible	
<b>The Atmosphere of the Library</b>	Page 8
Staff	
Public Code of Conduct	
<b>Work Performance &amp; Hours</b>	Page 8 - 9
Public Service Hours	
Winter Hours	
Summer Hours	
Sunday Hours	
<b>Discretionary Time &amp; Vacation Time Off</b>	Page 9
PTO and Vacation Requests	
PTO Discretionary Time Off	

# Table of Contents - Continued

<b>Building and Facilities</b>	Page 9 - 10
Organization of the Building	
Entrances	
Basement	
First Floor	
Second Floor	
Third Floor	
Elevators	
<b>Telephones</b>	Page 10
Public Service Numbers	
Public Use of Phones	
Centrex system & Outside Calls	
Emergency “911” Calls	
Long distance Calls	
Personal use of Fax Machine	
<b>Staff Relations &amp; Communications</b>	Page 11 – 12
Staff Room	
Use of Refrigerator	
Cooking	
Sick Room	
Parking	
Bulletin Boards	
Official Notices for Staff	
Footnotes	
Suggestions for Improvement	
Smoking, Snacking, and Music	
Public Address System	
<b>Personal Use of Library Materials, Equipment and Services</b>	Page 12
Circulation Privileges	
“Fine Free” Privileges	
Photocopies	
Computers, and Other Equipment	
Personal Use of E-mail	
Code of Conduct Applicable	
Copyright Compliance	
Staff Purchases	
Solicitations and Sales	
Personal Visitors	
<b>Staff Development</b>	Page 13 - 14
Certification	
Conferences, Workshops, Seminars, and Classes	
In-Service	
Staff Institutes	

# Table of Contents - Continued

**Emergency Procedures** Page 14 - 15

**Emergency Reporting**

- Standard Fire Alarm procedure
- Alternate Fire Announcement Procedure
- Bomb Threat
- Gas leak
- Environmental Hazard Threat
- Biological Hazard Threat
- Armed or Violent Intruder/Escape or Hide

**Disruptive Person(s)** Page 16

- Security Alert
- Code Word

**Emergency Evacuation Procedure** Page 17 - 20

- Standard Announcement
- Alternate Announcement
- Staff Duties
- Staff Rendezvous (Meeting Place)
- Tornado: Actual or simulated
- Tornado Watch
- Tornado Warning
- All Clear
- Tornado Simulation (Drill)
- Weather Emergencies
- Notification of Library Closing
- Notification by Staff
- Covering Time Missed

**Customer/Staff Injury or Illness** Page 20

- Accident and Injury Report

**Safety and Security** Page 20 - 21

- Safety
- Hazardous Materials
- Equipment Usage
- Hazardous Situations or Conditions in the Building
- Use of the Book Lift
- Running, Climbing, and Horseplay
- Building Security
- Collection Security
- General Security

## **LIBRARY BOARD PLANNING SYSTEM:**

### **Mission of Mead Public Library**

The Mead Public Library provides quality services, resources and lifelong learning opportunities to meet the needs and interests of our diverse community.

### **Mead Public Library Vision**

Enrich, Educate, Connect, Create, Inspire

### **“Library Bill of Rights” and “The Freedom to Read”**

The Library Board has included both the “Library Bill of Rights” and “The Freedom to Read” in its Bylaws and Policy Statements. These documents, which are endorsed by the American Library Association, address issues of intellectual freedom which are considered to be fundamental to the

## **GOVERNANCE OF THE LIBRARY:**

**Department of the City** - The Library is a department of the City of Sheboygan governed by a semi-autonomous Library Board per Wisconsin statutes and City ordinances. The Sheboygan Common Council reviews and approves the annual appropriation to the Library Fund and establish the related tax levy. The Mayor appoints and the Council confirms Library Board members. The Council approves new buildings or building additions, and authorizes the Library’s participation in a library system (Eastern Shores Library System).

**Library Board** - The Library Board is responsible for establishing and maintaining Library policies, and hiring a Library Director to carry out these policies. (For a complete review of Library policy see the Bylaws and Policy Statements of the Mead Public Library Board.) All of these policies must comply with Wisconsin State Statutes (in particular Chapter 43) and all applicable City of Sheboygan ordinances. The Board has complete control over all funds and property received for Library purposes, regardless of the source. It consists of ten members including a representative of the Sheboygan Area School District, of the Common Council and of the Sheboygan County Board. It annually elects a president and vice-president; the roles of executive officer and secretary are filled by the Library Director. The President may annually appoint a finance officer. The Board meets regularly on the fourth Thursday of each month. In addition, it may hold special meetings at other times.

**Library Management** - The Library Board hires and authorizes the Director to carry out its policies and to provide for the administration of the entire Library operation. The Library Managers and Administrative Services staff report to the Director, and are responsible for the daily operations of assigned service areas; other staff members are responsible to the Library Managers or supervisor(s).

## **BRIEF HISTORY OF THE LIBRARY:**

### **The “Sheboygan Public Library”**

Was established by the Sheboygan Common Council on February 15, 1897. It formally opened on November 4, 1897, in the Foeste building on 8<sup>th</sup> Street (now 522 South 8th Street). A bequest of \$20,000 to the city from James H. Mead (who died in 1891) provided impetus to establish the Library, but the funds were not used at that time. On January 30, 1904, the Library moved into a new building located at 7th Street and New York Avenue, funded by \$35,000 from the Andrew Carnegie Foundation and \$4,500 from the city for operations. This was one of 1,679 public libraries built in this country with Carnegie funds — a donation of over \$40 million, spanning 1889 to the mid 1920’s.)

In 1939, Mead’s original bequest, now totaling over \$100,000, was finally released to the Library after a long court case, and a \$64,000 addition was put on the building. The name was changed at that time to the “Mead

Public Library.” The Library moved to its present facility in November 1974. The building was renovated and enlarged in 1997, the Library’s Centennial year, with funding provided by the City of Sheboygan and private contributions raised by the Mead Public Library Foundation.

## **RELATED ORGANIZATIONS:**

**Friends of Mead Public Library** - The Friends of Mead Public Library is a non-profit, tax-exempt membership organization open to all which was founded in 1972. It provides funding and volunteer support for needed materials, equipment, and services as a supplement to City of Sheboygan appropriations to the Library Fund. A Mead Public Library staff member serves as liaison to the Friends Board of Directors. The Library Director is an ex officio, non-voting member of the Board. The annual meeting and election of officers is held each year in April.

**Mead Public Library Foundation, Inc.** - The Library Foundation was incorporated in 1989 to continue the strong history of private support which the Mead Library has received since its founding in 1897. The Foundation is a 501 (c) (3) organization established to benefit the community by raising, managing and distributing funds to enhance the services, facilities, and collections of the Library and to increase public awareness of Library needs and services. The Foundation conducts its business via monthly meetings held at Mead Library. The Library Director is a Foundation director. At least one but no more than two Mead Board members also serve as Foundation directors. One member of the Friends of Mead Public Library Board serves as a Foundation director. The Foundation elects its officers and directors at its annual meeting in January.

**Eastern Shores Library System (ESLS)** - The Eastern Shores Library System is one of the seventeen library systems in Wisconsin created to provide library service to all residents of the state. The ESLS consists of the thirteen public libraries in Ozaukee and Sheboygan counties, with Mead Public Library serving as its resource library. The other libraries in Sheboygan County are Cedar Grove, Elkhart Lake, Kohler, Oostburg, Plymouth, Lakeview Community (Random Lake), and Sheboygan Falls Memorial. Those in Ozaukee County are Cedarburg, Oscar Grady (Saukville), U.S.S. Liberty Memorial (Grafton), W.J. Niederkorn (Port Washington), and F.L. Weyenberg (Mequon-Thiensville). ESLS offers Bookmobile Service in portions of Sheboygan and Ozaukee counties via contract with those counties. ESLS establishes programs that support resident access to the resources of all its member libraries. Reciprocal borrowing agreements between ESLS and other library systems also provide ESLS residents with access to most of the other public libraries in the state. The ESLS is governed by a fifteen member Board of Trustees appointed by the two County Board chairmen. By Wisconsin statutes, one member is appointed from the board of the resource library (Mead Public Library). The System Board hires a Director to carry out its policies.

## **PUBLIC SERVICE:**

**Customer Service Orientation** - Every person who uses the Library deserves respectful, courteous, and above all, friendly treatment. If you are friendly and polite — whether answering a reference question, checking out books, locating materials, or hearing a complaint — you will be well along the road to providing good service, doing your job well, and eliminating many future problems. To perform your work satisfactorily, you must be completely familiar with the nature of the Library. The Mead Public Library is a service institution. The only reason it exists, and the only reason people are employed by the Library, is to provide service to the people of Sheboygan. These residents pay tax revenues directly or indirectly for access to high quality library service which they are entitled to receive in a friendly and effective manner. The service the Library provides is described, in general terms, in its mission, vision and goals statements. It is further detailed in this Handbook, staff procedural documents, and public information publications.

In order to provide service of superior quality, the Library must have staff members who perform in a superior manner the work assigned to them, and who have a desire to increase their proficiency and capability in performing their work.

**Greeting the Customer** - Greet each person promptly with a friendly smile and one of the phrases developed for successful customer service interactions. If you are busy with another customer, either in person or on the phone, acknowledge the new customer with a smile and, if possible, promise your attention as soon as you are free. Consider referring the customer to another staff member who can provide immediate assistance.

**Handling Requests** - Show interest in customer requests and treat every request as important. Show that you want people to receive a complete and satisfactory response. Give them your complete attention while listening to their requests. This indicates that you are making your best effort to serve them. Use eye contact, your tone of voice and your body language to show openness, interest, and responsiveness to customer needs. When answering a request over the phone, a smile on your face will show in your voice.

**Service Objectives** - In all cases you want to serve the public graciously. Service to customers takes precedence over all other Library tasks. Focus your attention on the person you are serving. This service is not something you fit into the spare minutes that come in between book ordering, materials processing, and other clerical matters — it is the reason we are here. There are no non-emergency duties that cannot be interrupted to provide service to a customer.

1. Our first objective is to provide the requested service in such a way that people leave the Library with the information or materials asked for, satisfied and content with the service they have received.
2. If we cannot achieve the first objective, our second is that if customers leave the Library with less than they ask for, they leave content with the knowledge that everything possible is being done to complete the service for them and that we have a deep interest in doing so.
3. If we cannot achieve either the first or the second objective, our final objective is that if people leave the Library without having their requests filled in any way, they are satisfied that there is a good reason why their requests have not been filled.

**No Discrimination** - You should treat all customers with equal respect - whether young or old, male or female, well-dressed or bizarrely-outfitted. There is no room for discrimination in customer service. Each person deserves respect and attention as staff members use their discretion in providing the most appropriate service available for each individual request.

**Dissatisfied Customers** - You should deal with a dissatisfied customer as discreetly as possible while remaining in a public service area. Always remember that a lack of civility on the part of a customer is never an excuse for less civility on your part. However, you are not required to submit yourself or others to profanity, harassment, or inappropriate physical contact. Your responses to customers should be prompt, friendly, interested, and fair (as outlined in this and the previous section). Remember to alert customers to the availability of Customer Survey Forms. These are available at each public service desk and, when submitted, are reviewed by the Director. (Also see below for “Request for Reevaluation” form.) If appropriate, refer the customer to your supervisor immediately. If you feel that a customer’s complaint is unwarranted, your best course of action is to stay calm and make a complete written record of what happened. Report the incident to your supervisor, who may in turn report it to the Administrative Office.

**Requests for Reevaluation of Library Materials** - Opinions may differ concerning the usefulness and merit of items selected for inclusion in the Library’s collection or provided in other ways for public use. Therefore the Bylaws and Policy Statements of the Mead Public Library Board provides that customers may request the reevaluation of items by completing and submitting a “Request for Reevaluation” form. These forms are available only from Managers and members of the administrative staff. It is important for you to

keep in mind that the Board has included both the “Library Bill of Rights” and “The Freedom to Read” in its policies. You should also bear in mind that not everyone who comments negatively regarding an item in the Library’s collection intends to request its reevaluation. Most often people simply want to share their opinion (positive or negative) regarding Library items which they have used. If you think a person’s concerns go beyond this level it is usually best to suggest that they submit a Customer Survey Form describing their concerns.

**Americans with Disabilities Act (ADA) Compliance** - It is the Library’s intent to provide the full range of its services to all customers, including those with disabilities who may require special accommodation. We encourage people wishing to use the Library and its services to let staff members know if they require special assistance. If you are not able to meet the needs of a member of the public, please refer them to a Library Service Manager who can discuss their special needs with them. Members of the public who have a disability and who are dissatisfied with the Library’s ability to provide them with service should be referred to a Manager or to the Director.

### **CONFIDENTIALITY OF PUBLIC LIBRARY RECORDS:**

State statute 43.30 provides that information contained in Library records concerning an individual’s use of materials or services shall not be disclosed to anyone other than that individual, to persons authorized by that individual, to the parent/guardian of a child under 16 years old, or to those library personnel who have a need for that information in performance of library duties, except by order of a court of law or by National Security Letter. In addition, public libraries are authorized to share recorded video images with law enforcement officials in order to obtain assistance regarding illegal activities occurring on library property. The one exception to the Policy Statements is that library staff may cooperate with police by providing security images or other records if a life is in imminent danger.

All other information about customers also should be held in strict confidentiality. It is unethical to discuss our official customer contacts unless necessary for the provision of library service to that person, or for conducting legitimate Library business.

The library is obligated to dispose of records that contain personal information about library customers in a manner that reasonably assures the maintenance of confidentiality.

### **PUBLIC SERVICE RULES:**

Rules, if they are applied evenly and judiciously and with common sense, ensure that all customers are treated fairly. The Library has many rules and practices (both written and unwritten) that have been put in place to ensure uniform service and a fair and reasonable response to customer requests. It is your responsibility to learn what rules and practices are in use in your service area(s) and to apply these judiciously in your contacts with Library customers.

**Where to Find Rules** - Many of the rules and guidelines that govern our everyday work can be found in procedure manuals available in your service area. Others may not be written down anywhere, but are a matter of common practice. You should keep up-to-date in reading procedure manuals and use observation and common sense in learning and applying the unwritten rules. If you are unfamiliar with a rule governing a specific situation check the appropriate manual, consult another staff member, or ask your supervisor.

**Rules Can Be Flexible** - Sometimes rules will impose an undue hardship on a particular individual; for example, a person may be temporarily disabled and unable to return materials on time. In such cases judicious restraint should be used in applying Library rules. But we must avoid allowing an individual to take advantage

of us and other people who use the Library by continually pleading hardship or special privilege whenever using the Library.

**Rules Can Be Changed** – Rules and procedures can, and should, be changed if they cease to serve their ultimate purpose. If you feel that any rule or procedure does not promote the fairest use of the Library by the most people, you should discuss it with your supervisor or Manager or submit a Staff Comment form (these forms are available in the hallway as you come in the employee entrance). If warranted, your supervisor will make the appropriate changes or discuss the matter with the Director.

## **THE ATMOSPHERE OF THE LIBRARY:**

**Staff** - We strive to maintain an atmosphere in the Library that is conducive to selecting, reading, and studying books and other resources. This includes keeping any noisy or disruptive Library tasks out of the public service areas whenever practical. For example, all conversations and activities in public areas should be carried on in a subdued manner. This includes conversations between staff members, between staff and customers, and telephone conversations. Conversations between staff members in public areas should be limited to Library business and should be kept short and to-the-point. Confidential Library matters should not be discussed in public areas.

**Public Code of Conduct** - While in the Library, customers should conduct themselves in a manner conducive to the effective provision of library service to themselves and others. To this end the Library Board has adopted a Code of Conduct which it may revise from time to time. (See Bylaws and Policy Statements of the Mead Public Library Board.) Members of the public who fail to abide by the Code should be apprised of its content and required to leave the building if they then fail to comply.

It is up to you to enforce this code (with the assistance of Sheboygan Police Department officers if necessary). The code is on signs and flyers in the public areas. The flyers can be presented to any member of the public needing a reminder of appropriate Library conduct.

## **WORK PERFORMANCE & HOURS:**

**Public Service Hours** - The hours that the Library is open to the public are determined by the Board. (See Bylaws and Policy Statements of the Mead Public Library Board.) In addition to these hours, the Library's Rocca Meeting Room and Lobby may be opened for special Library programs on evenings or days when the rest of the building remains closed.

**Winter Hours** (Labor Day to Memorial Day)  
Monday through Thursday — 9:00 a.m. to 8:00 p.m.  
Friday and Saturday — 9:00 a.m. to 5:00 p.m.

**Summer Hours** (Memorial Day to Labor Day)  
Monday and Wednesday — 9:00 a.m. to 8:00 p.m.  
Tuesday, Thursday, and Friday — 9:00 a.m. to 5:00 p.m.  
Saturday — 9:00 a.m. to 1:00 p.m.

**Sunday Hours** (October through April)  
1:00 to 5:00 p.m. Both salaried and hourly staff members may be scheduled to work on Sundays as part of their work week. Sunday work is generally scheduled by rotation among appropriate service area staff members.

These hours are posted just outside the Library's public entrance and information about the Library's hours is available via the Library's automated attendant telephone system and website.

## **DESCRETIONARY TIME & VACATION TIME OFF:**

**PTO and Vacation Requests** - Staff members who are eligible for paid vacations should schedule around the needs of your service area as determined by your supervisor. Vacation requests are made by entering a request in the City of Sheboygan Munis self-service system to your supervisor, or manager. Your supervisor, or manager will approve or deny the request via the Munis system. Once your Supervisor has approved your request you will receive an email with the approval, or a denied message from your Supervisor via the Munis self-service module. Vacation may be taken in increments of one (1) hour.

**PTO Discretionary Time Off** - It should be scheduled in the same manner as vacation requests, through the Munis Self Service system. PTO Discretionary must be used during the year received, it does not carry over. PTO may be taken in increments of one (1) hour. For inclement weather, and other operational emergencies the employee may use PTO or Vacation time off to compensate for the weather and other operational closures.

## **BUILDING AND FACILITIES:**

### **Organization of the Building -**

**Entrances** - the public entrance is situated on the north side of the building. Before and after Library hours, you must use the staff entrance on the west side of the building to enter and leave the building. You will need a key fob to open the door. A key fob will be issued to you on your first day of employment.

**Basement** - the basement is home to the Technical Services Workroom, the Administrative Services Offices, the Building Services Workroom, the Public Relations Office, the Information Technology Office, some parts of the local history collection, and the moveable-shelf storage area. A staff area provides facilities for lunch or dinner and breaks, plus lockers, restrooms, and a sick room. Mail shelves for each work group are located near the staff elevator. In addition, the City Historian and Friends of Mead Public Library have office and work areas in the Basement.

**First Floor**- Circulation Services is located on the first floor with its two adjacent workrooms and customer service desk. Circulation Services includes library card registration, check-in, checkout, and hold (reserve) pick-up services. The first floor collection includes new adult books, adult fiction, DVDs, books on CD, music CDs, foreign language books & AV materials, large print books and three self-check stations. The Josephine A. Rocca Meeting Room is also located here, with the entrance off the lobby. It is named for a long-time Mead Library staff member, now deceased.

**Second Floor** - located on the second floor is Adult Services which includes the Help and Research Desks, adult and young adult non-fiction and biographies, also reference materials, microfilm, current and back-issues of newspapers and magazines, Internet access for adults, oversized books, genealogy materials and the Sheboygan and Wisconsin collections. Also located here are the Quiet Study Room, Public Conference Room, and staff workroom. The Fela and Anselm Warschau Room, which houses the Jewish Holocaust collection is accessed via the staff workroom. The Myrtle and Hazel Hansen Teen Library Center is located on this floor. It houses young adult fiction, magazines, popular materials, and computers for teens.

**Third Floor** - on the third floor is the Henrietta A. Landwehr Children's Library Center, named in memory of a former children's library staff member. Located here are all Mead's materials for children: books, magazines, CD-ROMs, videos, audiotapes, and public use computers, Internet access for children, reference materials, and the Story Garden, as well as a staff workroom. This floor is also where the Dr. Jerome M. Maas Teen Learning Center is located. It connects with the second-floor Hansen Teen Library Center via a spiral stairway.

**Elevators** - there are three elevators in the building — one on the west side of the building for staff use, and two on the east side for public use. Staff members should use the staff elevator whenever possible during public service hours.

## **TELEPHONES:**

**Public Service Numbers:** The Library's telephone number is (920) 459-3400. Calls to this number are answered by an automated telephone system. The automated attendant allows persons to dial an extension, to listen to staff/service directories, or to talk with an in-house operator. Phones in public service areas are generally answered by staff members only during those times that the Library is open to the public. Callers to those numbers hear an appropriate message at times the Library is closed or the staff is otherwise not able to answer their call. The telephone system includes voice mail that allows you to receive messages from customers and colleagues when you are unavailable to answer the telephone. If you are assigned a voice mailbox number, you must regularly check it for recorded messages and respond to them appropriately. You are also responsible for recording/maintaining an appropriate message, recording your name, and entering a security code. (Although the telephone system does not require that you assign a security code, the Library requires that you do so.)

**Public Use of Phones** - Customers are not to use business phones except in cases of emergency or as otherwise authorized by a Manager or administrator. There is a pay phone in the First-Floor lobby for public use.

**Centrex System & Outside Calls** - The Library's telephone system operates within the Centrex system under the aegis of the City of Sheboygan. This allows us to call any phone on that Centrex system by pressing "loop" for an outside line and dialing the four-digit Centrex number. Callers using Centrex phones outside the Library can dial "3400" in order to reach the Library's automated attendant.

In order to transfer a call to a Centrex phone outside the Library, press "Loop" and then dial the four-digit number.

To call local numbers outside the shared Centrex system, use an outside line (press loop) and then dial "9" followed by the complete telephone number.

**Emergency "911" Calls** — Use an outside line (press loop) and then dial "9" followed by "911" (9-911). Labels with this information are attached to the pullout trays of all Library telephones. These labels also include the Library's telephone number and address. Some telephones may also have "speed dial" keys programmed to dial "911." Such phones are labeled accordingly.

**Long Distance Calls** - To call long distance numbers for Library business, use an outside line (press loop) and then dial "9" followed "1" for long distance then the area code and telephone number. To call long distance numbers for occasional personal business, use an outside line (press loop) and then dial "9" followed by "1" for long distance then the area code and telephone number. Then submit a completed "Personal Telephone Call Notice" to the Administrative Services office. When you receive the notice of the amount due, pay promptly in order to retain this privilege for your use. Staff members who use personal phone cards for personal long distance calls do not need to submit the "Personal Telephone Call Notice."

**Personal Use of Fax Machine** - You may use Library fax machines for personal matters on an occasional basis. There is no charge for a local outgoing fax or to receive a fax. If you send a personal long-distance fax, fill out the Library form for personal long-distance calls.

## **STAFF RELATIONS & COMMUNICATIONS:**

**Staff Room** - The Staff Room, located in the basement, may be used by any staff members at break time, lunch/dinner time, or just prior to the start of the work day. Please do not use the dining table as a study area. When using the Staff Room, it is your responsibility, not that of the Building Services staff, to clean up after yourself (wipe off the table, and wash any dishes or appliances you use, etc.).

**Use of Refrigerator** - You may keep food in the refrigerator with the understanding that weekly the Building Services staff will clean out and dispose of anything left in there. The freezer compartment is cleaned on a less frequent basis. (These schedules are posted on the refrigerator.) It is also important to remember that everything in the refrigerator and freezer belongs to someone — make sure you take only your own items and that you are careful with the other items stored there.

**Cooking** - The microwave and stove located in the Staff Room are intended for reheating already-prepared foods (not “from scratch” cooking) by staff members for consumption at breaks or lunch/dinner.

**Sick Room** - The Library has a “Sick Room” which is located at the south end of the staff locker area. You may use this when you feel ill and think a few moments of rest during break/lunch/dinner time may enable you to remain at work. It is not intended to be a reading, exercise, or dressing room. Please fold the blankets and leave the room neat and clean for the next person who may need to use it. Leave the door open when it is not in use.

**Parking** - The Library does not provide a parking area for staff use. You can arrange for parking in nearby lots that offer long-term or contract parking, or park on the streets. The City parking lot behind the Library offers mostly short-term parking with longer-term meters on the west side of the lot and along N. 9th Street. As a customer courtesy, staff members are encouraged to park away from the main entrance. The loading dock area should be used only by delivery vehicles.

**Bulletin Boards** — Official Library business is posted on the bulletin board in the hallway by the back door entrance. You are expected to read this daily to keep up on current information. The bulletin board in the staff locker area contains Library-related information, notices mandated by law, and job opportunities. The bulletin in the hallway across from the staff lounge contains information from other libraries and area organizations as well as personal information for the staff (fund raising, menu-sharing, parties, things for sale, etc.). Staff may add information to this board.

**Official Notices for Staff** - Some state and federal laws require that the Library (employer) post specified notices for the information of staff members. The Library posts such notices on the bulletin board in the staff locker area. Memos may be circulated in print or by e-mail to individual staff members, circulated or posted in service areas.

**Footnotes** — Footnotes is a bimonthly newsletter to inform the public of services, activities, and developments here at Mead. It is e-mailed to people as well as being available here at the Library.

**Suggestions for Improvement** -If you have an idea to improve the service provided by the Library, or to improve working conditions for staff, discuss it with your supervisor, bring it up at an appropriate library meeting, or submit a “Staff Comment” form. (Forms are available on the counter in the hallway by the employee entrance.) Suggestions are always welcome, especially if they are designed to improve public service and staff performance.

**Smoking, Snacking, and Music** - Smoking, snacking in departments, and playing the radio or music in work areas have always been challenging issues among the staff. Courtesy and concern for the needs of others pertaining to these matters can help to maintain harmony on the staff and keep a pleasant working atmosphere.

**Smoking** - Section 26-12 of the Sheboygan Municipal code reads “No person shall smoke in any city-owned or leased public building or within 25 feet of a main entrance thereof at any time, including ... Mead Public Library...” For the purpose of the ordinance, “smoking” means smoking or carrying a lighted pipe, cigar, cigarette or tobacco-related product in any form. Staff members who elect to smoke may do so on breaks or during lunch/dinner outside the building in the loading dock area. All cigarette butts, wrappers, etc., should be properly disposed of.

**Snacks** - you may drink soda, coffee, etc., and eat snacks in the workrooms, but not in public areas. Because most of our work areas are visible to the public, care should be used to avoid snacking where the public can readily see you.

**Radio and Music** - the staff working in a non-public area should come to some consensus as to the desirability of playing a radio or other source of music in their area. Here again, concern for the work needs of individual staff members must be taken into consideration. You may wear and use a personal stereo only in non-public areas if approved by your supervisor. Your supervisor may approve it if it does not interfere with Library purposes or staff/public safety.

**Public Address System** - the public address system is designed for communication with both staff and public. It is not generally used for playing the radio or other music. Notable exceptions are communication of radio reports in emergency situations or sports events of widespread community interest. Volume control should be set so that announcements are always audible to staff members.

### **PERSONAL USE OF LIBRARY MATERIALS, EQUIPMENT, AND SERVICES:**

Personal use of Library collections or services, including the staff e-mail and Internet resources, during work periods should be carefully self-monitored. In general, if such use will take more than five minutes on any single day, do it before/after work or during break/lunch/dinner periods.

**Circulation Privileges** - Circulation rules apply to all the staff. All materials that you use must be checked out at the Circulation Desk or at a Self-Checkout Unit, even if you use them only in the building. It is imperative that you check items out as soon as possible after you select them to avoid having people waste time searching for them.

**“Fine Free” Privileges** - Staff members may make a written request for “fine free” privileges in the Circulation Department. This means there are no late-return charges for overdue materials, but there will be charges for lost or damaged materials. If materials are long overdue, the staff member’s immediate supervisor will be notified (but will not be informed about exactly what those materials are). Staff members who do not request this privilege must pay late fees like other library customers. Staff members may change their status at any time.

**Photocopies** - You may make personal copies on the public photocopiers, or on the photocopier outside of the Administrative Office. All copies are five cents per page. Pay at the appropriate public service desk for copies made on the other public photocopiers or at the Administrative Office for copies made on that copier.

**Computers, and Other Equipment** - Occasional use of Library computing resources is allowed on your own time. Use of other equipment may be approved by the appropriate Manager, depending on availability. E-mail, Internet and other staff computing resources are provided for advancement of the Library’s mission, vision, goals and customer service objectives. Thus any personal use must cease immediately should a conflict arise. Downloading from the Internet to any fixed drive for personal use is only allowed with the approval of the appropriate Manager. Staff members may not use Library computing resources to pursue for-profit business purposes unrelated to the mission of the Library.

Staff members making personal use of Library computing resources must pay for all separable expendable materials, including but not limited to the paper supplies used in printing. The per-page charge and payment method for printing is the same five cents per page as that for personal photocopies made by staff members using the key function on photocopiers owned or leased by the Library. Most of the software in use at Mead Library is licensed for its use under specific conditions. This may or may not include the ability of employees to copy software for use on home computers for work purposes. No staff member should make any copies of Library software (for other than back-up purposes) without first arranging permission to do so with the

Library's Information Technology Specialist. The Information Technology Specialist maintains a list of all approved requests. The Library may monitor use of its licensed software and all other computing resources in order to assure that they are being used in a secure and effective manner.

**Personal Use of E-Mail** - Incidental and occasional personal use of the staff e-mail service is allowed, but such messages will be treated no differently than any other messages, which are archived for potential retrieval and review. Sending or receiving offensive or obscene communications is not allowed at any time. Messages sent on Library business or via Library equipment will be available for review by the Library Director or designee without prior notice.

**Code of Conduct Applicable** - The prohibition against intentional retrieval and display of images which are not appropriate for a public place as addressed in the Library's "Code of Conduct" applies to personal use of the Library's computing resources just as it does to Library-related use.

**Copyright Compliance** - All staff members must comply with copyright restrictions when using information obtained via the Internet and other resources whether for internal or public service purposes. The Library's Information Technology Specialist is the contact for claims of copyright infringement via the Library's online services.

**Staff Purchases** - You may purchase selected library materials (books, DVDs, CDs, etc.), services, and supplies through Library suppliers at Library discounts. Submit your requests on the "Employee Purchase Request" form following the instructions printed on the form.

**Solicitations and Sales** - You may post these on the bulletin board opposite the employee Staff room in the basement, or the Staff room table. Please note that by City ordinance, staff members may not circulate political petitions in the Library, and by Board policy this holds true for members of the public as well.

**Personal Visitors** - This is a business place and a service-oriented institution, so please keep visits to a minimum.

## **STAFF DEVELOPMENT:**

Mead Library has a commitment to staff development and provides many opportunities for staff to improve their work performance and update their job skills. In addition, by pre-arrangement you may receive reimbursement for some course expenses if the course content is directly related to your work at the Library.

**Certification** - Some staff may have state certification which requires Continuing Education Points (C.E.P.'s) to be taken for re-certification. Because this certification is state-mandated, the ESLS Director has the responsibility to maintain the records. Check with the ESLS Director before taking courses and report back when the course, etc. is completed. Some in-service programs may qualify for C.E.P.'s.

**Conferences, Workshops, Seminars, and Classes** - Throughout the year various conferences, workshops, seminars and/or classes are offered by institutions such as the Division for Libraries, Technology and Community Learning, Lakeshore Technical College, Sheboygan County Chamber of Commerce, University of Wisconsin School of Library and Information Science, and the University of Wisconsin—Sheboygan. If you are interested in attending an appropriate session, contact your supervisor to ascertain the availability of release time, reimbursement for registration, and other matters related to your participation. Your supervisor will then consult with the Business Specialist in order to ascertain the availability of funding and to confirm the appropriateness of the request. There may be times when staff members are granted time to attend conferences, etc. at their own expense.

**In-Service** - You may be required to attend some in-service programs; others are offered on a voluntary attendance basis. If you have any suggestions for in-service programs, please submit them on a Staff Comment form.

**Staff Institutes** - Staff Institutes may be held periodically. Attendance is mandatory and the Library is closed to enable every staff member to attend. Departmental meetings, information sessions, and presentations on topics of general interest may be included in the agenda.

## **EMERGENCY PROCEDURES:**

When an emergency has occurred, including a simulated emergency, all staff members need to stop their regularly assigned work in order to give their full attention to the prescribed response as outlined below. Staff and public safety is paramount so in actual emergencies staff members may modify a given procedure in order to respond to unanticipated aspects or effects of the emergency.

## **EMERGENCY REPORTING:**

**Standard Fire Alarm Procedure** - In case of fire, pull the fire alarm located nearest to you. Most fire alarms in public areas have clear plastic covers over them. When opened these emit a local alarm signal. This is not the fire alarm - It is necessary to pull the actual fire alarm encased in the plastic housing to activate the fire alarm that summons the Sheboygan Fire Department (SFD). Be prepared to report to the staff member in charge at the designated staff rendezvous (see section 10.3). Trained staff should use a fire extinguisher on a small fire like a waste paper basket or chair cushion to impede its spread before the arrival of the Sheboygan Fire Department. If some staff members begin to fight the fire others must protect the safety of the public, the staff and the library collection by pulling the fire alarm summoning the Fire Department and evacuating the building.

**Alternate Fire Announcement Procedure** - In case of fire coupled with failure of the fire alarm system, use the telephone system paging options to alert staff members and public to the emergency. Identify yourself and announce evacuation of the building, for example: "Listen carefully - This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use the elevators. Do not stop at the Checkout Desk. Get out of and away from the building." Keep your voice calm and give concise, clear evacuation directions. Call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from the pay telephone inside the Library building. Give the emergency communications center operator our location and report the fire. Be prepared to report to the staff member in charge at the designated staff rendezvous (see below).

**Bomb Threat** - Bomb threats are often telephoned. If this is the case, stay calm and listen to the caller - try to find out where the bomb is supposed to be and what time it is supposed to go off. Do not hang up after you finish talking with the person making the telephoned bomb threat - it may be possible to trace the call even after the caller hangs up. If the threat is immediate go to another telephone and use the telephone system paging options to alert staff members and public of the emergency. Tailor your message to the situation as you know it. Keep your voice calm and give concise, clear, and appropriate evacuation directions, for example: "Listen carefully - This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use cell phones or pagers. Do not stop at the Checkout Desk. Get out of and away from the building." Call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from the pay phone inside the Library building. Give the emergency communications center operator our location and report the threat. Be prepared to report to the staff member in charge at the designated staff rendezvous. If the threat is not deemed immediate (for example, if it is for a future time or date), report the incident to your supervisor, the staff member in charge of the building, and the Library Director, without delay.

**Gas Leak** - In case of a natural gas leak, do not turn off or turn on any electrical switches, do not pull any fire alarms, and do not use any elevators in the building. Use the telephone system only from an area of the building where you do not detect the odor of natural gas. Use telephone system paging options to alert staff members and public of the emergency. Keep your voice calm and give concise, clear evacuation directions, for example: "Listen carefully - This is an emergency evacuation. Go to the nearest emergency exit and leave the building immediately. Do not use the elevators. Do not stop at the Checkout Desk. Get out of and away from the building.

**Environmental Hazard Threat** - In case of an environmental hazard threat, stay calm and try to determine the nature and source of the threat - what and where it is supposed to be. If possible, isolate the affected person(s) and area(s). Then follow these basic steps as applicable:

1. Do not handle objects or enter areas suspected of contamination.
2. Notify your supervisor who will immediately contact public safety officials and determine the need to turn off the HVAC system or evacuate the building.
3. Make sure that contaminated objects or persons are isolated and the immediate area cordoned off.
4. Follow the initial treatment instructions of public safety personnel who report to the scene. For pervasive exposure, consider disrobing and dressing in the replacement clothing that you have on hand. **Do not treat exposure with soap and water unless advised to do so by a public safety official or health care provider.**
5. Place all items worn when in contact with the suspected object or contaminant in plastic bags and have them available for law enforcement agents. This includes latex or vinyl gloves.
6. List all persons who have come into contact with the suspected contaminant, including contact information for each one.
7. If advised to do so by a public safety official or health care provider at the scene, shower with soap/water and launder your clothing as soon as practical.
8. Immediately report any unusual physical sensations or symptoms to your health care provider(s).

**Biological Hazard Threat** - In case of a biological hazard threat, stay calm and try to determine the nature and source of the threat - what and where it is supposed to be. If possible, isolate the affected person(s) and area(s). Then follow these basic steps as applicable:

1. Do not handle objects or enter areas suspected of contamination.
2. Notify your supervisor who will immediately contact public safety officials and determine the need to turn off the HVAC system or evacuate the building.
3. Make sure that contaminated objects or persons are isolated and the immediate area cordoned off.
4. Ensure that everyone who has touched the suspicious or contaminated object washes his or her hands with soap and water at least two times. For more pervasive exposure, remove all clothing, wash with soap and water in the staff shower, and dress in the replacement clothing that you have on hand.

5. Place all items worn when in contact with the suspected object or contaminant in plastic bags and have them available for law enforcement agents. This includes latex or vinyl gloves.
6. List all persons who have touched the suspicious or contaminated object/area, including contact information for each one.
7. As soon as practical, shower with soap/water and launder your clothing.
8. Immediately report any unusual physical sensations or symptoms to your health care provider(s).

**Armed or Violent Intruder/Escape or Hide** - In case of an armed intruder, stay calm but act quickly. Immediately use the telephone system paging options (Recommend: "Page All") to alert staff members and public of the danger. Announce: "**An armed (or violent) intruder is in the building leave the building by the nearest emergency exit if you can.**" Do not use the public stairs or elevators, get out and away from the building. If you can't escape find a sheltered place and hide. Members of each service section have developed a list of hiding places in their vicinity. Read and remember the posted list(s). Be prepared to help other staff members and members of the public hide. If you are unable to make the announcement and the situation is beyond your control try to activate one of the silent 911 alarms in your work area. Cooperate and wait for rescue by the SPD. Once outside get away from the building. Be wary of its exits and windows. Do not gather at the Clock Tower. That is where the Police are most likely to set up a control point and start to enter the building. [from below] All staff members should follow the directions of SPD or other emergency service officers who will help the staff and public evacuate the building and guide them to a safe location.

If forced to hide try to lock the door and turn off the lights in the hiding place. If possible, call emergency number 9-911 using an outside line (press loop), press 911 speed dial if available, or dial 911 from a cell phone inside or outside of the building. Report the emergency in as much detail as possible and follow any instructions the emergency communications center operator gives you. Do not be concerned about duplicate 911 calls — call if you can.

The SPD now recommends evacuation in the case of an armed or violent intruder. [incorporated above] All staff members should follow the directions of SPD or other emergency service officers who will help members of the staff and public evacuate the building.

#### **DISRUPTIVE PERSON(S):**

**Disruptive persons(s) threatening but Not Armed or Violent** — immediately call emergency telephone number 9-911 using an outside line (press loop) or press 911 speed dial if available. Report the emergency and stay on the line to provide any other information or to receive instructions. Be prepared to provide a description of the person and his or her location at the Library. When Sheboygan Police Department (SPD) officers arrive, be prepared to answer their questions and follow their instructions.

If you are unable to make the phone call because it might provoke the individual and endanger the staff or public try if you can safely do it to locate and press the silent 911 alarm in your work area.

Alert your supervisor as well as other appropriate staff members, including the staff member in charge of the building. If needed, they will arrange to have a staff member meet the police at the door in order to direct them to the location of the problem. Do nothing that might endanger you, other staff members, or the Library's customers.

**Security Alert** - At times the Library may receive a threat that does not require evacuation or closure of the building but may warrant notification of members of the public wishing to visit the Library. In these cases, the Library Director (or designee) issues a "Security Alert." This consists of notifying all staff members present at the workplace of the situation and posting "Security Alert" notices in public areas of the Library building. Notices should be as specific as possible regarding the nature of the threat without revealing details that may help officials apprehend the perpetrator(s). The Library will not open to the public during a "Security Alert" unless a security or SPD officer is present.

During a "Security Alert," the Library Director (or designee) announces the cancellation of all group programs scheduled to be held at the Library. The Library Director (or designee) may contact local media about the "Security Alert" and related cancellations.

**Code Word** - If you ever find yourself in an emergency situation where you need to alert other staff members of an emergency in a covert manner, use the code word "Carnegie" (as in Andrew Carnegie). Use of the name Carnegie should alert other staff members to call emergency number 9-911 using an outside line (press loop) or 911 speed dial if available. [Examples: Mrs. Carnegie, please take over for me. I need to talk with this person in private; Mr. Carnegie, please report to the Administrative Services office; Miss Carnegie, I have to leave the building for a few minutes.]

## **EMERGENCY EVACUATION PROCEDURE:**

**Standard Announcement** - Use the telephone system paging option "Public Address" to announce the appropriate message as suggested under each type of emergency to staff and public.

**Alternate Announcement** - In case of a pervasive natural gas leak or "Public Address" failure, try the telephone system paging options "Page All," "Page Public," and "Page Staff" to alert building occupants of the emergency and the need to evacuate the building. If these paging options are not available, staff members should start the evacuation by announcing the appropriate message as suggested under each type of emergency in person to the public.

**Staff Duties** - Staff members assist customers in leaving the building, check restrooms, and make sure everyone is out of their service areas. During a fire evacuation close all doors if possible. The staff member in charge of the building is the last to leave the immediate vicinity of the building. Once you have left the building, immediately report to the Staff Rendezvous (see below). Stay outside at the Staff Rendezvous until the "all clear" is given to return inside or until other instructions are communicated to you by an appropriate Library or emergency service official.

**Staff Rendezvous (Meeting Place)** - If it is safe to do so, i.e., during a practice fire drill, all staff members meet at the Weill Charitable Fund Clock tower to the north of the Main Entrance of the Library. This is so staff can re-enter the building before customers do once the drill has ended. **The alternate meeting place for actual emergencies is by the flagpole next to the Sheboygan Fire Department station on New York Ave.** Gather in work groups in order to determine if anyone is missing or to report any members of the staff/public who were unable to evacuate the building. Report all missing or un-evacuated persons to the Sheboygan Fire Department (SFD) officer in charge. (Tip: The SFD officer in charge usually wears a white fire helmet for ready identification.) Be prepared to give as much detail as possible related to the location and condition of un-evacuated persons. Then report to the Library staff member in charge at the rendezvous. Anyone with other special knowledge of the emergency situation (e.g. the staff member first reporting the emergency) reports to the Library staff member in charge at the rendezvous. It may also be necessary to report to the SFD or SPD officer in charge.

**Tornado: Actual or Simulated** - When weather conditions warrant, the Circulation Services staff monitors a weather radio or local radio station (for example, WHBL) for any alerts or announcements, and keeps the

public and the staff member in charge of the building advised. In addition, the Library participates in scheduled tornado simulations, or drills, announced by the proper civic authorities.

**Tornado Watch** - When a “Tornado Watch” is announced staff members take the following actions:

1. The staff member in charge of Circulation Services announces over the P.A. system, repeating the message as appropriate.  
**“We have received notice that a tornado watch has been declared for the Sheboygan area. This means that although no tornado has been reported in the immediate area, weather conditions are such that a tornado could develop here. If a tornado is reported, a tornado warning will be declared.”**

**During a tornado warning we must evacuate members of the staff and public to the basement using the stairways. We cannot use the elevators once a tornado warning has been announced. Members of the public who would have difficulty using the stairways to evacuate or would not want to go to the basement are advised to leave the Library now. This is only a tornado watch.”**

2. Circulation Services staff posts signs with the above wording at each public entrance.
3. All staff members who are aware of the presence of persons with hearing impairments make sure that these persons understand that a tornado watch has been declared. Staff members also make sure that people whose mobility may be limited understand that elevators are not available during a tornado warning.
4. The staff member in charge of Circulation Services monitors weather radio/local radio station/siren signals for follow-up announcements and reads the Library’s “watch” message over the PA system as needed during the official watch period.
5. Building Services staff members check the back-up generator.
6. All staff members check battery-operated radio(s) and flashlight(s) in their work areas. If possible, repair any items that are not in working condition. Immediately report non-operative equipment to the staff member in charge of the building.

**Tornado Warning** - When a “Tornado Warning” is announced staff members take the following actions if personal safety allows:

1. The staff member in charge of Circulation Services announces over the P.A. system, repeating the message as appropriate:  
**“We are under a tornado warning. We have received notice that a tornado may be headed in our direction. For your safety we must immediately evacuate all members of the public to the basement using the stairways. Do not use the elevators. Follow the directions of staff members. No one may remain in any area of the upper floors. Evacuate to the basement immediately.”**
2. Building Services staff members report to the staff member in charge of Circulation Services. If it is safe to do so, Building Services staff members lock the entrance doors. They also post the tornado warning signs over the tornado watch signs.
3. Lock all cash drawers/cash registers and take keys with you.

4. The staff member in charge of Circulation Services should take the battery-operated radio and flashlight(s) from Circulation Services to the basement.
5. Check restrooms to make sure everyone has left the first, second and third floors of the building.
6. Remain calm. Give instructions clearly. Take flashlights with you. Consider using emergency exit stairwells in addition to the main public stairwell if warranted. Senior staff members should be the last to leave service areas during evacuation. Members of the public who refuse to evacuate to the basement should be directed to leave the building.
7. Members of the public who are evacuated to the basement should first be directed to the central basement area. Because of security and the large areas of glass, no members of the public should enter the staff room or office areas of the Library unless directed to do so by senior Library staff members. Members of the public also should not be directed into the Technical Services area.
8. Staff members report to the central basement area unless they have been specifically assigned responsibility for monitoring the building during a simulation. The staff member in charge of Circulation Services and the staff member in charge of the building rendezvous in the central basement.

**All Clear** - When the “all clear” message has been announced by weather radio/local radio station/siren signals:

1. The staff member in charge of Circulation Services announces this to the staff member in charge of the building and then to the public either in person or via the Library’s P.A. system. Members of the public and staff may then return to the first, second and third floors of the building.
2. Building Services staff members remove tornado watch/warning signs and continue to monitor lobby areas until we have returned to “business as usual.” They then return signs to Circulation Services and resume regular duties.
3. Staff members report any problems or concerns related to the evacuation to their supervisor or to the staff member in charge of the building as soon as possible.

**Tornado Simulation (Drill)** - The Library participates in Tornado Simulations, or drills, arranged by the appropriate civic authority. Such events are tests of our ability to act quickly in case of an actual tornado. So it is important that we follow the announcement and evacuation procedures set forth above for tornado watch and tornado warning as appropriate. Report any problems or concerns related to the drill to your supervisor or to the staff member in charge of the building as soon as possible.

**Weather Emergencies** - The Director decides if the Library will close and the staff not work because of a weather emergency. The timing of such decisions depends on various factors including the timing of events related to weather conditions, availability of information regarding future conditions, facility conditions, staff availability, etc. The primary concern in any operational emergency is the safety of staff members and the general public. Ordinarily, if city buses are running, the Library will be open.

**Notification of Library Closing** - A “calling tree” system is used to notify the staff if the Library is closed. With this system, you are notified via telephone (if you are available by telephone) of any change in the Library’s schedule of operation which may affect your work schedule. One or more Sheboygan area radio

stations also are notified, and the Library's automated attendant telephone system will be changed to reflect emergency closings.

**Notification by Staff** - If the library remains open but you are not able to make it in, or you will be late coming in, or you must leave early because of a weather emergency, notify your supervisor or the Administrative Office using the "attendance voice mailbox" number listed in the current Mead Public Library Directory.

If the Library is open during adverse weather conditions the Administrative Services Office staff will place a notice at the staff entrance alerting employees to contact that Office upon their arrival. This helps administrative personnel ascertain staff availability for the provision of library services.

**Covering Time Missed** - If the Library is closed, or if you have to leave work or cannot make it in to the Library because of a weather emergency, eligible staff members use time from their Discretionary Time off (DTO) to cover this. If your DTO is used up, use vacation to cover the time missed.

#### **CUSTOMER/STAFF INJURY OR ILLNESS:**

For serious injury, illness, or loss of consciousness, call emergency number 9-911 using an outside line (press loop) or press 911 speed dial if available. Give the operator our location and telephone number and explain the type of help needed. **Follow their Instructions.** Notify the staff member in charge of the service area, as well as the staff member in charge of the building. A staff member should go to the first floor public entrance to escort emergency personnel to the site of the emergency. Another staff member should stay with the person until help arrives. If first aid is warranted use only Library-provided supplies and follow posted procedures. You may **not** dispense medications of any type. Be familiar with first aid kit locations throughout the building. A list of their locations is posted on the bulletin board in the staff locker area of the basement. A blanket is available in the "Sick Room" located in the basement.

**Accident and Injury Report** - Make out a report as soon as possible; forms are available in each service area. One copy goes to the Administrative Office, one copy to your supervisor, and one to the staff member in charge of the building.

#### **SAFETY AND SECURITY:**

**Safety** - Routine practices, such as closing drawers, wiping up spills on floors, opening doors cautiously, and using prudent speeds when pushing book carts, will prevent many accidents. The City of Sheboygan's Safe Work Standards should be applied at all times. You should familiarize yourself with its contents; a copy is kept in the Staff Room.

**Hazardous Materials** - Your supervisor will inform you of any hazardous materials in your work areas and maintain a file of Materials Safety Data Sheets (MSDS).

**Equipment Usage** - Your supervisor or designee will train you to operate safely the equipment necessary for the performance of your assigned duties. You must familiarize yourself with the contents of the City of Sheboygan's Safe Work Standards; a copy is in the Staff Room.

**Hazardous Situations or Conditions in the Building** - if you do not have time or the ability to correct a hazardous condition yourself, please report it to the appropriate staff member for attention. If you cannot determine who that is, report it to the Administrative Office.

**Use of the Book Lift** - The book lift is used to move only materials from one floor to another. Under no circumstances may people ride on it.

**Running, Climbing, and Horseplay** - For the safety of all staff members and customers, this kind of behavior cannot be allowed.

**Building Security** - The Library has a building security system that is armed when the building is closed to the staff. At those times entry to the building requires a key fob which disarms and unlocks the Staff/Delivery Entrance. Authorized personnel are assigned an individual code to use for this purpose. Entry times and code numbers are recorded and reported for security purposes.

At times when the Library is open to the staff, entry via the Staff/Delivery Entrance requires a code to open the door that leads from the delivery area into the Library building. All staff members are assigned an individual key fob to use in order to gain entry beyond the delivery area. If your code does not work, follow the procedures posted for visitors/delivery personnel in order to gain entry and then report the problem to your supervisor or Administrative Office personnel. The Staff/Delivery Entrance may be locked at times when the building is open to the staff/public. During these times, staff members should enter the building through the Library's main (public) entrance.

**Collection Security** -The Library has installed a collection security system as a deterrent to theft (unauthorized removal) of items in its collection by members of the public. The security system is located at the public entrance and is monitored by staff members assigned to Circulation Services. Information about procedures related to collection security and attempted theft is available in the Circulation Services procedures manual.

**General Security** - In standard operating conditions, it is advisable to reduce the likelihood of unauthorized persons entering staff areas by keeping the doors of staff work areas closed and window blinds tilted to limit the lines of sight into these area. Staff members should refrain from bringing personal valuables to the workplace and remember to secure those they do bring, such as purses or wallets, in desks or lockers. The Sheboygan Police Department recommends that staff members lock their cars when parked in the vicinity of the Library building during the workday.