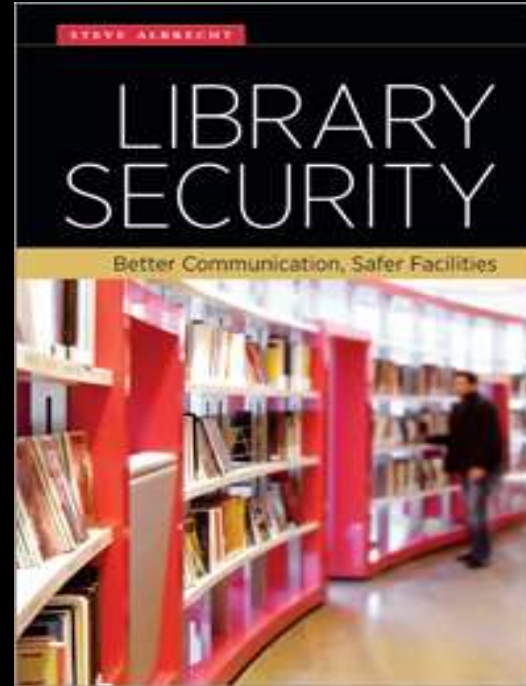


Trends in Safety and Security for Libraries



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Keys to Library Security

Vigilant supervisors and employees (and patrons).

Regularly assessing facility security.

Updated Codes of Conduct and relevant security policies and procedures.

The use of Security Incident Reports.

Liaison relationships with law enforcement.

(* Repeat forever)

Who is Responsible for Safety and Security Here?

Every employee.

Every supervisor.

Every department head.

Even our elected officials.

Not just our law enforcement partners.

Our patrons too.

We all share in these responsibilities.

Your Secrets to a Safe Workplace

Self-Protection: You can't take care of others if you're not safe from harm.

Stress and Anger Management: You can't take care of others or yourself if you're losing it.

Working Smart: Know what to say, what to do, when to stay or go, who to call, and how to get help.



**Posted
Codes of
Conduct**



**Firm, fair, consistent,
and assertive
approaches.**



**Creative
customer
service skills**

Some Themes . . .

Profiles or behaviors?

Peace or justice?

What should asking for help mean?

Chain of command or not?

How do we align with patrons?

If there are no consequences . . .

Acting skills . . .

Do your job or do your job safely?

If it's measured, it can be managed.

Tough Situations

Entitled, angry, threatening, or eccentric patrons.

Unruly children and teenagers.

Service animals versus comfort animals

Stalking behaviors by patrons.

Domestic violence comes to the library.

No security and missing police.

Door dashers, gate crashers, and thieves.

The homeless and the mentally ill.

Criminals, substance abusers, gang members.

Internet hogs and Internet creeps.

Stinkers, talkers, smokers, bathers, eaters, and sleepers.

The Need for Rules of Conduct: Business Impact

Opiate users?

Smoking (E-cigarettes? Vaping? Marijuana?).

Soliciting for money.

Religious accommodations.

Interfering with the safe use of the library.

Misusing the Internet.

Bikes or skateboards.

Theft or vandalism.

Misuse of restrooms.

Shirts and shoes?

The Need For Rules of Conduct: Business Impact

Unattended children.

Sleeping.

Food and drink.

Electronic devices – use or noise; thumb drives?.

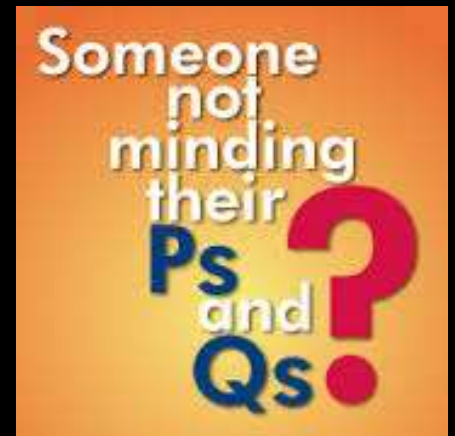
Hygiene.

Unattended belongings.

Blocking aisles and exits.



Code of Conduct



In my Perfect Library World, your facility would post the Code of Conduct in many visible locations, in poster-sized versions.

Putting the Code of Conduct on a clipboard behind the Circulation Desk or only on your web site, is not enough.

Code of Conduct language needs to be written positively, and in plain English, not legalese.

Homeless, Mental Health, Social Services Support

In my Perfect Library World, we can working partnerships with public and private advocacy groups that specialize in dealing with your most challenging patrons:

County Behavioral Health Services / Hospitals or Clinics

County Social Services

Substance abuse treatment facilities

Adult and Child Protective Services

Faith-based and grant-funded homeless outreach

Perpetrators of Workplace Violence per OSHA

Type 1: Criminals.

Type 2: Taxpayers, customers, students, patients, passengers, vendors, etc.

Type 3: Current or former employees.

Type 4: Current or former spouse/partner of an employee.

Filmed July 2012,
just two weeks
before the Aurora,
CO movie theater
shootings that left
12 dead.



A joint
project with
DHS and the
City of
Houston, TX.



Over 50 million views on
YouTube.



The "Active Shooter or Armed Attacker" Response



Knowing the Outs:
Where?

Run (Get Out, **Evacuate**)

Hide (Lock Out, **Barricade**)

Keep Out

Spread Out

Fight (Take Out, **Protect**)

Cover vs. Concealment?

A 15-minute Drill

Typical Emergency Situations

Medical or first-aid situations.

Fires.

Earthquakes.

Gas leaks or chemical spills.

Tornadoes, weather incidents.

Flooding – plumbing or natural.

Closing Themes

We can't pick our customers, but we can enforce our policies and create safe and secure culture.

Every employee is in charge of safety and security.

Certain employees align with certain patrons better than their colleagues. Encourage "acting skills" on the floor.

Train employees in "high-risk" customer service skills (a/k/a "Verbal Judo"), face-to-face, and over the phone.

Use role-plays during staff meetings to create better responses to common security situations.

Closing Themes

Always assess the Business Impact.

Update and post your Code of Conduct.

Stay firm, fair, consistent, and assertive.

Change your vocabulary about patrons from “difficult” to “challenging.”

Create on-going working relationships with police, mental health, homeless, social services, and security agencies in the public and private sector.

Closing Themes

Develop creative answers to common patron questions, behavior problems, or complaints.

Document new, on-going, or chronic problems with Security Incident Reports.

Use more civil stay-away orders, both verbal and served.

Try a lighter touch first; you can always get tougher.

Have courage.