

1. If hiding inside a room, lock or blockade the door with heavy furniture.
2. Silence your cell phone and remain quiet.
- (iii) Fight - Only as a last resort when your life is in imminent danger, attempt to disrupt and/or incapacitate the shooter by:
 1. Acting as aggressively as possible against him/her
 2. Throwing items and improvising weapons
 3. Yelling
 4. Committing to your actions

b) Personal Safety

i) Health Emergencies or Accidents

- (1) Staff should exercise caution when assisting anyone with a health complaint. Make the affected person comfortable and call for emergency personnel immediately in the event of a serious problem. Staff should not attempt to provide first aid unless certified.
- (2) At no time should staff ever dispense medication, including aspirin, to the public.
- (3) Following the incident, staff should complete the Village's Accident Report form and submit it to the Library Director, Library and/or Village Board.

c) Patron Unruliness or Violence

- i) Library patrons are expected to conduct themselves in a manner which shows respect to other patrons and to staff. Disruptive behavior which disturbs others or destroys property will not be tolerated.
- ii) Disruptive behavior includes but is not limited to any violation of the Rules for Patron Behavior or the Public Internet and Computer Acceptable Use Policy.
- iii) Parents/Guardians are responsible for the behavior of their children while in the Library. Children who are being disruptive and do not respond to a staff request to stop will be asked to leave the building and, if necessary, the parent will be called to pick the child up from the Library. If a parent is unavailable after one hour, the Hitchcock County Sheriff's Department will be contacted.
- iv) Staff members may handle patron situations directly if they feel comfortable doing so. Or they may report the problem patron to the Library Director or approach the patron with other staff members. If the situation escalates or if the patron refuses to listen to staff, the sheriff shall be called immediately.
- v) Staff members may dismiss the offender for the rest of the day or for up to two weeks depending on the severity of the offense. Repeat offenders or those who commit an extremely serious offense may be permanently barred from the Library by the Library Director. Appeals of the dismissal must be submitted in writing one week prior to regular Library Board meetings and will be reviewed by the Library Director and members of the Library Board at the regular meeting following receipt of the appeal.