Department: Library
Emergency Action Plan for
Date September 14, 2017

Emergency situations require the participation of all staff. Certain responsibilities are defined to ensure smooth operations. Everyone must be familiar with emergency operations. This plan shall be readily available, posted/kept at department work areas, at public work desks, and on the library’s website: http://libnmsu.edu/aboutlib/policies and reviewed annually by department personnel.

Plan Coordinators (name and phone or office number)
1. Primary - Katherine Terpis, Library Administration, 575-646-3279
2. Secondary – Veronica Gomez, Library Administration, 575-646-3102

Building Evacuation – Building: (Branson and Zuhl Library)
1. Emergency escape route maps are enclosed and posted in the hallways at the following locations: various locations in Branson and Zuhl Library.

2. In the event of evacuation of:
   Zuhl Library, staff will gather at The Milton Statue.
   Branson Library, staff will gather across the street, in front of the Astronomy building.

3. The plan coordinator Katherine Terpis will account for all employees after the emergency evacuation has been completed.

4. The building alarms are located throughout both facilities and include horns, buzzers, and (if appropriate) flashing lights. These alarms will be activated in the event that the entire building requires evacuation. If you have been trained to use a fire extinguisher or how to handle incidental releases and can do so safely, take reasonable steps to do so.

5. If individuals visiting the areas need assistance for evacuation, which is not easily provided because they are compromised due to some type of disabling event, the following action will be taken, ask if they need assistance in evacuating. Personally assist them only if it does not significantly delay your exit. If unable to assist the individual, direct them to the nearest safe stairwell and then notify emergency personnel of the situation and the individual’s exact location.
NMSU Emergency Alert System & information distribution

The Building Monitor will be responsible for relaying notifications from the NMSU Emergency Alert System to the HR Operations Unit Coordinator who will be responsible for notification of all other personnel. The emergency information will be distributed to department employees (and other affected persons) in the building by phone and other means of communication (see attached information).

Violence in the Workplace
If individuals become threatening or violent, call 911.
Library Appendix 1
Guide on bomb and similar phone threats

What Should Be Done If A Bomb Threat Is Received

If a threat is received, the person answering the telephone should do the following:

- If a recorder is available, make sure it is running
- Note on the display where the call is coming from and the time on the display
- Note which line the call is coming in on
- Pay close attention to the exact words the caller is using
- Keep the caller on the line as long as possible, try to get as much detailed information as possible, to include:
  - Where is the bomb?
  - When is the bomb going to explode?
  - What does the bomb look like?
  - What kind of bomb is it?
  - What will cause it to explode?
  - Did you place the bomb? If so, why? If not, who did place it?
  - Where are you calling from?
  - What is your name?
  - What is your address?
  - Note the following characteristics of the caller:
    - Does it sound like a male or female voice?
    - What is the caller's demeanor (calm, angry, rushed, laughing, crying, sincere, etc.)
    - Does the caller have any special characteristics (accent, stutter, lisp, slur, nasal sound, high pitch, low pitch, squeaky, etc.)
    - Does the caller speak fast, rushed, slow, deliberate, loud, soft, etc.
    - Is the voice familiar? If so, who does it sound like?
    - Are there any background noises?

- As soon as possible (or as soon as the call is completed, whichever is first), call 9-1-1 to report the threat. Provide the emergency dispatcher with as much of the above information as possible.
- Follow any special instructions provided by the emergency dispatcher.
- Look around for any suspicious packages in the immediate vicinity that are visible, and notify the dispatcher if you see something that does not belong.

What Emergency Response Personnel Will Do

Once a bomb threat call is received, the emergency response personnel will take a number of actions. These may include:

- Notifying the building monitor and/or dean responsible for the facility
- Evacuate the building if the information received is deemed credible
- Establish a perimeter around the facility to keep everyone at a safe distance until the scene is deemed safe
- Conduct a search using only emergency responders for any obvious devices
- Ask for volunteers that work in the facility to go in with responders on a second search to identify items that do not appear to belong
- X-ray or otherwise examine any suspicious packages or devices
Once the scene is deemed safe, the facility will be re-opened. People having questions about the progress of the operation can contact any of the police personnel on the perimeter and ask for information. Should the scene be large enough, there will be a public information center established that officers may refer people to.
# Appendix 2: Bomb & Phone Threats

<table>
<thead>
<tr>
<th>Threat Description</th>
<th>Threat Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exact Time of Call:</strong> ____________</td>
<td><strong>Exact Time of Call:</strong> ____________</td>
</tr>
<tr>
<td><strong>Exact words of caller:</strong></td>
<td><strong>Exact words of caller:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Questions to ask:</strong></td>
<td><strong>Questions to ask:</strong></td>
</tr>
<tr>
<td>1. Where is the bomb?</td>
<td>1. Where is the bomb?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2. When is the bomb going to explode?</td>
<td>2. When is the bomb going to explode?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>3. What does the bomb look like?</td>
<td>3. What does the bomb look like?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>4. What kind of bomb is it?</td>
<td>4. What kind of bomb is it?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>5. What will cause it to explode?</td>
<td>5. What will cause it to explode?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Did you place the bomb? If so, why? If not, who did place it?</td>
<td>6. Did you place the bomb? If so, why? If not, who did place it?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Where are you calling from?</td>
<td>7. Where are you calling from?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>8. What is your name?</td>
<td>8. What is your name?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. What is your address?</td>
<td>9. What is your address?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>About The Caller’s Voice (circle):</strong></td>
<td><strong>About The Caller’s Voice (circle):</strong></td>
</tr>
<tr>
<td>MALE</td>
<td>FEMALE</td>
</tr>
<tr>
<td>CALM</td>
<td>ANGRY</td>
</tr>
<tr>
<td>CRYING</td>
<td>SINCERE</td>
</tr>
<tr>
<td>ACCENT</td>
<td>STUTTER</td>
</tr>
<tr>
<td>SLURRED</td>
<td>NASAL</td>
</tr>
<tr>
<td>LOW</td>
<td>SQUEAKY</td>
</tr>
<tr>
<td>RUSHED</td>
<td>SLOW</td>
</tr>
<tr>
<td>LOUD</td>
<td>SOFT</td>
</tr>
<tr>
<td>Is the voice familiar? If so, who does it sound like?</td>
<td>Is the voice familiar? If so, who does it sound like?</td>
</tr>
<tr>
<td>Are there any background noises? ____________</td>
<td>Are there any background noises? ____________</td>
</tr>
</tbody>
</table>

Information provided by NMSU Police
Appendix 3: Suspicious and violent person description sheet

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong> (male, female)</td>
</tr>
<tr>
<td><strong>Hat</strong> (color, condition, style)</td>
</tr>
<tr>
<td><strong>Hair</strong> (color, thick, thin, straight, curly, hair part, style of combing)</td>
</tr>
<tr>
<td><strong>Eyes</strong> (color, small or large, close or far apart)</td>
</tr>
<tr>
<td><strong>Ears</strong> (small or large, close to head or extended)</td>
</tr>
<tr>
<td><strong>Nose</strong> (small, large, broad, narrow, long, short)</td>
</tr>
<tr>
<td><strong>Chin</strong> (square, broad, long, narrow)</td>
</tr>
<tr>
<td><strong>Race and Complexion</strong> (Caucasian, black, Hispanic, light, dark, ruddy, pale, etc.)</td>
</tr>
<tr>
<td><strong>Shirt</strong> (color, logos, sleeve length, etc.)</td>
</tr>
<tr>
<td><strong>Tie or Scarf</strong> (color, fabric)</td>
</tr>
<tr>
<td><strong>Coat or Jacket</strong> (color, type, logo, hood)</td>
</tr>
<tr>
<td><strong>Gloves</strong> (color, fabric, full finger or short)</td>
</tr>
<tr>
<td><strong>Pants / Trousers / Skirt / Dress</strong> (color, type or style, length)</td>
</tr>
<tr>
<td><strong>Socks</strong> (color, fabric)</td>
</tr>
<tr>
<td><strong>Height</strong></td>
</tr>
<tr>
<td><strong>Weight</strong></td>
</tr>
<tr>
<td><strong>Shoes</strong> (sports, boots, colors, other styles)</td>
</tr>
<tr>
<td><strong>Right or left handed?</strong> (How did you determine?)</td>
</tr>
<tr>
<td><strong>Physical Characteristics</strong> (slight or heavy build, scars, marks, manner of walking or gait, tattoos, mustache, nervous, calm, etc.)</td>
</tr>
<tr>
<td><strong>Weapons and Equipment</strong> (semi-automatic, revolver, rifle or shotgun, knife)</td>
</tr>
<tr>
<td><strong>Remarks</strong> (comments, accent, names used, movements)</td>
</tr>
</tbody>
</table>
Appendix 4

PROCEDURES FOR REPORTING EMERGENCIES

Step 1: Immediate notification

Active threats (e.g., bomb threat, weapons)  
Dial 911 and indicate that you are on the NMSU campus and follow instructions. (see appendix 2)

Door alarm triggered  
Dial 646-1508 (during normal business hours (8–5PM Mon.–Fri.)  
Call Building Monitor or dial 911 (all other times)

Elevator entrapment  
Dial 646-1508 (during normal business hours (8–5PM Mon.–Fri.)  
Dial 911 (all other times)

Emergency facility repairs  
Dial 646-1508 (during business hours (8–5PM Mon.–Fri.)  
Call Building Monitor or NMSU Facilities & Services Dispatch 646-7114 (all other times)

Fire  
Dial 911 and indicate that you are on the NMSU campus. Pull nearest fire alarm if easily accessible and evacuate the building.

Medical emergency  
Dial 911 and indicate that you are on the NMSU campus. Stay with person needing medical assistance until medical assistance arrives. If possible, send another person to meet and give directions to emergency personnel.

Police (Emergency)  
Dial 911

Police (Non-emergency)  
Dial NMSU Police Department Dispatch 646-3311

Sprinkler system triggered without fire alarm  
Dial 911

Step 2: After dealing with the immediate situation, inform the Building Monitor or Library Administration as soon as possible at 646-1508 regarding the report/incident and any actions that have been taken. File an incident report form detailing the incident.
Appendix 5 In the event of evacuation

A. During normal working hours in the event of an evacuation all library staff are instructed to do the following:

1. Stay calm.
2. From the location where you are in the building, assist in clearing the area where you are by giving those in the area the following instructions:
   a. Proceed calmly to the nearest safe emergency exit and exit the building.
   b. Take with you those personal items which are in hand.
   c. Use stairwell exits only. Do not use elevators.
   d. Exit the building immediately.
3. Direct those evacuating the building to the two nearest stairwell exits to where you are located.
4. For the impaired, ask if they need assistance to evacuate the building. If assistance is needed, the staff person ask if they need assistance in evacuating. Personally assist them only if it does not significantly delay your exit. If unable to assist the individual, direct them to the nearest officially designated places of refuge. The officially designated places of refuge are as follows:
   - Branson Library Nearest safe stairwell
   - Zuhl Library Nearest safe stairwell

   Notify emergency personnel of the situation and the person’s exact location.
5. Before exiting the area, do an area sweep to make sure everyone has been evacuated. Make sure secluded areas (bathrooms, isolated work/study areas, etc.) have been checked. Close windows and doors, but do not lock them.
6. After library staff have exited the building, they should check in with the Building Monitor or other library staff member, staying clear of the facility until further notice. The Building Monitor is responsible for coordinating reports and lists used in verifying that all personnel have been evacuated from the building.
7. No one is permitted to reenter an evacuated building until he/she is officially permitted to do so.

The specified assembly locations are as follows:

   Building Specified Assembly Location
   - Branson Library in front of the Astronomy Building
   - Zuhl Library next to the statue of General Milton

Note: In situations involving active shooter and explosive devices, evacuate as far as you need to and report back to the central meeting location only when the scene has been secured by the emergency response personnel.
B. *During evening and weekend hours*, in the event of an evacuation, access services and reference staff on duty are instructed to do the following:

1. Stay calm.
2. Starting with the top floor of the building and working down one floor at a time, evacuate the building.
Appendix 6 Evacuation Maps

Zuhl First Floor
EVACUATION PLAN
SECOND FLOOR

NMSU Zuhl Library

STAIRWAY 3
YOU ARE HERE

STAIRWAY 2

STAIRWAY 1

STAIRWAY 4

EVACUATION ROUTE
YOU ARE HERE
STAIRS

ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM

EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS
EVACUATION PLAN
THIRD FLOOR
NMSU Zuhl Library

YOU ARE HERE
STAIRWAY 1
STAIRWAY 2
STAIRWAY 4
STAIRWAY 3

EVACUATION ROUTE
YOU ARE HERE
STAIRS
ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM
FIRE ALARM SOUND: TBD

EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS
EVACUATION PLAN
FIRST FLOOR
NMSU BRANSON LIBRARY

STAIRWAY 4
STAIRWAY 1
STAIRWAY 3
STAIRWAY 2

EVACUATION ROUTE
YOU ARE HERE
STAIRS

ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM

EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS
EVACUATION PLAN
SECOND FLOOR
NMSU BRANSON LIBRARY

STAIRWAY 1
STAIRWAY 2
STAIRWAY 3
STAIRWAY 4

YOU ARE HERE
ATRIUM

EVACUATION ROUTE
YOU ARE HERE
STAIRS
ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM

EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS

Branson
Second
Floor
EVACUATION PLAN
THIRD FLOOR
NMSU BRANSON LIBRARY

STAIRWAY 1

STAIRWAY 2

YOU ARE HERE

STAIRWAY 3

STAIRWAY 4

EVACUATION ROUTE
YOU ARE HERE
STAIRS

EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS

ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM
EVACUATION PLAN
FOURTH FLOOR
NMSU BRANSON LIBRARY

STAIRWAY 1
STAIRWAY 2
STAIRWAY 3
STAIRWAY 4
YOU ARE HERE
ATRIUM
LOCKED DOOR
EMERGENCY TELEPHONE NUMBER 911

IN CASE OF FIRE
USE STAIRWAY FOR EXIT
DO NOT USE ELEVATORS

EVACUATION ROUTE
YOU ARE HERE
STAIRS
ELEVATOR
FIRE EXTINGUISHER
FIRE ALARM

Branson
Fourth
Floor
I have read and understand the Library Emergency Action Plan dated ____________.

<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Name</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>