

## **Maxfield Public Library Alarm Notification Policy/Procedures**

On occasion the alarms will be activated unexpectedly at the Library. When this happens the Library Trustees and the Library Director get notifications on their phones to alert the potential issue. When this happens it is important to follow the policy:

**\*Never enter the Library alone.**

**\*If unsure of the situation, remain outside until the situation is assessed by the proper authority.**

**\*Never hesitate to call the Loudon Police or Fire Department**

**Loudon Police Department: (603) 798-5521 OR Merrimack County Sheriff's Department (24 hours): 603-228-1631**

**Loudon Fire Department: (603) 798-5612 OR Concord Fire Alarm (24 hours): (603) 225-3355**

**\*If the situation seems to be an issue with the alarm system itself please contact the following company:**

**Capital Alarm Systems: (603) 753-4044**

**\*All existing and new staff should be trained to use and understand the security system at the library. All staff should always use their own alarm code when unlocking and entering the building.**

### **LINE OF COMMAND:**

When an alarm is activated and the notification is received, the Library Director will respond. He/she will send an email through the town email to the Library Trustees letting them know that he/she is responding. If the Library Director is not available he/she will alert the Library Trustees in that email. The Library Trustees will then communicate and respond to the activated alarm. Once the response happens, the responding personnel will keep lines of communication open by sending an email of completion that includes the Library Director and Library Trustees. All communication should be completed through town email with one exception. In the event of a major incident texting/phone calls may be quicker to respond. It may be necessary to additionally document.

***Approved: 9/4/2024***

***Submitted by Becky Herrmann***