Closure categories

1. **Emergencies – See Site Emergency Plan**
2. **Service interruption / Outage (e.g. loss of power, water or flood, etc.)**
3. **Staff unavailability (illness, accident, etc.)**
4. **Threatening situation**

1. Emergencies

Follow the procedures set out in the Site Emergency Plan

2. Service Outage/ Service interruption

2.1 Power Outage

Note: The phones, computers, lights and lifts will not work in the event of a power outage.

➢ Contact Security via Security phone in 24 Hour Zone, duress alarm, or personal mobile to advise them of the situation and if they can determine length of disruption time.

➢ Check if anyone is stuck in a lift. If so, attempt to calm them and let them know that you will contact security. Tell them help is on its way.

➢ Contact Team Leader, Team Manager, Manager, Information Services *(attempt to contact in the order shown)*:

Contact	Mobile number	Home number
Team Leader :		
Team Manager, Frontline Services :		
Manager, Frontline Services :		

➢ Notify patrons of the situation and inform them that further notification is to be provided if the building is to close.

➢ If Security advises or if the situation is unknown that the incident will disrupt normal services for more than 30 minutes, notify clients (either via PA system or verbally) that the Learning Commons building will be evacuated. This will include Library and 24 Hour Zone if both areas are affected by situation. With security's assistance proceed to evacuate the building.

➢ Place signage on door advising clients that library is closed (see sign at rear of folder)

➢ Team Leader/Manager contacts Loans Desks at other campus libraries and I&L staff member on duty to advise them of the closure.

Library Loans Desk	
Albury-Wodonga	**02 6051 9817**
Bathurst	**02 6338 4723**
Dubbo	**02 6885 7437**
Orange	**02 6365 7593**
Wagga	**02 6933 2334**
I & L staff member	**1800 808 369**

➢ Inform Team Leader/Manager when the above steps have been completed or if unavailable leave a detailed report using the Emergency Report (in this folder) to your supervisor on what happened, what you did, and why you did it.

➢ Please outline any problems you encountered, and what else might need to be done next time there is a similar emergency. Complete the checklist at the end of this document

2.2 Flooding

Note: If you are the first person to enter a flooded section of the Library DO NOT touch or step into standing water - it could be electrified.

➢ If there is any chance of the power supply being in contact with water, phone Security immediately to inform them of the situation and organize to evacuate the area/ building.

➢ Contact Direct Supervisor or other contacts listed above to advice of situation.

➢ Notify clients via PA system that the Library will be closing due to an emergency situation.

➢ If safe to do so, protect the affected and threatened collection material by:

o   stopping the source of the problem where possible

o   preventing the problem affecting the collections by:

- covering collections with plastic sheeting from the disaster bins;

- containing the flooded floor with buckets, mops and absorbent materials from disaster bins;

- not handling or moving affected collection material;

- documenting the incident (photography, video, mobile phone)

3. Staff unavailability (illness, accident, etc.)

If staff are not available due to illness or any other emergency contact the Supervisor, Team Leader or Team Manager from the list below.

➢ Contact staff members below *(attempt to contact in the order shown)*:

Contact	Mobile number	Home number
On Site Supervisor		
Team Leader :		
Team Manager :		

➢ If replacement staff member cannot be found Team Leader/Manager will contact security to advise them that the Library will close if required.

4. Threatening situation

➢ If a library patron becomes threatening or abusive:
➢ Press duress alarm, if available, and retreat to secure staff area.
➢ Contact 000 or '112 from a mobile phone and wait for police to arrive.
➢ If confronted, obey intruders instructions
➢ Do not panic. Remain Calm.
➢ Do not take risks. Do not play the hero.
➢ Do not make any sudden actions.
➢ When possible, Dial ''000' to summon the police.
➢ Dial Ext '400' to advise Campus Security of the event.
➢ Write down all recollections of offender including description, speech, clothing, vehicle, direction of escape etc.

Further instructions can be found at the following location:
http://www.csu.edu.au/division/facilitiesm/services/emergency/flipchart

Campus Security contacts

Internal Shortcut for all campuses - dial "400"

http://www.csu.edu.au/division/facilitiesm/security

Albury-Wodonga Campus Security	02 605 **19888**
Bathurst Campus Security	02 633 **84999**
Dubbo Campus Security	02 636 **57494**
Orange Campus Security	02 636 **57522**
Wagga Campus Security	02 693 **32288**

In the event your phone call is not answered, the following three stages will follow:

Stage 1: Staff member calls x400 for security (or their campus specific number). If the onsite security staff member is on another call, your call will escalate to the Blue Star office.

Stage 2: If the staff members in the Blue Star office are also fielding other security calls, your call will escalate to a Telstra message centre.

Stage 3: If your call is pushed to the Telstra message centre, you need only give your name and contact number. The staff in the message centre do not know CSU, the buildings, or our processes, they are a pure message centre and any interaction with them is short and sharp. They will not take details about what the problem is they only record the callers contact details and forward these by text to Blue Star. Blue Star will then call us back as soon as possible.

Library closure CHECKLIST

Building name:

Campus:

Item	Time and Comments
Manager/ Supervisor contacted	
Security called	
Emergency Services called (if required)	
Area cleared/ checked Level 1	
Area cleared/ checked Level 2	
Lift checked	
Signage deployed	

Comments (include any injuries, reports, names etc)**:**

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