

## Dealing With News Media and Public Inquiries

### Library Policy:

The Library Director or Director's designate is the only person authorized to release information on behalf of the Library when an emergency occurs. This spokesperson will coordinate information and information release with the Westford Public Information Officer, Fire Department Public Information Officer and Westford officials as required.

During and after an emergency situation, Library employees and volunteers:

- Will NOT respond to media or public information requests
- Will refer all public and media inquiries and information requests to the Library Director or Director's designate
- If no Library System personnel are available, will refer all public and media inquiries and information requests to
  - The Police Department or Fire Department as appropriate
  - Other on-scene agency spokesperson
- Will NOT discuss or speculate on the cause, consequences, events, impact, or personnel involved with the situation.
- Will NOT communicate about the emergency on social media.
- Will NOT disseminate photos on social media.

Approved by the Board of Library Trustees 8/5/2013.