

## **BOMB THREATS**

---

### **Telephone Threats**

1. Remain calm.
2. Listen carefully. Be polite and show interest. Try to keep the caller talking to gather information.
3. Use the Phone Threat Incident Report information in the *Library Disaster Response and Security Handbook* to question the caller in a polite and non-interrogative manner. Use any means, even humor, to prolong the conversation. This will provide a better chance to identify the voice and to obtain additional information about a device or the validity of the threat.
4. Upon completion of the call, *do not hang up the phone*. The call may be traceable by the authorities. If possible, use another phone to immediately notify University Police (9-911). Complete the Phone Threat Incident Report in the *Library Disaster Response and Security Handbook* as soon as possible. In Library managed facilities, call the circulation desk to begin evacuating the building.
5. Contact the University Librarian's Office (3-0790) and your supervisor.

### **Written Threats/Suspicious Packages**

1. Keep anyone from handling suspicious packages or going near them.
2. Shut off all radio equipment within 100 feet of the suspicious item; **do not** activate fire alarms as vibrations from the alarm can trigger the explosion.
3. **Immediately** notify Campus Police at **9-911**.
4. Await evacuation instructions.
5. Promptly write down everything you can remember about receiving the letter or parcel or finding the object. The information will be needed by the police.
6. Remain calm. Do not discuss the threat with other staff members.
7. Be guided by police instructions. If requested, assist police in identifying packages or items.

### **General Information**

1. Bomb threats must be taken seriously and are generally received by telephone.
2. Call the police immediately, and the supervisor or the head of the library should be contacted.
3. Evacuate if instructed to do so.
4. When a bomb threat has been received, there is a protocol local law enforcement agencies follow. The protocol involves assessing the specifics of the threat by talking with the person who received the threat and speaking with representatives from the targeted area. While any threat could be valid, the absence/presence of certain factors helps in determining the appropriate reaction. The practice and directive to officers is to always error on the side of safety when evaluating such threats.
5. Officers are on-call and available to respond 24 hours per day, seven days per week. Response equipment is stored at a University owned facility. Officers on duty at the time of a threat can be called to help in the initial assessment.
6. Officers may ask for your assistance in identifying suspicious items. **Please assist them.**

### **What Does a Suspicious Package Look Like?**

1. Anything that is patently out of place, or feels odd should be considered a suspicious package.
2. Parcels received in the mail that: have large numbers of stamps rather than metered labels, are from unfamiliar or suspicious addresses, appear to have disguised handwriting, are tied with string, or are completely sealed with tape are frequently considered suspicious.
3. Packages with grease stains or strange odors can be considered suspicious, especially if combined with the factors mentioned above.