Table of Contents

01 Introduction

• Scenarios/Possible Crises
• Purpose/Objective

02 Overview

• Identify Crisis Communication Team
• Quick Response Chart
• Methods of Communication

03 Resources

• Emergency Procedures
  o Safety & Security Background Info
  o Code of Conduct
  o Progressive Discipline
  o Incident Reports
  o Emergency Fire Alarm Procedures
  o Medical Emergencies
  o Quieting Disruptive Patrons
  o Mental Illness
  o Unreasonable Requests
  o Problem Telephone Calls
  o Harassment of Patrons or Library Staff
  o Procedures for Handling Patrons Left after Closing

• Crisis Communication Checklist/Reference Sheet
  o Date
  o Description
  o Responsibilities of Each Crisis Communication Team Member
  o Contacting Appropriate Agency
  o Impact (Death; Injuries; Property Damage; etc)
  o Steps Taken (Evacuation; Lockdown; Closing; etc)
  o Report Filed By

• Messaging
  o Staff Message Template
  o Phone Message Template
  o News Release Template
  o Media Alert Template
  o Website Message Template
• Social Media Message Template
• Digital Signage Message Template
• Frequently Asked Questions
• Fact Sheet Template
• Sample Talking Points

• Media Tips
  o Media Policy Abbreviated
  o Do’s of Media
  o Do Not’s of Media
  o Preparing for Media Interview
  o Setting up News Conference
  o Spokesperson Guidelines

• Contact Lists
  o Staff Groupings
  o Department Gmail Accounts (Back-Up Communication)
  o ELT, Management Team, Main Public Service Managers, Location Managers, Organizational Chart
  o Richland Library Board of Trustees
  o Richland Library Friends and Foundation Board
  o Media
  o Richland County Council
  o Customers (Categorized & Stored in Orangeboy)

• List of Locations
  o Ballentine
  o Blythewood
  o Cooper
  o Eastover
  o Edgewood
  o Main
  o North Main
  o Northeast
  o Sandhills
  o Southeast
  o St. Andrews
  o Wheatley

04 Evaluation

• List of Questions
Introduction
It’s not a matter of if but rather when an organization will deal with a crisis. A crisis can emerge when you least expect it, so having a crisis communication plan in place is the best line of defense.

Here are some examples of different types of crises:

- Weather-Related (Power Outage; Flooding; Tornado)
- Fire
- Hazardous Materials
- Medical Emergency
- Fight/Disturbances (Arrests; Assault; Harassment)
- Intruder
- Weapons
- Shooting
- Hostage
- Bomb Threat
- Demonstration
- Misappropriation of Funds; Staff Misconduct
- Suicide
- Public controversies
- Hacking (Customer Information; Security Cameras)
- Personal Emergencies – Staff
Purpose/Objective

When a crisis starts to unfold, it sets off a chain reaction of different responses—both externally and internally—from staff, library supporters, customers, officials and the media.

- Typically, there are four stages to any crisis.
- Breaking News: What happened; speculation
- Make-or-Break: The drama unfolds; determining “real” facts; who was involved?
- Finger-pointing: Who’s to blame; how did this happen; taking sides
- Fall-out/resolution: History is made; rebuilding

With a crisis communication plan in place, Richland Library can avoid mistakes that live on long after an emergency or crisis is over. Communicating concern and explaining how a crisis is being handled are part of Richland Library’s mission of service.

When responding to a crisis, here are some important elements to keep in mind:

- People need to know you care first before they care about what you know
- Get and relay timely information (Initial social media & news reporting often incomplete)
- Determine a person of authority to be the “face of the company”
- Use pre-approved statements and social media posts for initial response
- Keep appropriate audiences informed
- Provide regular updates
- Adopt a “no surprises” policy

In addition, as part of the recovery process, our organization needs to:

- Be transparent to build and maintain credibility
- Be timely and communicate often
- Put a fix or solution in place and relay that information
- Have an operational plan that not only responds to crisis but restarts operation
- Be flexible and understand that you sometimes don’t drive the discussion, so respond appropriately
- Monitor the situation closely and watch for changes, indicators or problems in social media and transitional media
Overview
02 Overview

Identify Crisis Communication Team

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Phase 1

Notifications
within 30 minutes

On-Duty Supervisor contacts
Safety & Security

Safety & Security contacts
Community Relations; Operations
(as necessary)

Community Relations contacts
Crisis Communication Team;
Copies Wanda Taylor on direct
messages to Melanie Huggins

Phase 2

Key Messaging
within 1–2 hours

Community Relations drafts talking
points and submits for review;
Social Media Strategist monitors
social dialogue

Crisis Communication Team
determines immediate actions as
appropriate; Safety & Security
coordinates w/ lead agency

Phase 3

Method of Communication
& Audience

within 2–3 hours

- Community Relations- board,
  stakeholders & Council
- Media Relations – Media
- Internal Communications -
  Staff
- Social Media Strategist – Social
  Media
- Content Marketing Manager –
  Active Customers

Crisis Communication Team
determines next steps

Phase 4

Debrief
within 1–2 days

Crisis Communication Team will
meet, review & establish future
course of action
Methods of Communication

**Crisis Communication Team’s Group Text Chain**

The Community Relations Manager will enact the Crisis Communication Team’s group text chain, alerting members where they will receive updates (phone, text, email, etc.).

**Crisis Communicators Sounding Board**

If immediate action is needed, following the Crisis Communication Team’s group text chain and initial update, the Community Relations Manager will initiate a group phone call with the Chief Customer Officer, Marketing and Communications Director, and Internal Communications.

**Crisis Communication Evaluation Check-In**

After addressing the first three stages of the quick response chart in the crisis communication plan, the Community Relations Manager will set a meeting for further evaluation with library administrators and the Director of Marketing and Communications.
03

Resources
EMERGENCY PROCEDURES

INTRODUCTION TO SECURITY       3
SECURITY WORKERS                  5
DUTIES OF SECURITY                6
CODE OF CONDUCT                   7-8
ENGAGEMENT STANDARDS              9-11
APPEALS PROCESS                  12
BASIC PROCEDURE FOR HANDLING INCIDENTS AT MAIN LIBRARY  13
EMERGENCY FIRE ALARM PROCEDURES   14
FIRE WARDENS                      15-17
SAFETY & SECURITY FIRE PROTOCOL   18-19
FIRE EXTINGUISHER LOCATIONS       20
FIRE ALARM PULL STATIONS          21
EMERGENCY FIRE ALARM PROCEDURES   22
FIRE EXTINGUISHER/PULL STATION    23
EMERGENCY FIRE ALARM PROCEDURES   24
FIRE EXTINGUISHER/PULL STATION    25
EMERGENCY FIRE ALARM PROCEDURES   26
FIRE EXTINGUISHER/PULL STATION    27
EMERGENCY FIRE ALARM PROCEDURES   28
FIRE EXTINGUISHER/PULL STATION    29
EMERGENCY FIRE ALARM PROCEDURES   30
FIRE EXTINGUISHER/PULL STATION    31
EMERGENCY FIRE ALARM PROCEDURES   32
FIRE EXTINGUISHER/PULL STATION    33
EMERGENCY FIRE ALARM PROCEDURES   34
FIRE EXTINGUISHER/PULL STATION    35
EMERGENCY FIRE ALARM PROCEDURES   36
FIRE EXTINGUISHER/PULL STATION    37
EMERGENCY FIRE ALARM PROCEDURES   38
FIRE EXTINGUISHER/PULL STATION    39-40
EMERGENCY FIRE ALARM PROCEDURES   41
FIRE EXTINGUISHER/PULL STATION    42
EMERGENCY FIRE ALARM PROCEDURES   43
FIRE EXTINGUISHER/PULL STATION    44
EMERGENCY FIRE ALARM PROCEDURES   45
FIRE EXTINGUISHER/PULL STATION    46
MEDICAL EMERGENCIES MAIN & BRANCHES  47
SPECIAL CONSIDERATIONS SICK/INJURED PATRONS  48
SUGGESTIONS TO HELP AVOID POTENTIAL PROBLEMS  49
TO QUIET DISRUPTIVE PATRONS & DEALING WITH PROBLEM PATRONS  50
PATRONS WITH MENTAL ILLNESSES      51
UNREASONABLE REQUESTS BY PATRONS   52
PROBLEM TELEPHONE CALLS            53
HARRASSMENT OF PATRONS OR LIBRARY STAFF MEMBERS  54
PROCEDURES FOR HANDLING CHILDREN LEFT AFTER CLOSING  55
EMERGENCY PROCEDURES (R.A.C.E.)    56
WHEN IN DOUBT WRITE AN INCIDENT REPORT  57
INTRODUCTION TO SECURITY MANUAL
This manual will serve as a guide to staff members who are confronted by emergency and/or stressful situations while on duty in the Richland Library System. It is designed only as a guide. Certain situations will still demand that a staff member take the initiative and act in a responsible manner.

Most of the problems encountered by staff members solve themselves with little intervention by the staff. Common courtesy and a pleasant, calm manner often alleviate tense situations. An awareness of possible problems may also prevent a crisis situation from occurring.

In the event of an emergency, such as a fire, medical, etc., the emergency procedures outlined in this manual should be followed exactly as outlined in order to insure the safe evacuation of staff and library users.

All staff members should review this manual at least twice each year. They should refer all questions to their immediate supervisor.

Branch libraries procedures are designed specifically for each location.

All employees are a reflection of Richland Library, and should conduct themselves in the proper manner at all times.

All public libraries are plagued by security incidents. This manual is designed as a guide to library staff so that the safety and security of all persons in the Richland Library System is protected, without violating anyone’s rights or freedoms.

The local police agencies are cooperative. They advise the library staff to call them whenever the staff feels the need – no incident is too minor.
SECURITY WORKERS

The Library Security staff currently consists of twenty-eight (28) members. The staff consists of (1) Safety & Security Manager, (14) Full Time Security and (9) Part-Time Security. At present, (14) Security staff are assigned to cover Main building. The Main building is usually patrolled by a minimum of four staff members during all hours of operation.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>NUMBER OF SECURITY WORKERS</th>
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</thead>
<tbody>
<tr>
<td>MAIN</td>
<td>14</td>
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<tr>
<td>EDGEWOOD</td>
<td>1</td>
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<tr>
<td>LOWER RICHLAND</td>
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<tr>
<td>NORTHEAST</td>
<td>2</td>
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<tr>
<td>NORTH MAIN</td>
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</tr>
<tr>
<td>SANDHILLS</td>
<td>1</td>
</tr>
<tr>
<td>SOUTHEAST</td>
<td>2</td>
</tr>
<tr>
<td>SAINT ANDREWS</td>
<td>3</td>
</tr>
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<td>WHEATLEY</td>
<td>1</td>
</tr>
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BRANCHES THAT HAVE SECURITY

BRANCHES THAT DO NOT HAVE SECURITY

<table>
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<th>LOCATION</th>
<th>NUMBER OF SECURITY WORKERS</th>
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<tr>
<td>BALLENTINE</td>
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<td>BLYTHEWOOD</td>
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<tr>
<td>COOPER</td>
<td>0</td>
</tr>
<tr>
<td>EASTOVER</td>
<td>0</td>
</tr>
</tbody>
</table>

DUTIES OF SECURITY

The Manager of Safety and Security is responsible for scheduling, training and supervision of Security Staff, reporting to the Executive Director of Richland Library and Chief Operating Officer of Richland Library. The Safety and Security Manager/Designee shall carry out critical decisions made by the person in charge of the Library at any particular time the Executive Director and/or the Chief Operating Officer of Richland Library.

The duties of the Security staff are:

1. To insure the safety and well-being of all patrons and staff.
2. Maintain a pleasant environment in order to conduct Library related activity.
3. To insure the Code of Conduct, as adopted by the Board of Trustees, is observed by all patrons of the Library.
4. To Safeguard Library property, inside and outside; and to give assistance to patrons and staff in emergencies (i.e. Injury, Illness, evacuation of building and any other situation requiring immediate attention.)
CODE OF CONDUCT

The Board of Trustees of the Richland County Public Library has adopted the Code of Conduct to provide a safe and comfortable environment for those using library facilities and resources. Warnings are at the discretion of library staff. Ejections and loss of privileges are possible. By using library facilities, all persons have consented to be searched in the event that the theft detection alarm activates upon exit.

When you use the library, you agree to:

Respect Staff and Customers
Conduct not permitted includes:
1. Any action or behavior that is disruptive, disturbing or potentially harmful to others, including but not limited to:
   • Fighting, challenging to fight or provoking violence;
   • Loud talking and other noisy activities, including use of cell phones or other electronic devices;
   • Blocking or interfering with the free movement of individuals; and
   • Offensive personal hygiene.
2. Any acts or conduct in violation of federal, state or local laws, ordinances or regulations, including but not limited to:
   1. Disorderly conduct;
   2. Sexual activity;
   3. Possession of illegal weapons of any type; and
   4. Possession, consumption or being under the influence of alcohol or illegal drugs;
   5. Use of tobacco in library buildings.
3. Sleeping, loitering or remaining at the library for no obvious reason. Users must be engaged in a library activity such as reading, studying, doing research or participating in a library program.
4. Soliciting, surveying, political campaigning, selling of any kind, distributing or posting of materials not specifically authorized by the Library Director.
5. Using libraries for child-care services; leaving a child under 11 years of age for any amount of time (children 10 and under must be attended by someone 16 years of age or older); or leaving a child under the age of 18 for an excessive period of time or after closing.
6. Leaving personal possessions unattended on library property.
7. Not wearing shoes or shirts in the library at all times.

Respect Materials and Equipment
Conduct not permitted includes:
1. Damaging, destroying or stealing any property of the library, library staff or customers.
2. Taking library property or materials outside buildings without following established loan procedures or other authorization.
3. Violating library procedures or policies.

Respect Buildings and Property
Conduct not permitted includes:
1. Acting in a manner that is potentially harmful to library buildings, property, users or staff, such as unauthorized use of another person’s library card for any purpose.
2. Improperly using furniture, equipment or materials.
3. Bringing in any items, backpacks or other personal baggage that take up an excessive amount of space (limited to two pieces, each no larger than 20 inches in length, width or height), that restrict the movement of individuals, that present a potential harm, danger or distraction, or that have no usefulness in the library. Luggage, bedrolls, musical instruments, sports equipment, skateboards, skates (includes Heelys), scooters and bicycles are examples of items that are prohibited.
4. Consuming food outside designated areas or consuming drinks around library computers or equipment.
5. Improperly using restrooms, including solicitation, meetings, bathing or shaving.
6. Using or monopolizing library equipment, materials or facilities in an unauthorized manner that prevents others from using them, including but not limited to:
   • Library computers;
   • Printers, copiers and fax machines.
7. Using non-public doors or any other non-public areas in an unauthorized manner.
8. Using parking areas or other property in an unauthorized, improper or unsafe manner, including but not limited to use of skates or skateboards, bicycles and scooters. Vehicles parked improperly are subject to being towed at the owner's expense.

9. Bringing animals, except service animals, into library facilities.

Any of these actions may result in the customer being asked to leave the library. Those who persist and refuse to leave the buildings and grounds when requested will be subject to their behavior being reported to local police. Repeat violators are subject to loss of library privileges.
ENGAGEMENT STANDARDS

Engagement Level

Correct or Leave (No PITS documentation required)

Offense/Intervention – Customer asked to adjust/correct behavior or leave for the day; or customer is referred to the library’s Social Work Department or another community resource when appropriate. After two warnings, if the customer does not comply with the request to change behavior, then ask them to leave for the day.

- Smoking or loitering
- Sleeping
- Only small, individually wrapped snacks and single-serving drinks are acceptable in designated areas at library locations; alcoholic beverages are prohibited
- Noticeable hygiene needs such as an excessive odor
- Soliciting, surveying, political campaigning, petitioning, selling of any kind, distributing or posting materials not authorized by library staff
- Clothing covering the upper and lower body is required in addition to shoes or other footwear.
- Bringing in any items, backpacks or other personal baggage that take up an excessive amount of space or present potential harm
- Leaving personal possessions unattended on property
- Bringing animals except service animals into library facilities
- Distracting noises; loud conversations, general use of profanity, loud audio
- Using library restrooms other than their intended purpose, including personal grooming, changing clothes or washing clothes

Engagement Level 1 – (PITS documentation required)

<table>
<thead>
<tr>
<th>Offense</th>
<th>FIRST</th>
<th>SECOND</th>
<th>THIRD</th>
<th>FOURTH</th>
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<tbody>
<tr>
<td>Intervention</td>
<td>1 Day</td>
<td>7 Days</td>
<td>30 Days</td>
<td>60 Days</td>
</tr>
</tbody>
</table>

- Minor intentional damage to library furniture, equipment or materials
- Unauthorized use of library card
- Computer use violations; obscene images, videos that are disruptive to others
- Using non-public doors or any other non-public areas in an unauthorized manner
- Underage child left unattended for any amount of time (parent/guardian subject to suspension)

Engagement Level 2 – (PITS documentation required)

<table>
<thead>
<tr>
<th>Offense</th>
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<th>THIRD</th>
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<tbody>
<tr>
<td>Intervention</td>
<td>30 Days</td>
<td>180 Days</td>
<td>1 Year Suspension</td>
</tr>
</tbody>
</table>

- Major intentional damage to library furniture, equipment or materials
- Computer use violations; viewing pornography
- Verbal abuse of staff rising to the level of more than just complaints of service; including profanity
- Inappropriate comments and/or attention directed at staff and customers
- Unreasonable use of restrooms, including smoking, soliciting, clogging plumbing or looking into an area designed to provide privacy to a person using the area
- Consumption/possession of alcohol
- Disorderly conduct

Engagement Level 3 – (PITS documentation required)

<table>
<thead>
<tr>
<th>Offense</th>
<th>FIRST</th>
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<tbody>
<tr>
<td>Intervention</td>
<td>1-year suspension*</td>
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</tbody>
</table>

*Including repetitive Engagement Level 1 & Level 2 offenses

- Theft of library property; theft of library staff or customer possessions
- Mutual affray, fighting, combative behavior toward customers or staff
- Lewd or suggestive language, gestures, or actions (sexual or violent)
- Threats of harm
- Major intentional damage to library furniture, equipment or materials
- Sexual activity; possession of illegal weapons; use and/or possession of illegal drugs
- Harassment including bullying, sexual harassment, or abuse as described in the Library’s Harassment Free Policy
- Weapons such as explosives, firearms, knives, look-alike weapons, or any other objects that can reasonably be considered as weapons.
- Use of hate speech or slurs directed towards another individual

*1 Year suspension requires formal meeting with appeals panel after 1 year to review eligibility for reinstatement of privileges.

**Major damage assessment value to be determined.
1. The customer will be advised that their request for reinstatement of privileges must be in writing, with original signatures on the document and advised decisions are made on a case-by-case basis within 14 calendar days of receipt of the written request.

2. The customer must include:
   a) Approximate dates of the loss of privileges, their belief and reason(s) for the loss of privileges (Criminal Behavior or Repeat Code of Conduct Violations).
   b) State their case to grant their reinstatement with supporting information.
   c) Provide a means of contact for follow-up, by either telephone or mailing address.

3. The request must be either hand-delivered or mailed to: Safety / Security Manager, Richland Public Library, Box 22, 1431 Assembly Street, Columbia, SC 29201

4. Upon receipt, the Security Manager will review the provided information and check internal documents and information to ascertain the validity of the request.

5. If warranted, additional fact-finding and information will be accomplished. When a Staff member is identified as the victim of the matter, contact with the Staff Member will be made for their input.
BASIC PROCEDURE FOR HANDLING INCIDENTS AT MAIN LIBRARY

The staff member must remain calm and try to handle the situation in a professional manner.

If the patron is still creating a disturbance or needs further assistance, the staff member should call Switchboard to alert Security or use the service point radio to call for security.

The Switchboard alerts Security by radio transmission, providing the location and enough details to inform the responding Security of the nature of the call.

Utilization of the following codes is to be used when dispatching Security on any call:

- Code One – Security responds when available (i.e. Lost and Found)
- Code Two – Security responds immediately – Emergency (Customer issues)
- Code Three – Security responds quickly and immediately – All other Emergencies

Security reports to the location where the problem is and evaluates what the situation is.

If Security or library staff member in charge deems it necessary, law enforcement should be called immediately once requested.

An “Incident Report” is completed by library staff member in PITS (Patron Incident Tracking System). A report must be completed whenever there is an angry, abusive, complaining, or disruptive patron of any sort.

Any “victims” of incidents should be calmed and never left alone n’ the course of the incident. The staff member involved should care for their mental and physical conditions. If this interferes with the service of other patrons, ask another staff member or Security to stay with the victim until their needs are met.

In all situations, FIRMNESS, tempered by COURTESY, is our watchword. Police should be summoned only if the situation becomes a crisis. Formal arrests should be avoided unless deemed necessary by the librarian in charge or the Security Supervisor. However, disruptive patrons may be asked to leave the premises if their behavior continues. In addition, privileges can be revoked depending on the severity of the incident.
<table>
<thead>
<tr>
<th>Fire Warden</th>
<th>Designee</th>
<th>Location</th>
<th>Department</th>
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<tbody>
<tr>
<td>DIANE LUCCY</td>
<td>CHANTAL WILSON</td>
<td>MAIN</td>
<td>BUSINESS CAREERS RESEARCH</td>
</tr>
<tr>
<td>LO RICOOK</td>
<td>JEFF CAMP</td>
<td>MAIN</td>
<td>OUTREACH</td>
</tr>
<tr>
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<td>TAMIKO SINGLETIEN</td>
<td>MAIN</td>
<td>PERSONNEL</td>
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<tr>
<td>LESLIE TETREAUT</td>
<td>JENNIFER NAIMZADEH</td>
<td>MAIN</td>
<td>CHILDRENS/TEEN</td>
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<td>THOMAS UDE</td>
<td>ELLEN DOWDELL</td>
<td>MAIN</td>
<td>LEARNING ENGAGEMENT</td>
</tr>
<tr>
<td>MICHAEL M. HENRY</td>
<td>DENNIS OBERLIN</td>
<td>MAIN</td>
<td>OPERATIONS</td>
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<tr>
<td>MARGARET DUNLAP</td>
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<td>MAIN</td>
<td>LOCAL HISTORY</td>
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<tr>
<td>AMY TERAMOTO</td>
<td>LAWERENCE WILLIAMS</td>
<td>MAIN</td>
<td>IT</td>
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<tr>
<td>LEE PATTERSON</td>
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<tr>
<td>MARY KATE QUILLIVAN</td>
<td>ALLISON THIESSEN</td>
<td>MAIN</td>
<td>STUDIO SERVICES/FILM &amp; SOUND</td>
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<tr>
<td>LEAH BARTYS</td>
<td>TODD BARRETT</td>
<td>MAIN</td>
<td>COLLECTION</td>
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<tr>
<td>MATT G OSSETT</td>
<td>KATE BOZIK</td>
<td>MAIN</td>
<td>CIRCULATION</td>
</tr>
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<td>TINA GILLS</td>
<td>KATIE WATKINS</td>
<td>MAIN</td>
<td>DEVELOPMENT</td>
</tr>
<tr>
<td>CLO CAMMARATA</td>
<td>SONYA MONTGOMERY</td>
<td>MAIN</td>
<td>PROGRAMS &amp; PARTNERSHIPS/MARCOM</td>
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<td>FINANCE</td>
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<td>KELLY JONES</td>
<td>LISA DEKRUIF</td>
<td>BALLENTINE</td>
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<tr>
<td>CRYSTAL MICKLE</td>
<td>LORI ROBBINS-MURPHY</td>
<td>BLYTHEWOOD</td>
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<td>JOANNA BIXLER</td>
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<td>PAULA WASHINGTON</td>
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<td>CHRIS FLEMING</td>
<td>BRANDI WALDROP</td>
<td>LOWER RICHLAND</td>
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EMERGENCY FIRE ALARM PROCEDURES (MAIN)
The following procedures are designed to expedite evacuation of the Main Library in the event of a fire.

Person discovering the fire should:
1. Pull Nearest Fire Alarm.
2. Call switchboard (Dial "0" or "3500") and report location of fire.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others).

Staff Fire Evacuation Procedures
1. In the event the Richland Library Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
2. Each department is to assign one (1) "Fire Warden" and an alternate, in their absence, whose job will be:
   a. Assure your office/work area is evacuated.
   b. Direct co-workers to nearest exit advising them to WALK Briskly, Do Not Run.
   c. Close all doors provided you are not in immediate danger.
   d. Assist anyone who needs help.
   e. If you are at a service point that has a radio, take it with you when you exit the building.
3. All staff must exit via nearest exit to them unless the P. A. System warns you to avoid such exit.
4. All staff personnel should assist patrons, instructing them to leave unchecked out books behind. Do not waste time with patrons who fail to cooperate with your request to evacuate the building.
5. Once outside, report to the Staff Parking Lot on the corner of Washington/Park St. and report to your Supervisor for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
6. **DO NOT** re-enter building until directed to do so!
SAFETY & SECURITY FIRE PROTOCOL MAIN

Upon activation of Fire Alarm, the person on the first floor will immediately go to the Fire Panel located to the left of the Hampton Street door or Fire Computer located in the Security Office and call out the location of activation.

**DO NOT CLEAR FIRE PANEL. DO NOT CLEAR COMPUTER. THIS IS DONE ONLY BY FIRE DEPARTMENT ONCE AN ALARM IS ACTIVATED.**

Security will identify themselves, their floor location, Hampton Street Door location, Assembly Street Door Location and begin to evacuate their levels.

If point of activation is on your level, obtain a fire extinguisher and attempt to safely locate the fire.

If you locate the fire and can SAFELY extinguish it, begin to implement P.A.S.S: Pull, Aim, Squeeze and Sweep until the fire has been extinguished or Fire Department arrives.

All Personnel and Customers will be directed to proceed to the first available exit and leave the building.

Once a Security Worker has cleared their level, he or she will go to the floor where the Point of Activation is and assist in evacuating Staff and Customers.

Once your level is evacuated, (do not wait for any staff member who will not leave without personal items) call out that your level is clear.

The first Security Worker that has cleared their level will radio that the level is clear and that they are going to the Staff Parking Lot to get an employee count.

The Security Worker will find the Library Fire Marshals of each department and verify that their staff are all accounted for. Notify a Security Supervisor of the names of all unaccounted for staff.

When the employee count is clear, the Security Worker will radio to the Supervisor that all employees are accounted for and remain in staff lot until further notice.

Supervisor will go to the Assembly Street Entrance to wait on the Fire Department to escort them to the Point of Activation.

Once the building is clear, all Security will exit via the CLOSEST exit and wait for the Fire Department or instructions from Safety & Security Manager or Supervisor on Duty.

While Security is exiting the building, continue to look for and send any employees found to the “Staff Parking Lot” (the parking lot at the corner of Park and Washington St, reached by crossing Park St from the rear of the building) so that they can be accounted for.

The Supervisor will give permission to enter back into the building over the radio once the scene has been cleared and deemed safe for reentry.

All Staff will be let back into the building. Customers will be let back in once all access points have called in to Security that they are in position and ready to receive Customers.
FIRE EXTINGUISHER LOCATIONS MAIN

GARDEN LEVEL:
1. Staff Lounge inside entrance door on left
2. Staff Hallway across from Operations
3. Inside Main Electrical Room (1) on each side of the door
4. Elevator Room (1) on front wall (1) on back wall
5. Backside of elevator on the left
6. Garden Level Entrance to the right of the door in the hallway
7. S.E. Emergency Stairwell, right of Electric Room
8. Inside the staff work room by the sink area

1ST LEVEL:
1. Back Hallway before Patron Bathrooms
2. Front Entrance, staff elevator
3. S.E. Corner next to Electric Room
4. Back wall of Film and Sound, right of Mechanical Room
5. Local History outside of Vault Room
6. Elevator Room
7. Wall between bathrooms behind café

2ND LEVEL:
1. Inside Info Services & Technology
2. Patron Elevator wall, right side
3. Staff Elevator Wall right side facing computers
4. Right side of Patron Women’s Bathroom across from breakroom
5. Left side of Patron Men’s Bathroom
6. Back outside wall of Theatre facing fiction
7. Staff hallway across from Freight Elevator
8. Erwin Kahn Conference Room
9. Inside 2nd level breakroom on the counter

3RD LEVEL:
1. S.W. end of staff hallway between Business and Personnel Offices
2. N.W. end of staff hallway right of Freight Elevator
3. Administrative Center entrance area, left side of wall
4. Patron Restrooms area on opposite wall
5. Patron Elevator, right side
6. S.E. Corner of building near Electrical Room
FIRE ALARM PULL STATIONS MAIN

GARDEN LEVEL:
1. Right side as you exit the building by Staff Exit
2. N.W. comer on wall by Emergency Exit Door
3. S.W. comer, right side of door leading to Emergency Exit
4. Garden level entrance right side of book-drop in air lock
5. In children’s Room on wall by electrical Closet, S.E. comer

1ST FLOOR:
1. S.W. comer on right side of Emergency Door
2. N.W. comer of building behind Café left side of stairwell exit
3. Left side of Main Door as you exit the building
4. Wall of the Patron Elevator
5. S.E. comer on wall by Emergency Exit

2ND FLOOR:
1. N.W. comer Staff Hall next to Emergency Stairwell Exit
2. S.W comer at Emergency Exit past Social Workers Office
3. S.E. comer on wall, left side of Emergency Exit Door
4. Right side of Patron Elevator under Television

3RD FLOOR:
1. Right side of Patron Elevator, next to Extinguisher
2. S.W. comer right side of Emergency Exit Door
3. S.E. comer right side of Emergency Exit Door
4. N.W. comer in Staff Hall next to Emergency Stairwell exit
EMERGENCY FIRE ALARM PROCEDURES (BALLENTINE)

The following procedures are designed to expedite evacuation of the Richland Library Ballentine in the event of a fire.

Person discovering the fire should:

1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Kelly Jones or Designee Lisa Dekruif.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures

A. In the event the Richland Library Ballentine Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" Kelly Jones and an alternate Lisa Dekruif, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P.A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to The Overflow Lot and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (BLYTHEWOOD)

The following procedures are designed to expedite evacuation of the Richland Library Blythewood in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Crystal Mickle or Designee Lori Robbins-Murphy.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Blythewood Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" Crystal Mickle and an alternate Lori Robbins-Murphy, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P.A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Trinity United Methodist Church and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (COOPER)

The following procedures are designed to expedite evacuation of the Richland Library Cooper in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Elizabeth Barrett or Designee Joanna Bixler.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Cooper Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) “Fire Warden” Elizabeth Barrett and an alternate Joanna Bixler, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to North Trenholm Road and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (EASTOVER)

The following procedures are designed to expedite evacuation of the Richland Library Eastover in the event of a fire.

1. Person discovering the fire should:
   2. Pull nearest Fire Alarm.
   3. Notify the Fire Warden Kim Jones or Designee Tanya Lin.

Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures

A. In the event the Richland Library Eastover Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" Kim Jones and an alternate Tanya Lin, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to The corner of Weston and Main Street report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEEDURES (EDGEWOOD)

The following procedures are designed to expedite evacuation of the Richland Library Edgewood in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Chris Campbell or Designee ??????????.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Edgewood Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) “Fire Warden” Chris Campbell and an alternate ??????????, in his absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Elmwood and Oak Street, (Second Nazareth Baptist Church), and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Lower Richland)

The following procedures are designed to expedite evacuation of the Richland Library Lower Richland in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Christopher Flemming or Designee Brandi Waldrop.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Lower Richland Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
B. Each department is to assign one (1) "Fire Warden" Christopher Flemming and an alternate Brandi Waldrop, in her absence, whose job will be:
   1. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   2. Safely check all areas to be certain they are vacant.
   3. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Food Lion Parking Lot and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Northeast)
The following procedures are designed to expedite evacuation of the Richland Library Northeast in the event of a fire.
Person discovering the fire should:
   1. Pull nearest Fire Alarm.
   2. Notify the Fire Warden Rasheen Richardson or Designee Jake Duffie.
   3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Northeast Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) “Fire Warden” Rasheen Richardson and an alternate Jake Duffie, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Across From The Employee Parking Area and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (North Main)
The following procedures are designed to expedite evacuation of the Richland Library North Main in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Robbie Wise or Designee Nilda Munning
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library North Main Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" ??????? and an alternate Nilda Munning, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Carter Street and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
   a. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Sandhills)
The following procedures are designed to expedite evacuation of the Richland Library Sandhills in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Taneal Robertson or Designee John Sell.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Sandhills Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) “Fire Warden” Taneal Robertson and an alternate John Sell, in his absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to The Front of R212 Building and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Southeast)

The following procedures are designed to expedite evacuation of the Richland Library Southeast in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Sarah Maner or Designee Josephine Williams.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Southeast Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" Sarah Maner and an alternate Josephine Williams in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to Greenlawn Drive and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Saint Andrews)
The following procedures are designed to expedite evacuation of the Richland Library Saint Andrews in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
2. Notify the Fire Warden Michelle Dupre or Designee Rodney Franco.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Evacuation Procedures
A. In the event the Richland Library Saint Andrews Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) "Fire Warden" Michelle Dupre and an alternate Rodney Franco, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to The Old Town Antique Mall parking lot and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. **DO NOT** re-enter building until directed to do so!
EMERGENCY FIRE ALARM PROCEDURES (Wheatley)

The following procedures are designed to expedite evacuation of the Richland Library Wheatley in the event of a fire.

Person discovering the fire should:
1. Pull nearest Fire Alarm.
3. Attempt to extinguish fire with available equipment, i.e. fire extinguisher (if this is possible without endangering yourself or others) using P.A.S.S. Pull, Aim, Squeeze, Sweep.

Staff Fire Evacuation Procedures
A. In the event the Richland Library Wheatly Fire Alarm is activated, you will hear a recorded message directing you to evacuate the building.
B. Each department is to assign one (1) “Fire Warden” Jessica Daily+ and an alternate Paula Washington, in her absence, whose job will be:
   1. Assure your office/work area is evacuated.
   2. Direct co-workers and Customers to nearest exit advising them to WALK Briskly, Do Not Run.
   3. Safely check all areas to be certain they are vacant.
   4. Assist anyone who needs help.
C. All staff and customers must exit the building by using the closest exit to them unless the P. A. System warns you to avoid such exit.
D. All staff personnel should assist customers, instructing them to leave unchecked out books behind. Do not waste time with customers who fail to cooperate with your request to evacuate the building.
E. Once outside, evacuate to The Opposite Side Of Cypress Street and report to your Fire Warden or their Designee for accountability. Stay away from building to allow Fire Department access. All staff should stay together.
F. DO NOT re-enter building until directed to do so!
MEDICAL EMERGENCIES

MAIN

1. Stay calm.
2. Call Security. Security and/or person-in-charge should determine how serious the situation is.
3. If a person is in a life-threatening situation, have Security or qualified person begin emergency medical treatment and call 9-1-1 requesting an ambulance immediately.
4. If the person is ill or injured, but life is apparently not threatened and the person requests assistance, Security calls for the appropriate emergency response needed.
5. If the ill/injured person is a staff member follow the steps above. If the staff member is able to walk, another staff member should take the individual to a doctor if s/he requests it. In addition, check employee's medical card which is in a file in the Security Office. That card will indicate person(s) to contact in case of emergency and any known allergies.

BRANCHES

1. Stay calm.
2. If Security is available, call Security. Security and/or person-in-charge should determine how serious the situation is. In the absence of a Security, person in charge must make the decisions.
3. If the person is in a life-threatening situation, have a qualified person begin emergency medical treatment and call 9-1-1 to request emergency assistance.
4. If person is ill or injured, but life is apparently not threatened, and the person requests assistance, Security or person in charge calls for the appropriate emergency response needed.
5. If the ill/injured person is a staff member, follow the steps above, except it is not necessary to call the Police. If the staff member is able to walk, another staff member should take the individual to a doctor if s/he requests it. In addition, check employee's medical card. (The security office at the Main Library houses all of these cards.) That card will indicate person(s) to contact in case of emergency. If it is life threatening call 911.

Special Considerations
Sick/Injured Patrons

1. Make the victim as comfortable as possible.
2. In the case of an obviously serious illness or injury, i.e. loss of consciousness, bleeding or worse, CALL 9-1-1 IMMEDIATELY. If the victim is able to communicate, ask them if they want you to notify someone for them. Then, call the number they have given you. If you are unable to contact anyone, make the emergency responders aware of that information on their arrival.
3. In the event the victim is a minor, under 17 and not seriously sick or injured, ascertain a telephone number and make the notification to a parent or guardian. If you are unable to notify anyone, call the local law enforcement on the non-emergency telephone number and request they respond. Inform the law enforcement officials that there is a minor at the Library who is sick or injured and that you are unable to notify a responsible adult.

CAUTIONS
DO NOT move the victim unless there is a life-threatening condition that may further endanger them.
DO NOT provide any First Aid if you are not trained in the proper treatment needed.
DO NOT spend a lot of time tracking down someone to notify. Leave that to the emergency responders.
Finally, prepare an incident report in all cases involving sick/injured patrons.
TO QUIET DISRUPTIVE PATRONS

- Keep your voice low and address the patron in a calm, business-like manner.
- If the patron is violating the Code of Conduct, inform the patron of the rule and ask them to refrain from such behavior.
- If the patron continues to cause a disturbance, alert Security or your supervisor.
- Never argue with patrons or try to convince them of a certain point. Simply re-stating policies involved, or rules they are violating, should be enough.
- Try to suggest alternative actions the patron can take to alleviate his problem.
- If a patron is obviously breaking the law, or is obviously intoxicated, the Main Library staff should call Security. Law Enforcement should be summoned on an “as needed” basis. At the branch libraries, police should be immediately summoned.

DEALING WITH PROBLEM PATRONS

Defining and Understanding Body Language

“Body language can include any movement of a part, or all of the body, used by a person to communicate an emotional message.”

Employees at public service points should be conscious of the negative and/or inappropriate signals that they, as well as patrons, can express non-verbally through body language. This applies to both their approachability and their conduct during library transactions. Without saying a word, a person can convey feelings of hostility, anger, fear, boredom, disbelief, isolation, indifference or impatience through gestures, eye contact, posture or facial expressions.

For the library employee this can become particularly dangerous when dealing with irate individuals and/or patrons with a mental illness. Actions such as lifting an eyebrow, clapping arms, shrugging the shoulders, tapping fingers, standing too closely or touching lightly could be construed by the patron as hostile and/or seductive actions.

With body language there is the delivery as well as the reception of a message. Be aware of both of these elements in regards to yourselves and to patrons in order to possibly ward off potential problems.
PATRONS WITH MENTAL ILLNESSES

Patrons with mental illnesses are treated in the same manner as all other patrons. They are not considered a problem until they disturb other patrons or disrupt normal operating routines of the library.

These patrons often visit the library as part of their therapy. Some may be unemployed and have no other way to spend their time. Many patrons who have mental or emotional problems do not cause difficulties for the staff, and are served in the regular fashion. Problems result only when these patrons exhibit unusual or aggressive behavior patterns.

If consulting with representatives of the Mental Health Association of Mid-Carolina, the following instructions have been given:

• Treat all such cases in a matter-of-fact manner. Look and talk positively.
• Ask gently “May I help you?” and try to identify the patron’s needs or behavior problem. If the staff member cannot calm the patron or satisfy his needs, call Security. The Director of the Library may be asked for permission to contact mental health professionals to suggest ways of dealing with this patron. (See agencies listed below.)
• If possible, find out the patron’s name.
• At all times, stay calm and talk softly.
• If the patron becomes violent and cannot be controlled, or admits to being lost, notify Security or the person in charge who may then call the Police (9-1-1). These patrons can be discharged from the library for disorderly conduct.
• An Incident Report should be filled out in all such cases and sent to the Director.

Upon necessity, certain agencies may be called to assist with patrons with mental illnesses.

Columbia Area Mental Health Center
Information: 898-4800
24 hr. Emergency: 833-364-2274

Outreach Coordinator - City Center Partnership 803-233-0620
Outreach Coordinator - Mental Illness Recovery Center (MIRC) 803-786-1844
Mental Health Association in Mid-Carolina 799-5363
Lexington/Richland Alcohol & Drug Abuse Council (LRADAC) 1-800-373-0245 or 256-3100
Located on 1325 Harden Street, Columbia, SC. (Contact only if alcohol or drug use is suspected!)

PROBLEM TELEPHONE CALLS

Telephone calls should be short and to the point. If a patron seems unclear as to his needs, try to clarify their situation as quickly as possible. Paraphrasing the question for clarity sometimes works and shows concern and attentiveness.
If necessary, explain that the library is busy and ask the patron’s name and telephone number. Say you will return his call as soon as possible. If the patron refuses, ask them to come to the library so that s/he can be served more efficiently.
If the patron seems to just want to talk, try to end the conversation as quickly and politely as possible.
If the phone call is obscene, disturbing or you cannot get the caller to end the conversation satisfactorily, tell them you need to assist other patrons that are present and then hang up the telephone. Always note the name, number and complaint/comment/conversation in an incident report. Share the information with fellow co-workers to alert them of a potential problem telephone patron.
UNREASONABLE REQUESTS BY PATRONS

As a public institution, the library cannot bar patrons from using the library’s resources or building as long as they do not interfere with the rights of other users or violate the library’s Code of Conduct. However, when patrons demand excessive or unreasonable service, staff members can regulate the situation in a professional manner to the benefit of all patrons and staff members.

Dealing with patrons’ unreasonable requests is a sensitive area and needs careful handling. Patrons have the right to demand materials, information or similar needs without any limitation providing these requests fall within the guidelines of the library and/or departmental policy. Staff members should handle all requests in a pleasant, efficient manner regardless of the patron’s rudeness or attitude.

The following guidelines should be used in handling patrons’ unreasonable demands that have occurred on a continuing basis:

a) Remain calm. Do not allow the patron to annoy or distress you.
b) Remain firm. State any policies that the patron may be violating.
c) Keep your voice low. Do not allow the patron to attract attention.
d) Bring the matter to the attention of your immediate supervisor. It may be possible to set temporary limits for these particular patrons that would alleviate demands on the staff.
e) If a patron is merely occupying staff time by conversing, firmly tell the patron that you would be glad to help them find materials s/he needs, but you are not allowed to simply converse with a patron. Treat the situation in a businesslike manner.
f) If a certain patron’s actions or requests are preventing other patrons from using materials, resources, or equipment, the patron should be asked to “share” the materials.
g) If a patron does not agree to cooperate, notify the Security Officer. The patron can be asked to leave for that day.

HARRASSMENT OF PATRONS OR LIBRARY STAFF MEMBERS

Harassment is partially defined to include actions, either verbal or physical which results in: troubling or pursuing relentlessly without care by annoyance, tormenting or systematic aggravating and/or continued action(s) which include threat and/or overly burdensome demand.

Any complaints by patrons of other patrons “bothering” them should be pursued immediately. Ask Security or available supervisor to handle such incidents. If any Code of Conduct rule is being violated, the patron should be asked to leave the building.

If a patron continually annoys or pursues the attention of staff members or other patrons in non-library related matters, the staff member should ask the patron to refrain from asking personal questions or conversing. If a patron continually follows a staff member or patron around or stares continually at them or demonstrates other abnormal behavior, Security should be alerted to the situation. Often, the presence of Security in the immediate area alleviates the problem.

As a last option, law enforcement may be called if the patron is uncooperative.

If a staff member feels threatened, s/he should leave the area immediately and go directly to have Security summoned, giving them a brief description of the problem patron if possible. Never confront the patron yourself if the person appears threatening. Always let Security handle the problem.

If an adult is in the Children’s Room at Main and does not have a legitimate reason for being there, ask them to leave and if they do not leave then summon Security. Security can ask them to leave or go to another area for adults. The patron should be told there is no seating available for adults in the Children’s Room who do not have children.

All facilities on the Garden Level are for Children, Parents of children in the Children’s Room, or Teens in the Teen Center. Parents are not allowed in the Teen Center.
PROCEDURES FOR HANDLING CHILDREN WHO ARE LEFT UNATTENDED AT THE LIBRARY AT CLOSING

For the purposes of this procedure, a child is to be considered any person under the age of sixteen. However, consideration should be given to an older person (sixteen or seventeen years of age) who obviously lacks the maturity to be left unattended.

If your location has a security person, turn the child over to security and continue to close the library for the evening. Security will attempt to contact a parent or responsible guardian to pick up the child. If at the time of closing, no one has come for the child, then one additional staff member must remain with Security until the matter is resolved. At no time will a single person be left to remain alone with a child.

IF THE CHILD IS PICKED UP BY A RESPONSIBLE PARTY – MEET WITH THEM AND GIVE THEM A COPY OF THE CODE OF CONDUCT AND LIBRARY HOURS BOOKMARK

If your location does not have security and a child is present at closing who has not yet been picked up by its parent or some other responsible adult, the following procedure should be used as a guideline:

1. Attempt to call the parent or someone else known to the child, such as a relative, neighbor, or close adult friend. If contact is made, inform the person that you will stay with the child for 15 minutes, after which you will contact the local law enforcement to pick up the child.

2. If unable to contact anyone to pick the child up, still wait 15 minutes, then call law enforcement on the their NON-EMERGENCY TELPEHONE LINE

- Columbia Police Department at 252-2911
- Forest Acres Police Department at 782-9444
- Richland County Sheriff's Department at 576-3000

Inform the police who and where you are and that you are in custody of a minor who has apparently been “abandoned”, that attempts to locate a responsible party have failed and you law enforcement to assist with the child.

If an officer does not arrive within 15 minutes, redial law enforcement and stress the severity of the situation. After an additional 15 minutes with still no response from a parent, friend, or police, leave a note in an obvious location i.e., front door of building and wait with the child. If the child resists waiting and demands or leaves, DO NOT attempt to physically overcome the child’s resistance. Make additional attempts to contact parents and police. Compensatory time will be approved as long as you have made reasonable efforts to contact responsible people and have followed the outlined procedures. In all cases in which you are forced to stay with a child after closing, prepare an incident report in order to make the administration and security aware of the facts.

EMERGENCY PROCEDURES (R.A.C.E.)

The Main Library and the Branch facilities are susceptible to many varied and potentially dangerous or disruptive situations, as each facility permits unfettered access by the general public. As such, the response to the acts or incidents will be situation specific. General guidelines, giving basic responsibilities and actions are covered in the site specific Emergency Procedures flip charts distributed to each facility and referred to and reviewed on a regular basis. For situations requiring building evacuations follow the R.A.C.E. formula.

- **R** - Recognize the threat of harm or danger
- **A** - Alert the Staff, Security and/or Law Enforcement of the danger by use of:
  - Voice - If it can be done without drawing attention of suspect
  - Pull Closest Fire Alarm
  - Telephone - Call 9-1-1 giving as much detail as possible
  - Public Address System (Circulation / Security Office)
- **C** - Cover and Conceal yourself from the danger behind desk or other barriers to protect yourself from harm
- **E** - Escape from the area if your path to safety is possible

Report to Supervisor / Security or Law Enforcement advising them of your being out of the danger zone.
INCIDENT REPORTS

Any staff that is involved in an incident or sees an incident occur must complete an incident report and notify his supervisor and/or the staff-member-in-charge. A report must be completed whenever there is an angry, abusive, complaining or disruptive patron or staff member, or a staff member who is not conducting himself in an appropriate manner as a Richland Library employee. The incident report should be done in PITS (Patron Incident Tracking System) and is accessible through SharePoint. Staff members are expected to complete a report whenever an incident arises. Situations cannot be addressed if the library administration is not aware of them.

WHEN IN DOUBT WRITE AN INCIDENT REPORT!!!!!!!!!!
Crisis Communication Checklist/Reference Sheet

Richland Library will have a checklist/reference sheet available to keep track of incoming information in an accurate manner.

Date:

Description:

Responsibilities of Each Crisis Communication Team Member:
- Melanie Huggins –
- Georgia Coleman –
- Tamara King –
- Dyan Bowman-
- Wanda Taylor -
- Dee Robinson –
- Kai Tang –
- Sarah Seegars –
- Amanda Myers
- Kiosha Boyles –
- Anika Thomas
- Leslie Leonard
- Evelyn Berry
- Lauren Malloy
- Kimberlei Davis
- Chiquita Brooks
- Kim Cames
- Curtis Milton
- Mike McHenry
- Amy Teramoto

Contacting Appropriate Agency:
- Law enforcement (police department; sheriff’s office; highway patrol) –
- Fire –
- Emergency Services –
- Attorney –
- Other –

Impact:
- Death –
- Injuries –
- Property damage –
- Other –

Steps Taken:
- Closing –
- Evacuation –
- Lockdown –
- Other –

Report Filed By:
- Contact Number –
- Email –

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03 Resources
Messaging

Staff Message Template:

Weather Closing: We will close (insert location) due to inclement weather. Due to the expected severity of the storm, our online catalog and access to many of our digital services will be unavailable (insert time/date). Regular access is expected to resume when the library reopens.

A few resources you can use to prepare:
• (insert)
• (insert)

Important information regarding communications:
• You can check your staff email, Outlook/Office 365 or call into 803-929-3422 and listen to a status message
• You can also check our website, Facebook and Twitter channels for public updates.

As always, we encourage you to be safe. We know all of you want to be here to help our customers and our community if the storm affects our area. Please contact your supervisor if you need to adjust your schedule due to weather concerns.

Thank you for your understanding and patience while we make decisions with your safety and customers’ safety as our primary consideration.

Weather Reopening: (Insert acknowledgement of event and well wishes). On (time/date), we have evaluated the conditions at each location with staff and customer safety as our priority.

• We plan to reopen all locations, starting at (insert time/date).
• We plan to reopen the following locations (insert locations), starting at (insert time/date). The remaining locations will be closed until further notice.

Managers, I encourage you to reach out to your staff to help ensure that this message is received by all employees.
Thank you for your understanding and patience.
Security Event: On (insert time/date), a customer (insert description of event) at (insert location). Thanks to swift action by our Safety and Security Department, (insert outcome/injuries). (Insert responding agency) is conducting an investigation.

Emergency Event: On (insert time/date), (insert location) experienced (insert event) and was evacuated. Thanks to swift action by our staff, (insert outcome). This location will be closed until damage can be assessed, and we are able to identify next steps. We are working with staff at this location to identify their needs and find placement at other locations in the system.

Cyber Threat: Richland Library’s Information Technology Department has detected a cyber threat to our (insert name) system. In an effort to diagnose and limit the spread of the attack, we have shut down our (insert network or system). Our IT staff will be calling each location with further instructions. Since our email is cloud-based, we should be able to use this channel for updates. If not, we will use a manager texting tree and phone calls to communicate. The safety and security of our customers and our staff, as well as their personal information, are our primary concerns while we work to resolve this issue. Should you have concerns, you can email the Information Technology Department Help Desk or call 803-929-3407.
Phone Message Template:

For clarity purposes, phone message templates are formulated, below, that will enable Richland Library’s crisis communication team to insert different scenarios and switch them out in a timely manner.

During these instances, the team will rope in the IT Department. In addition, public service managers will be notified to change the phone messaging.

**Power Outage:** Around (insert time/date), Richland Library (insert location) experienced a power outage. Customers will not be able to check out materials or access public computers, and staff will not be able to answer phone calls during this time. We are working to address the issue. Please check our website at richlandlibrary.com or follow our social media platforms for updated information. A reminder, local residents can still access the library’s resources and information online.

**Closure Message:** Effective (insert time/date), Richland Library (insert location) has closed due to (insert type). All operations are suspended today (or until further notice). Please call back, check our website at richlandlibrary.com or follow our social media platforms for updated information. A reminder, local residents can still access the library’s resources and information online.

**Lockdown w/ Warning Message:** Effective (insert time/date), Richland Library (insert location) has been locked down as a security measure that has come to our attention. The Richland Library Safety and Security Department is aware of the situation and working with local authorities at this time. No one is to enter or exit the building until Richland Library administrators issue an “all clear.” Please call back, check our website at richlandlibrary.com or follow our social media platforms for updated information.

**Evacuation Message:** Effective (time/date), all customers and staff at Richland Library (insert location) has been evacuated to (insert location) for safety reasons. No one will be allowed to re-enter (insert location) until the responding agency and Richland Library administrators give the “all clear.” Please call back, check our website at richlandlibrary.com or follow our social media platforms for updated information.

**All Clear Message:** Effective (time/date), the (insert type) order for Richland Library (insert location) has been lifted. Operations and business hours will resume at (insert time/date). Please call back, check our website at richlandlibrary.com or follow our social media platforms for updated information.
News Release Template:

For Immediate Release
Month / Day, Year

TITLE
Subtitle

Columbia, SC —

Describe situation:
At approximately (time; day; date), (type of incident) occurred at Richland Library (location).

Describe action taken/underway:
The safety and welfare of our staff and customers are our first concerns.
Richland Library officials as well as emergency responders (list agency names) are on the scene.

Insert quote from Executive Director:

“ .......... ” said Executive Director Melanie Huggins.

If necessary, provide instructions to customers’ families/staff:
Family members can meet affected customers at (location).

Updates and additional information:

For questions, please contact Anika Thomas at 803-530-4621 or athomas@richlandlibrary.com.

About Richland Library
Awarded the National Medal in 2017 by the Institute of Museum and Library Services, Richland Library is a vibrant, contemporary organization that provides resources and information that advance the Midlands. Offering state-of-the-art technology, a variety of literary and cultural programs and 13 bustling facilities located throughout the county, Richland Library provides a truly customizable, modern library experience for residents and visitors alike.
Media Alert Template:

For Immediate Release
Month/Day, Year

**MEDIA ALERT**

RICHLAND LIBRARY TO HOLD NEWS CONFERENCE
In Response to (Incident) at (Location)

WHO: Richland Library
WHEN: Time, Day, Date
WHERE: Location, Address
WHAT: Official statement in response to (Incident) at (Location)

Melanie Huggins, Executive Director of Richland Library, will provide an official statement to members of the media in response to (Incident) at (Location)

For questions, please contact Anika Thomas at 803-530-4621 or email athomas@richlandlibrary.com.

About Richland Library
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**Website Message Template:**

**PROGRAMMING:**

**LIBRARY PROGRAM CANCELLATIONS**
For the safety of presenters and customers, ALL Richland Library programs have been cancelled from (insert Day, Date) – (insert Day, Date) due to expected inclement weather. While all library locations are currently still open, please continue to check RichlandLibrary.com for updates prior to your visit.

**CLOSINGS:**

**Inclement Weather Closing: All**
Due to inclement weather conditions, ALL Richland Library locations will close at (insert time) on (insert Day, Date) and are expected to reopen at (insert time) on (insert Day, Date).

**Inclement Weather Closing: Single Location**
All Locations Except for (insert location) Open
All library locations except for (insert location) will be open from (insert time) until (insert time) on (insert Day, Date).

**Pardon Our Progress Closing**
All Richland Library locations will be closed on (insert Day, Date) while staff work to make exciting changes to the physical collection in preparation for construction at Richland Library (insert location). RichlandLibrary.com is always open! Download eBooks, do research or renew books now.

**SERVICE INTERRUPTIONS:**

**Issues Impacting Website**
We are working on issues impacting the "My Account" and web search features. Thank you for your patience.

**Internet Service Interruptions**
All library locations are currently experiencing intermittent Internet connectivity issues. We apologize for any inconvenience this may cause and are working to restore service as quickly as possible. Thank you for your understanding.
Social Media Message Template:

CLOSINGS:

We’re Still Open Message

Closing Message
🚨🚨🚨🚨 All locations will close, starting (insert Day, Date). Please check RichlandLibrary.com on (insert Day, Date) for updated hours. Our online catalog and access to many of our digital services will also be unavailable, starting (insert Day, Date). Regular access should resume when we reopen.

Reopening Message
All Richland Library locations will be reopen at (insert time) on (insert Day, Date). Look forward to seeing everyone soon.

SAFETY & SECURITY ISSUES:

At (insert time) on (insert Day, Date), an incident occurred at Richland Library (insert location). Thanks to the quick action of the library’s Safety and Security Department, all customers and staff are safe. The (insert responding agency) is currently investigating.

SERVICE INTERRUPTIONS:

Issues Impacting Website
We are working on issues impacting the "My Account" and web search features. Thank you for your patience.

Internet Service Interruptions
All library locations are currently experiencing intermittent Internet connectivity issues. We apologize for any inconvenience this may cause and are working to restore service as quickly as possible. Thank you for your understanding.
Digital Signage Message Template:

CLOSINGS:

Inclement Weather Closing – Option A
All Library Locations Will Close on (insert Day, Date).
Please check RichlandLibrary.com for the latest updates.

Inclement Weather Closing – Option B
All Library Locations Will be closed from (insert Day, Date) to (insert Day, Date).
Please check RichlandLibrary.com for the latest updates.
Frequently Asked Questions:

There are a number of questions that will be going through people’s minds when a crisis unfolds, and Richland Library will need to address any concerns that arise as a result of the crisis.

Is the library safe?

The safety and welfare of our staff and customers are our first concerns. We have all read news accounts of workplace violence. Even though our library has not experienced such violence, and even though there is little indication that such an incident would happen here, we do not take the recent threat lightly. The best way to set our minds at ease is to know what we would do if such a situation did happen here. That’s why Richland Library administrators are working out plans to enhance security of our library and make it easy for us to communicate with local law enforcement, emergency authorities and each other when the need arises.

Was the library caught off-guard?

The safety and welfare of our staff and customers are our first concerns. We are saddened that this incident happened in our library, but we are deeply proud of the professionalism shown by our library staff, whose first instinct was to protect our library customers. We do not take this incident lightly.

What measures were in place before this crisis happened?

We are taking and will continue to take all necessary steps—both outwardly visible and behind the scenes—to ensure the safety of our customers and our staff. We’ll continue to provide information on this very important issue. Please contact our Community Relations Department, check our website at richlandlibrary.com or follow our social media platforms for updated information.

As a crisis unfolds, the Community Relations Department will develop more personalized FAQ’s—depending on the situation—to share with the crisis communication team.
As people begin to evaluate a crisis and how an organization is handling it, they are going to want background information. That’s why you need to have a fact sheet readily available with basic information. Here is what should be included in that fact sheet:

- Richland Library offers resources, services and programs to the nearly 400,000 residents located across Richland County.
- Richland Library gained more than 25,000 new registered borrowers, bringing the total around 245,000 registered borrowers.
- Library cards are free for residents and property owners in Richland County. They are available for an annual fee of $65 for non-residents.
- With your Richland Library card, you are able to check out 60 items at a time.
- Richland Library has 13 locations across Richland County and saw more than 1.3 million visits across the library system.
- There are nearly 400 people who make up Richland Library staff.
- Richland Library has a system-wide collection across 13 locations in Richland County that contains around one million print and one million digital resources. Some of those digital resources include Overdrive, Libby, Freegal, hoopla and Kanopy.
- Customers checked out more than 4 million physical items and checked out or streamed around 1.4 million digital items.
- Richland Library spends close to $4 million a year on materials, one of the largest book budgets in the Southeast, and print books are still the largest component of that expenditure.
- Richland Library offered more than 4,500 programs across the library system, and around 77,000 people attended programs.
- Richland Library saw more than 550,000 computers sessions and almost 10,000 laptop check-outs.
- After back-to-back years as a finalist, the Institute of Museum of Library Services (IMLS) named Richland Library as a winner of the 2017 National Medal for Museum and Library Service, the nation’s highest honor given to museums and libraries for their service and dedication to the community.

* Figures included came from 2020 annual report


Please reference one-sheets for information on each location.
Fact Sheet Template (continued):

**Resources & Spaces Not Mentioned on One-Sheets**

**Richland Library Main**

**The Café** – *Current Vendor | Rambo’s Fat Cat Biscuits*

(In partnership with Chef Sarah Simmons, Richland Library is offering customers a bite to eat while enjoying a good book. Customers are able to access the Cafe from 8:30 a.m. – 2 p.m., Tuesdays through Saturdays. It’s located on the First Level, near the Hampton Street entrance. The space opened to the public in February 2018.)

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**The Farmers Market** – Enjoy an added perk during your next visit to the library. Not only can you grab fresh picks but select some fresh, seasonal produce. Locations, dates and times are subject to change. Please visit richlandlibrary.com for the latest details. The initiative launched in November 2017.

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**Hampton Street Plaza** – The biggest feature is the addition of nearly 8,000 square feet of green space. Open during library hours, the plaza offers customers a combination of outdoor seating, Wi-Fi accessibility and a unique area to safely enjoy outdoor library programs. There is also supplementary ADA-accessible parking and electric car charging stations. The space opened to the public in April 2018.
Sample Talking Points:

When formulating Richland Library’s key messaging during a crisis, there are several key components to include:

- The safety and welfare of our staff and customers are our first concerns.
- These are the facts as we know them now
- We will keep you informed as we get new information

In an effort to stay on point during a crisis, the Community Relations Department will write and provide talking points that can be used internally and externally in emails, online, in statements and during interviews. In those talking points, we will address:

- What is the vulnerability issue that preceded this emergency?
- What hard questions are reporters (and the public) asking?
- What actions should we take?
- What messages do we need to communicate?

Templates:

Death
(Focus on response to those most affected)

- Our heartfelt sympathy goes out to the victim’s family and friends
- The library is providing support for victim(s) and/or family and friends
- Counseling is available for co-workers
- The library is cooperating with other involved agencies (law enforcement; coroner; hospital)
- The crisis will/will not affect operation of library services for customers
- We are committed to providing a safe working/library environment

Violence
(Focus on how the library is reacting to the violence)

- Our heartfelt sympathy goes out to anyone affected
- Library staff responded quickly and appropriately
- We involved other agencies – as appropriate – and we are cooperating fully with their investigation/actions
- We are committed to providing a safe and welcoming environment
- Counseling and support are being provided to affected customers and staff
- We are reviewing all safety procedures and training, and we will take necessary steps to avoid future incidents
**Computer system shutdown due to hacking**
(Focus on effects on customers and available services)

- Customer privacy and system integrity are our primary concerns
- We have shut down systems temporarily to prevent other security issues. It will affect (xxx) services until the issue has been resolved.
- Experts are assisting with computer-system restoration
- Law enforcement has been notified (as needed)
- Describe any privacy concerns that may have been compromised and what, if anything, customers should do
- We are taking necessary steps to minimize the effects on customers and avoid future incidents
- Please contact our Community Relations Department, check our website at richlandlibrary.com or follow our social media platforms for updated information.

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**Fire**
(Focus on effects on customers)

- If no injuries, express gratitude. If injuries, express sympathies and support for victim and family
- The library is cooperating with the fire department in the investigation of the fire’s cause
- The library is closed for (duration) while repairs are made
- The library’s collection, computers and other services will be restored as quickly as possible
- Customers can use other library locations during closure for repairs
- The library regrets customer inconvenience caused by closure
- Please contact our Community Relations Department, check our website at richlandlibrary.com or follow our social media platforms for updated information.

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**Emerging Crisis, Misappropriation of Funds**
(Focus on potential effects if funds can’t be located)

- We take stewardship of our financial resources very seriously
- We are investigating allegations of missing funds
- We have undertaken a thorough review of accounting practices to and will take appropriate measures to substantiate/secure library funds
- We are cooperating fully with (auditors; county finance; law enforcement) in this investigation, and we will prosecute any perpetrators within the full extent of the law
- The impact, if any, to library services is not yet known
- We will release additional details as they become known to us
Pandemic

Library Program Cancellation

- For the safety of presenters and customers, all Richland Library programs have been cancelled from (insert Day, Date) – (insert Day, Date) due to (insert reason).
- While all library locations will remain open, please continue to check richlandLibrary.com for updates prior to your visit.

Limiting Library Services

- As the state of South Carolina works to prevent community spread of (insert Health Concern), Richland Library announces the following changes, starting (insert Day, Date), in the interest of public safety:
  - Suspension of ---
  - Suspension of ---
  - Closure of ---
- In addition, the library is extending loan periods on materials, so customers do not incur lost fees until we return to full operation.
- While all library locations will remain open, please continue to check richlandLibrary.com for updates prior to your visit.

Closure

- Based on recent measures that the state of South Carolina is taking to prevent community spread of (insert Health Concern), Richland Library closed all locations, starting (insert Day, Date), in the interest of public safety.
- These locations will remain closed until further notice.
- We realize this change will be disruptive and apologize for the inconvenience.
- The library is committed to providing a safe environment for customers and staff, and we will continue to serve the community to the best of our ability.
- The latest updates, regarding library operations, are available over the phone, on our website or through our social media channels.

Updated Closure

- In the interest of public safety, Richland Library locations remain closed until further notice.
- We realize this decision is disruptive and apologize for the inconvenience.
- The library’s administrators are meeting regularly to evaluate and create a reopening plan that puts the welfare of customers and staff at the forefront while serving the community to the best of our ability.
- We are continuing to receive guidance from (insert List of Organizations).
- The latest updates, regarding library operations, are available over the phone, on our website or through our social media channels.
Death of a Staff Member

- Sadly, Richland Library has learned about the loss of a valued member of our staff.
- --- recently passed away and will be deeply missed by all those who knew and worked alongside ---.
- Our hearts go out to ---’s family and friends during this difficult time, and we want to be respectful of their privacy.
- If you would like to offer your condolences, please contact our Human Resources Department at 803-929-3435 or HR@RichlandLibrary.com.

*As a reminder, please do not disclose a staff member’s personal health information and medical records, which are protected under the HIPPA Privacy Rule.

Personal Emergencies – Staff

- We can confirm----- is an employee of Richland Library and a valued member of our team.
- Our hearts go out to----- and (his/her) family during this difficult time.
- While our entire staff is keeping----- in our thoughts and wishing (him/her) a speedy recovery, we are also respecting (his/her) privacy as (he/she) heals.
Media Procedure

When a Journalist Makes an Unannounced Visit

- Contact a member of the Community Relations Department before honoring his/her request to film, photograph or interview staff or patrons
- Try to get as much information from the reporter as possible (Name; media outlet; phone number; location; story idea; deadline)

When a Journalist Contacts You Off-Duty>

- Do not agree to be interviewed.
- Please instruct the journalist to contact a member of the Community Relations Department.

When the Community Relations Department Contacts You>

- You may be contacted by the Community Relations Department about being interviewed for a news story. As part of that conversation, we will determine:
  - Your comfort level about talking to a journalist
  - Your availability
  - Your knowledge of the topic
- To assist you with the interview, the Community Relations Department will provide you with background information and talking points.

When a crisis unfolds, the Community Relations Department will determine a person of authority to be the “face of the company. That spokesperson has a primary responsibility of speaking quickly, truthfully and humanely while preserving the library’s good reputation.
When dealing with the media, do:

- Return calls promptly
- Be accessible
- Demonstrate empathy and compassion for those affected
- Admit mistakes and apologize – if appropriate – after checking with legal counsel about ramifications
- Get news/information out fast
- Avoid jargon
- Listen before you talk. Make sure you understand where the reporter is going with the questions
- Ask for more time if you need it
- Stick to key messages
- Reframe questions to reflect positive messaging
- Anticipate difficult questions
- Let law enforcement handle criminal issues
- Let other emergency personnel (fire; EMT; hospital; hazmat) handle emergency issues
- Use technical experts (if applicable)
- Consider legal and public relations implications of what you say
- Explain issues and clarify misconceptions
- Respect deadlines
- Think visually. How will this look in print and for broadcast?
Do Not’s of Media:

When dealing with the media, don’t:

- Give personal opinions
- Go off the record
- Respond to questions if you don’t know the answer
- Say, "No Comment." Instead say:
  - “Let me confirm and get back to you.”
  - “I can’t answer that questions. It’s still under investigation.”
  - “That information is confidential under policy/law.”
  - “I cannot predict the results of this case.”
  - “I wouldn’t want to speculate.”
  - “It would not be appropriate to comment since the matter is under investigation.”
- Speculate as to outcomes/damages/impacts
- Lie, cover up or mislead
- Say anything you don’t want to see in print or broadcast
- Be defensive or sarcastic
- Let the journalist pressure you into talking about something that is uncomfortable
- Debate with the journalist
- Answer for someone else
- Accept/assign responsibility for the crisis without legal approval
- Assign blame to anyone else
- Repeat negative or incorrect information
- Let inaccurate facts go uncorrected
Preparing for Media Interview:

Depending on the nature of the crisis, Richland Library should work with the appropriate agencies to release information.

**Law Enforcement**
- Violent incident (shooting; assault; robbery)
- Accident (traffic crash)
- Ongoing criminal investigation (embezzlement; harassment; discrimination)
- Criminal charges filed (malfeasance by library employee or patron)

In general, law enforcement will release the information involving the details of a crime, including charges, the perpetrators and the victims. Richland Library releases information on the impact on its facilities, staff, services and background information.

In a criminal case, it is imperative that Richland Library consult with law enforcement before releasing any details of the incident. Law enforcement and the Community Relations Department may work together to issue a joint or simultaneous statements or releases.

**Legal counsel**
- Active lawsuit
- Potential lawsuits

**Law**
- Patriot Act
- Freedom of Information

**Privacy issues** *(Parent requests; inappropriate disclosure records)*

In cases involving potential or current legal issues, the Community Relations Department should consult with the attorney before releasing information. Legal counsel may wish to review statements and news releases.
Also, be sure to work with these agencies to release specific details:

- Fire department (fire; chemical spill; hazardous materials; building emergency)
- Health department (medical crisis, such as bedbugs)
- Coroner (names of victims after next-of-kin notified)
- Hospitals (condition of injured)
Setting up News Conference:

During a crisis, reporters will want information quickly, and most likely more quickly than we are able to gather. Therefore, have the basics readily available - especially who, what, when, where, why and how.

Richland Library will plan a news conference only if we truly have news to impart, or we are bombarded with phone calls asking the same questions, and we have no other way to handle them. Otherwise, we will be prepared to send out information in the form of a news release, media alert, or have information that is reporter-friendly on our website or social media platforms.

The Community Relations Department will decide if holding a news conference is necessary when responding to a crisis. It will work to:

- Determine best time and location, based on the timing of the crisis and available information that is accurate
- Prepare and disseminate a media alert with the date, time, location and topic of the news conference
- Compile background information - including fact sheets, news releases, maps, statistics, policies and procedures
- Prepare the physical arrangements of the news conference (chairs; tables; podiums)
- Check all sound equipment prior to the news conference
- Develop a sign-in sheet for reporters
- Establish a set amount of time for questions
- Determine who will introduce the speakers and who will begin and end the news conference
Spokesperson Guidelines:

The first few minutes and hours of a crisis are critical. This is when information will be framed in the public’s mind, information that will be hard to turn around later. Richland Library will be sure to explain what happened and what we are doing about the situation. We will say only what we know and speak in general terms until more solid information is available, and we will stress ways in which the library is acting in the best interests of its customers and other affected groups.

It is important for Richland Library to speak with one voice to ensure the media receives accurate information promptly and all media inquiries are handled consistently.

- The Community Relations Department will determine the spokesperson and begin to prepare by:
- Briefing spokesperson on the topic and schedule
- Assembling the opening statement and rehearse with spokesperson
- Rehearsing anticipated questions, especially tough ones, with the spokesperson

Then the spokesperson’s role is as follows:

- Read written statement
- Answer questions succinctly and directly. Answer the questions and stop. Don’t wander into long stories or explanations
- Focus on key messages when answering questions
- Make eye contact with reporters
- Look at reporter, not camera
- Speak slowly and distinctly
- Be calm and courteous
Contact Lists

Staff Groupings:

The following are segmentation options—BY LOCATION—within Outlook:

- Richland Library – All Staff: It includes all staff. This address is hidden RCPLall@RichlandLibrary.com.
- Contact lists by location include all staff assigned to that location. For example, Ballentine_mg are all those assigned to Ballentine.
- Main Library – All Staff: It includes all staff at Main.

The following are segmentation options—BY POSITION—within Outlook:

- Executive Leadership Team_mg
- Management Team_mg
- Public Service Managers: It includes public service managers and a few others who participate in monthly meetings. It does not include non-PSM managers.

If Richland Library wants to send a message to all managers, the three lists above need to be included.

If Richland Library wants to send a message that will be distributed to all volunteers, Katy Watkins—Volunteer Coordinator—is included in Management Team_mg.

- Supervisors_mg: It includes all supervisors and above.
- Salaried Staff: It’s typically used for benefit communications.
- Timekeepers: HR has this list. It’s used when there is a change in the timing.
- Branch managers_mg: It includes all location managers, but it does not include Main public service or department managers.
**Department Gmail Accounts (Back-Up Communication):**

<table>
<thead>
<tr>
<th>Department</th>
<th>Owner</th>
<th>Gmail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin</td>
<td>Melanie Huggins &amp; Wanda Taylor</td>
<td><a href="mailto:rlibrarydirector@gmail.com">rlibrarydirector@gmail.com</a></td>
</tr>
<tr>
<td>Ballentine</td>
<td>Kelly Jones</td>
<td><a href="mailto:rlibraryballentine@gmail.com">rlibraryballentine@gmail.com</a></td>
</tr>
<tr>
<td>Blythewood</td>
<td>Crystal Johnson</td>
<td><a href="mailto:rlibraryblythewood@gmail.com">rlibraryblythewood@gmail.com</a></td>
</tr>
<tr>
<td>Business, Careers, &amp; Research</td>
<td>Diane Luccy &amp; Chantal Wilson</td>
<td><a href="mailto:rlibrarybcrc@gmail.com">rlibrarybcrc@gmail.com</a></td>
</tr>
<tr>
<td>Children’s Room (Teen)</td>
<td>Leslie Tetreault</td>
<td><a href="mailto:rlibrarycrteen@gmail.com">rlibrarycrteen@gmail.com</a></td>
</tr>
<tr>
<td>Collections (All of Leah’s teams)</td>
<td>Leah Bartys</td>
<td><a href="mailto:rlibraryprocessing@gmail.com">rlibraryprocessing@gmail.com</a></td>
</tr>
<tr>
<td>Community Relations</td>
<td>Anika Thomas</td>
<td><a href="mailto:rlibrarycommunity@gmail.com">rlibrarycommunity@gmail.com</a></td>
</tr>
<tr>
<td>Cooper</td>
<td>Elizabeth Barrett</td>
<td><a href="mailto:rlibrarycooper@gmail.com">rlibrarycooper@gmail.com</a></td>
</tr>
<tr>
<td>Development</td>
<td>Tina Gills</td>
<td><a href="mailto:rlibrarydevelopment@gmail.com">rlibrarydevelopment@gmail.com</a></td>
</tr>
<tr>
<td>Eastover</td>
<td>Kimberly Jones</td>
<td><a href="mailto:rlibraryeastover@gmail.com">rlibraryeastover@gmail.com</a></td>
</tr>
<tr>
<td>Edgewood</td>
<td>Randy Heath</td>
<td><a href="mailto:rlibraryedgewood@gmail.com">rlibraryedgewood@gmail.com</a></td>
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<tr>
<td>Experience Support</td>
<td>Amanda Reed</td>
<td><a href="mailto:rlibraryexperience@gmail.com">rlibraryexperience@gmail.com</a></td>
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<tr>
<td>Finance</td>
<td>Sarah Sullivan</td>
<td><a href="mailto:rlibraryfinance@gmail.com">rlibraryfinance@gmail.com</a></td>
</tr>
<tr>
<td>HR</td>
<td>Priscilla Roper</td>
<td><a href="mailto:rlibraryhr@gmail.com">rlibraryhr@gmail.com</a></td>
</tr>
<tr>
<td>IT</td>
<td>Amy Teramoto</td>
<td><a href="mailto:rlibraryit@gmail.com">rlibraryit@gmail.com</a></td>
</tr>
<tr>
<td>Learning Engagement</td>
<td>Heather Green</td>
<td><a href="mailto:rlibrarylearning@gmail.com">rlibrarylearning@gmail.com</a></td>
</tr>
<tr>
<td>Local History</td>
<td>Christopher Fleming</td>
<td><a href="mailto:rlibrarylocalhistory@gmail.com">rlibrarylocalhistory@gmail.com</a></td>
</tr>
<tr>
<td>Lower Richland</td>
<td></td>
<td><a href="mailto:rlibrarylowerrichland@gmail.com">rlibrarylowerrichland@gmail.com</a></td>
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<tr>
<td>Main Checkout</td>
<td>Matt Gossett</td>
<td><a href="mailto:rlibrarymain@gmail.com">rlibrarymain@gmail.com</a></td>
</tr>
<tr>
<td>Marketing</td>
<td></td>
<td><a href="mailto:rlibrarymarketing@gmail.com">rlibrarymarketing@gmail.com</a></td>
</tr>
<tr>
<td>North Main</td>
<td>Robbie Wise</td>
<td><a href="mailto:rlibrarynorthmain@gmail.com">rlibrarynorthmain@gmail.com</a></td>
</tr>
<tr>
<td>Northeast</td>
<td>Rasheen Richardson</td>
<td><a href="mailto:rlibrarynortheast@gmail.com">rlibrarynortheast@gmail.com</a></td>
</tr>
<tr>
<td>Operations</td>
<td>Mike McHenry</td>
<td><a href="mailto:rlibraryoperations@gmail.com">rlibraryoperations@gmail.com</a></td>
</tr>
<tr>
<td>Outreach</td>
<td>Lori Cook</td>
<td><a href="mailto:rlibraryoutreach@gmail.com">rlibraryoutreach@gmail.com</a></td>
</tr>
<tr>
<td>Programs &amp; Partnerships</td>
<td>Clo Cammarata</td>
<td><a href="mailto:rlibraryprograms@gmail.com">rlibraryprograms@gmail.com</a></td>
</tr>
<tr>
<td>Projects &amp; Planning</td>
<td>Sarah Sawicki</td>
<td><a href="mailto:rlibraryprojects@gmail.com">rlibraryprojects@gmail.com</a></td>
</tr>
<tr>
<td>Sandhills</td>
<td>Taneal Roberson</td>
<td><a href="mailto:rlibrarysandhills@gmail.com">rlibrarysandhills@gmail.com</a></td>
</tr>
<tr>
<td>Security</td>
<td>Chiquita Singletary</td>
<td><a href="mailto:rlibrarysafety@gmail.com">rlibrarysafety@gmail.com</a></td>
</tr>
<tr>
<td>Social Work</td>
<td>Lee Patterson</td>
<td><a href="mailto:rlibrarysocialwork@gmail.com">rlibrarysocialwork@gmail.com</a></td>
</tr>
<tr>
<td>Southeast</td>
<td>Sarah Maner</td>
<td><a href="mailto:rlibrarysoutheast@gmail.com">rlibrarysoutheast@gmail.com</a></td>
</tr>
<tr>
<td>St. Andrews</td>
<td>Michelle DuPre</td>
<td><a href="mailto:rlibrarystandrews@gmail.com">rlibrarystandrews@gmail.com</a></td>
</tr>
<tr>
<td>Studio Services &amp; Film &amp; Sound</td>
<td>Mary Kate Quillivan</td>
<td><a href="mailto:rlibrarystudioservices@gmail.com">rlibrarystudioservices@gmail.com</a></td>
</tr>
<tr>
<td>Wheatley</td>
<td>Jessica Daly</td>
<td><a href="mailto:rlibrarywheatley@gmail.com">rlibrarywheatley@gmail.com</a></td>
</tr>
</tbody>
</table>
Richland Library, Main
Public Service Department Managers

Leah Bartys
Collection Development Director
lbartys@richlandlibrary.com
P: 803 988.0898

Lori Cook
Community Outreach Manager
lcook@richlandlibrary.com
P: 803 929.3460

Matt Gossett
Customer Relations Manager
mgossett@richlandlibrary.com
P: 803 929.3431

Heather Green
Local History Manager
hgreen@richlandlibrary.com
P: 803 929.3402

Diane Luccy
Business and Careers Manager
dlucy@richlandlibrary.com
P: 803 929.3464

Amanda Myers
Director of Events and Experience
amyers@richlandlibrary.com
P: 803 929.3457

Lee Patterson
Social Work Director
lpatterson@richlandlibrary.com
P: 803 231.6383

Mary Kate Quillivan
Arts & Media Manager
mquillivan@richlandlibrary.com
P: 803 988.0896

Leslie Tetreault
Children and Teen Services Manager
ltetreault@richlandlibrary.com
P: 803 929.3437

Chantal Wilson
Research and Readers’ Advisory Manager
cwilson@richlandlibrary.com
P: 803 929.3465
Chief Finance Officer
Sarah Sullivan

IT Director
Amy Teramoto

Operations Manager
Mike McHenry

Safety / Security Manager
Chiquita Singletary

Learning Engagement Manager
Susan Lyon

People and Culture Manager
Al Wright

Talent Acquisition

Total Rewards Manager
Sandra Cocklin

Development Director
Tina Gills

Richland Library Friends & Foundation

Community Outreach Manager
Lori Cook

Social Work Director
Lee Patterson

Community Relations Manager
Anika Thomas

Director of Events and Experience
Amanda Reed

Programs and Events Manager
Clo Cammarata

Children & Teen Services Manager
TBD

Events and Experience Manager
TBD

Arts and Culture Manager
TBD
Richland Library Board members are appointed by the Richland County Council and serve in unpaid positions.
The Richland Library Friends and Foundation is led by a board of dedicated volunteers, all committed to increasing financial and stakeholder support for innovative library services and programs.
Media:

Television

ABC Columbia: eyewitnessnews@wolo.com

WACH Fox: news@wach.com; goodday@wach.com

WIS News 10: countonwis@wistv.com; allwisproducers@wistv.com

WLTX: news19@wltx.com

SCETV: rawls@scetv.org; awilliam@scetv.org; gjackson@scetv.org; khermann@scetv.org

Radio

94.9 The Palm: sloane@949thepalm.com

Alpha Media: brown@alphamediausa.com; chris.connors@alphamediausa.com; koko@alphamediausa.com

iHeart Media: jrush@iheartmedia.com

On Point with Cynthia Hardy: onpointwithcynthia@gmail.com

SC Public Radio: tunderwood@scpublicradio.org; teaddy@scpublicradio.org; lnunez@scpublicradio.org

South Carolina Radio Network: news@southcarolinaradionetwork.com

The ROSHO: showup@therosholive.com

WGCV: dfrierson@wgcv.net; pabennett@wgcv.net; tjamison@wfmv.com; kev@makethepointradio.com; fthomas@wfmv.com

WUSC: wuscnewsdirector@gmail.com

WXRY: steve@wxrfm.org; info@wxrfm.org
Print

Carolina Panorama: news@carolinapanorama.com

Cola Daily: news@coladaily.com; intern@midlandsmediagroup.com; marie@midlandsmediagroup.com; info@midlandsmediagroup.com

COLA Today: hello@colatoday.com

Columbia Business Monthly: kwooley@columbiabusinessmonthly.com; lcoon@intmedpub.com

Columbia Home & Garden: editorial@columbiahg.com

Columbia Living: editor@columbialivingmag.com

Columbia Metro Magazine: pressreleases@columbiametro.com

Columbia Regional Business Report: editorial@scbiznews.com; ljackson@scbiznews.com; mwaldrop@scbiznews.com; rsexton@scbiznews.com

Columbia, SC Mom’s Blog: info@columbiascmomsblog.com

Columbia Star: mikem@thecolumbiastar.com; pamc@thecolumbiastar.com

Country Chronicle: editor@countrychronicle.com

Daily Gamecock: news@dailygamecock.com

Discover Columbia: kathy@gardenerguides.com

Fig Columbia: janet@moxiehouse.com; figcolumbia@byfarr.com

Fort Jackson Leader: fjleader@gmail.com

Free Times: chaseh@free-times.com; editor@free-times.com; jordan.f.lawrence@gmail.com; news@free-times.com

Independent Voice: info@blythewoodonline.com; barbara@blythewoodonline.com

Irmo News: info@newirmonews.com

Jasper Magazine: info@jasperproject.org; cindi@jaspercolumbia.com

Lake Murray News: info@thelakemurraynews.net

Midlands Biz: acooper@midlandsbiz.com; ccooper@midlandsbiz.com
Millennium Magazine: calvinreese@live.com

Minority Eye: info@theminorityeye.com

Northeast News: info@thenortheastnews.com

Palmetto Parent: info@mirabeltechnologies.com

Post and Courier: ashain@postandcourier.com

SC Black News: scbnews@aol.com

The Community Herald: thecommunityherald@yahoo.com

The F-Suite: aedmonds5759@gmail.com

The State: biznews@thestate.com; sellis@thestate.com; bmarchant@thestate.com

Community Partners

City Center Partnership: la@cartertodd.com

City of Columbia: pio@columbiasc.net; mary.baldauf@columbiasc.gov

One Columbia: info@onecolumbiasc.com; jemimah@onecolumbiasc.com

Richland County Government Offices: pio@rcgov.us; harris.beverly@richlandcountysc.gov

South Carolina Arts Commission: cscottfitts@arts.sc.gov

SC State Library: crogers@statelibrary.sc.gov

*Most updated media distribution list are available and downloadable from Constant Contact
Richland County Council

Bill Malinowski
District 1
Term Expires: 2022
P.O. Box 535
Chapin, SC 29036
Phone: (803) 932-7919
Email: malinowski.bill@richlandcountysc.gov

Derrek Pugh
District 2
Term expires: 2024
Phone: (803) 977-4339
Email: pugh.derrek@richlandcountysc.gov

Yvonne McBride, Vice Chair
District 3
Term expires: 2024
Phone: (803) 904-9145
Email: mcbride.yvonne@richlandcountysc.gov
Paul Livingston, Chair
District 4
Term expires: 2022
2308 Park Street
Columbia, SC 29201
Phone: (803) 765-1192
Business: (803) 738-7655
Email: livingston.paul@richlandcountysc.gov

Allison Terracio
District 5
Term expires: 2022
Phone: (803) 629-6029
Email: terracio.allison@richlandcountysc.gov

Joe Walker III
District 6
Term expires: 2022
Phone: (803) 807-0014
Email: walker.joe@richlandcountysc.gov

Gretchen Barron
District 7
Term expires: 2024
Phone: (803) 977-4337
Email: barron.gretchen@richlandcountysc.gov
Overture Walker
District 8
Term expires: 2024

Phone: (803) 977-4340
Email: walker.overture@richlandcountysc.gov

Jesica Mackey
District 9
Term expires: 2024

Phone: (803) 977-4338
Email: mackey.jesica@richlandcountysc.gov

Cheryl D. English
District 10
Term expires: 2024

Phone: (803) 767-2322
Email: english.cheryl@richlandcountysc.gov

Chakisse Newton
District 11
Term expires: 2022

Phone: (803) 973-9652
Email: newton.chakisse@richlandcountysc.gov
List of Locations

<table>
<thead>
<tr>
<th>Richland Library Ballentine</th>
<th>1200 Dutch Fork Rd., Irmo 29063</th>
</tr>
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<tbody>
<tr>
<td>Phone: 803-781-5026</td>
<td>Year Built: 2017</td>
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<tr>
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<td>Year Built: 2017</td>
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<tr>
<td>Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.)</td>
<td>Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.)</td>
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<tr>
<th>Richland Library Blythewood</th>
<th>218 McNulty St., Blythewood 29016</th>
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<tbody>
<tr>
<td>Phone: 803-691-9806</td>
<td>Year Built: 1992 (Renovated in 2017)</td>
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<th>Richland Library Cooper</th>
<th>5317 North Trenholm Rd., Columbia 29206</th>
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<tr>
<td>Phone: 803-787-3462</td>
<td>Year Built: 1961 (Renovated in 2017)</td>
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<td>Phone: 803-787-3462</td>
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<td>Year Built: 1961 (Renovated in 2017)</td>
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<td>Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.)</td>
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<td>Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.)</td>
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Richland Library Lower Richland
9019 Garners Ferry Rd.,
Hopkins 29061

- Phone: 803-509-8372
- Year Built: 2019
- Square Feet: Around 2,600
- Hours of Operation: Monday, Wednesday
  Friday & Saturday (9 a.m. – 6 p.m.)
  Tuesday & Thursday (9 a.m. – 8 p.m.)

Richland Library North Main
5306 North Main St.,
Columbia 29203

- Phone: 803-754-7734
- Year Built: 1992 (Renovated in 2016)
- Square Feet: Around 12,500
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.)
  Friday–Saturday (9 a.m. – 6 p.m.)

Richland Library Northeast
7940 Parklane Rd.,
Columbia 29016

- Phone: 803-736-6575
- Year Built: 1986 (Renovated in 2018)
- Square Feet: Around 15,000
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.)
  Friday–Saturday (9 a.m. – 6 p.m.)

Richland Library Main
1431 Assembly St.,
Columbia 29201

- Phone: 803-799-9084
- Year Built: 1993 (Renovated in 2017)
- Square Feet: Around 242,000
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.)
  Friday–Saturday (9 a.m. – 6 p.m.)
  Sunday (2 p.m. – 6 p.m.)

Richland Library Sandhills
763 Fashion Dr.,
Columbia 29229

- Phone: 803-699-9230
- Year Built: 2016
- Square Feet: Around 30,000
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.)
  Friday–Saturday (9 a.m. – 6 p.m.)
  Sunday (2 p.m. – 6 p.m.)
Richland Library Southeast
7421 Garners Ferry Rd.,
Columbia 29209

- Phone: 803-776-0855
- Year Built: 1992 (Renovated in 2019)
- Square Footage: Around 19,000 building & 7,000 courtyard
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.) Sunday (2 p.m. – 6 p.m.)

Richland Library St. Andrews
2916 Broad River Rd.,
Columbia 29210

- Phone: 803-772-6675
- Year Built: 1992 (Renovated in 2017)
- Square Footage: Around 13,000
- Hours of Operation: Monday–Thursday (9 a.m. – 8 p.m.) Friday–Saturday (9 a.m. – 6 p.m.) Sunday (2 p.m. – 6 p.m.)

Richland Library Wheatley
931 Woodrow St.,
Columbia 29205

- Phone: 803-799-5873
- Year Built: 1993 (Renovated in 2018)
- Square Footage: Around 4,000
- Hours of Operation: Monday, Wednesday, Friday & Saturday (9 a.m. – 6 p.m.) Tuesday & Thursday (9 a.m. – 8 p.m.)
The Richland Library system includes 13 locations, including Main in downtown Columbia, strategically located throughout Richland County. The libraries are a community focal point that encourage 1.6 million visitors annually to learn, create and share.

Main  (242,000 SF)
1431 Assembly Street, Columbia 29201
Manager: Sarah Seegars
Renovations completed: August 2018
Focus areas: Arts and Literature, Career Advancement, Education and Growth, Teen Engagement
Highlights: Business, Careers and Research Center, The Walker Local Family and Local History Center, dedicated children and teen areas, makerspaces, large storytime room, auditorium

Ballentine  (13,000 SF)
1200 Dutch Fork Road, Irmo 29063
Manager: Kelly Jones
Construction completed: June 2017
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement
Highlights: Makerspace, outdoor setting, large meeting space, pick-up window

Blythewood  (7,000 SF)
218 McNulty Street, Blythewood 29016
Manager: Crystal Mickle
Renovation completed: June 2017
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement
Highlights: Makerspace, courtyard, meeting spaces, children’s area with LEGO wall

Cooper  (11,000 SF)
5317 North Trenholm Road, Columbia SC 29206
Manager: Elizabeth Barrett
Renovation completed: July 2017
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement
Highlights: Makerspace, quiet reading room, children’s room, covered book drop
Eastover (5,200 SF)
608 Main Street, Eastover 29044
Manager: Kimberly Jones
Renovation completed: April 2013
Focus Areas: Education and Growth; Teen Engagement
Highlights: State-of-the-art children’s area with features from EdVenture Children’s Museum, expanded hours, additional public computers

Edgewood (7,500 SF)
2101 Oak Street, Columbia 29204
Manager: Randy Heath
Renovation completed: December 2018
Focus Areas: Education and Growth; Teen Engagement, Career Advancement
Highlights: Dedicated children’s and teen areas, meeting spaces, makerspace, public computers, courtyard

Lower Richland (2,600 SF)
9019 Garners Ferry Road, Hopkins, SC 29061
Manager: Christopher Fleming
Renovation Completed: December 2019
Focus Areas: Literacy, workforce development, and social services.
Highlights: New releases, cultivated collection, public computers and laptops

North Main (12,500 SF)
5306 North Main Street, Columbia SC 29203
Manager: Diane Artemus
Renovation completed: September 2016
Focus Areas: Education and Growth; Career Advancement; Teen Engagement
Highlights: Networking Center, recording studio, children’s area with puppet stage, meeting spaces
Northeast (16,000 SF)  
7490 Parklane Road, Columbia 29223  
Manager: Rasheen Richardson  
Renovation completed: October 2018  
Focus Areas: Education and Growth; Career Advancement; Teen Engagement  
Highlights: Large study room, teaching kitchen, meeting spaces, children’s and teen areas

Sandhills (30,000 SF)  
763 Fashion Drive, Columbia 29229  
Manager: Taneal Robertson  
Renovation Completed: February 2017  
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement  
Highlights: 250-seat auditorium, meeting spaces, makerspaces, ample parking, pick-up window

St. Andrews (13,000 SF)  
2916 Broad River Road, Columbia 29210  
Manager: Michelle DuPre  
Renovation Completed: November 2017  
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement  
Highlights: Enhanced garden and outdoor area, Career Coaching Center, makerspace, teen area, large public meeting space, pick-up window

Southeast (19,000 SF)  
7421 Garners Ferry Road, Columbia 29209  
Manager: Sarah Maner  
Renovation Completed: April 2019  
Focus Areas: Education and Growth; Arts and Literature; Teen Engagement  
Highlights: Teen gaming lab, makerspace, multi-sensory room, increased technology access, meeting spaces, large courtyard
Wheatley  (4,000 SF)
931 Woodrow Street, Columbia 29205

_Manager: Jessica Daly
_Renovation Completed: May 2018
_Focus Areas: Education and Growth; Arts and Literature; Teen Engagement
_Highlights: Meeting space, designated children’s area, patio and outdoor space
01 RECESSED 42" HIGH SHELVING

02 WALL MOUNTED DISPLAY SCREEN TO BE CENTERED ON WALL. GC TO COORDINATE POWER/DATA AND BLOCKING

03 FLUSH FLOOR OUTLET; TYP A REFER TO SHEETS A.001 THRU A.003 FOR ADDITIONAL NOTES, SYMBOLS AND SCHEDULES. SEE ENLARGED PLANS FOR ADDITIONAL NOTES, DETAILS, DIMENSIONS AND TAGS.

B FURNITURE SHOWN FOR REFERENCE ONLY. FURNITURE AND FIXTURES TO BE SUPPLIED BY OWNER.

C ALL DEVICES AND ASSOCIATED COVERPLATES ARE TO BE BRIGHT WHITE UNO.

D GC TO COORDINATE CORE DRILL LOCATIONS WITH FURNITURE VENDOR.

E GC TO COORDINATE DEVICE LOCATIONS WITH MOUNTING BRACKET FOR WALL MOUNTED MONITORS.

F COORDINATE POWER COMMUNICATIONS REQUIREMENTS WITH ENGINEER'S DRAWINGS.
BLYTHEWOOD
BRANCH
LIBRARY
218 McNulty Road, Blythewood, SC 29016

SHEET NOTES
01 WALL MOUNTED DISPLAY SCREEN TO BE CENTERED ON WALL. GC TO COORDINATE POWER / DATA AND "BLOCKING."
02 CEILING MOUNTED PROJECTOR

GENERAL NOTES
A FURNITURE SHOWN FOR REFERENCE ONLY. FURNITURE AND FIXTURES TO BE SUPPLIED BY OWNER.
B ALL DEVICES AND ASSOCIATED COVERPLATES ARE TO BE BRIGHT WHITE UNO.
C GC TO COORDINATE CORE DRILL LOCATIONS WITH FURNITURE VENDOR.
D GC TO COORDINATE DEVICE LOCATIONS WITH MOUNTING BRACKET FOR WALL MOUNTED M ONITORS.

LEGEND
WALL, EXISTING CONSTRUCTION
EXTERIOR WALL, NEW CONSTRUCTION
INTERIOR WALL, NEW CONSTRUCTION

FURNITURE PLAN (FOR REFERENCE AND COORDINATION ONLY)
SCALE: 1/8" = 1'-0"
COORDINATION ONLY

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<td>A18 EXISTING PLUMBING FIXTURES, CASEWORK, TOILET PARTITIONS AND WALL FINISHES, TO REMAIN AT RESTROOM AND TO BE PROTECTED FROM DAMAGE.</td>
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MODEL'S ROOM

nook

education

& growth

staff

socializing

estibule

bistro

compute/cowork/create lounge

service

point

fresh picks
04

Evaluation
List of Questions

Once a crisis occurs, Richland Library’s crisis communication team will go back and examine how our organization handled the situation.

- What was the outcome?
- How well prepared were we?
- What did we learn?
- Did we offer enough support to staff?
- What grade would we give our efforts?

Then our crisis communication team will plan ahead for the next crisis. We will identify what worked and what we would have done differently. We will research and incorporate how other organizations handled similar situations.

The experience of others is a key component of the planning process. We also need to look for answers to questions, like these:

- What are national library leaders saying about the possibility of potential crises?
- What emergencies or crises have other libraries been experiencing?
- What did they do right?
- What would they do differently next time?
- Did the library come off as aloof or compassionate?
- Did the news media perceive the library as open and helpful?
- How did the library communicate during the first critical hours of the crisis?
- How visible was the director or other library administrators?