

Text Chat Transcript for May 14, 2013 Webinar: Handling Challenging Situations: What Do I Do Now? Part I of II

Monica Davis:Where do we access the handouts?

Andrea Bungay:Yes, handouts

Yousra Elhagemoussa:http://infopeople.org/training/what_do_i_know_part_1

Skeeter Johnston:Are your guidelines available to the public in the language they are comfortable with (ie:Spanish, Tagalog,

Yousra Elhagemoussa:handouts at the bottom

Corinda Humphrey:we need a written suspension process at LAPL!

Ellen Bard:Very similar to yours

Kathryn young:we are considering these things now

Panteha Paknahad Jabarouti 2:cant hear now

Sarah Vantrease:@Corinda I think a suspension process would work @LAPL with an appeal process side by side...

Melissa Bruecks:I think the term “consequences” is vague and very vaguely, and can be only loosely enforced

Leah Coffin:it’s always good to have good relations with local police. also with local school principals if you’re near a school.

Melissa Davidson:I’m in a small city Library. The Police try to walk through at least once a day.

Jeanneane Southern:<http://www.npl-va.org/Policies/code%20of%20conduct%205-6-13.pdf>

Melissa Davidson:Link not working>?

Paula Elder:I am at no doubt a smaller city librayr, but we are next door (literaly) to the police station. Great relationship.

Jodi Stockton:Our police chief is actually a Board member. :)

Richard Miller:Jeanneane—Link didn’t work for me either.

Sheri Laing:The link didn’t work for me either

Treva Cunningham:didn’t work for me either

Jeanneane Southern:Try <http://www.npl.lib.va.us/> then click policies and then Code of Conduct

Jeanneane Southern:Norfolk Public Library

Melissa Davidson:thanks Jeanneane

Jeanneane Southern:You are welcome. We have worked very hard compiling and updating our Code of Conduct.

JAMES BAURLEY:So you’ve effectively turned your library into a correctional facility that the public is free to leave?

kirsten corby:Good idea, Jodi Stockton!

Jeanneane Southern:You are entitled to your opinion, James. :)

Rhonda Mort:So hard to come up with the funding for small libraries...help!

lisa cohn:sometimes

Sarah Rice Scott:oh man, i wish we had a security guard!

Jody Decker:no back up here

Kathleen McVey:We employ security for specific events

Skeeter Johnston:As a very small resort town library, we find our resources lacking with transient and some homeless. We are 1 hour south of Canada in the Rockies.

Bridget Cannon:I agree @Rhonda Mort

Eric Young:Branches do not have on site security in San Jose

kirsten corby:We have rent-a-cops part time at branches, fulltime at main

DeAnza Williams:Only at our main Library. Only a few branches have security.

Lynette Licht 2:library and police are in the same building

Sarah Vantrease:Wondering how the social service providers and police/security participated in writing the behavior guidelines and consequences for SFPL?

Rhonda Mort:We only have security at certain times

Nanett Overholt:Not all our branches have security

Lindsey Kean:It would be horrible at our library if there wasn't security

Stella Carruth:Some branches had security, some times.

Kathryn young:some branches have it, most not—even though we often need it

Philip Levie:at los angeles security officers are in branches on a rotating basis

Treasure Wade:Only our main branch has security, via an outside contracted company.

Vanessa Vigil:We have a security guard and one of our other branches has a Sheriff that steps in

Neil Ahrens:No security here...but we do have police station a block away.

Mary Ayers:We only have security for programs.

takako gulino:Do public like to see a security officer in libraries?

Mary Anne Peterson:Thank you Leah

kirsten corby:takako for the most part I think they do.

Skeeter Johnston:Q :Mary Ayers---what kind of programs need security at your library?

takako gulino:I can hear public saying why library is spending money in security officer's salary instead of library material.

Melissa Bruecks:crowd control, of course!

Zoe Yun:I agree Kirsten. Especially parents with kids who are old enough to walk around the library by themselves.

Melissa Davidson:@ takako - staff notice that some people leave quickly when the police come!

Eric Hartman:I feel safer when I see them in the building.... we have patrons try to have sex in our bathrooms!

Mario Adame:Security only works if they are well trained and proactive.

Paula Elder:Crowd control for my two patrons that showed up! We have not had many problems, and the cops come right away - the chief if he is in always.

Jessica Piper:I haven't been impressed with our contract security guards...the ones who work directly for the library are better.

Jeanneane Southern:We even have a Norfolk City Police satellite office in our library. @ Eric...we have that going on.

Melissa Bruecks:we often get in excess of 350 people.

Karen Sebesta:San Antonio Public Library (SAPL) has contract security in various branches—according to need, particularly those near schools.

Stephanie Vargas:Does anyone have cameras in their library and do you find them to be effective in preventing theft and/or finding out who the thief is?

Corinda Humphrey:I have wanted social services at our library for a while - for the teens

DeAnza Williams:Depends on where the cameras are placed.

Jeanneane Southern:We have cameras and have used them for the police when crimes have been committed.

Leah Coffin:We have cameras at some of our branches

Mary Ayers:They are after hours programs so a staff member or group renting a meeting room have someone to monitor the door and deal with any problems.

Neil Ahrens:cameras are useful for documenting activity and recording it for police.

Corinda Humphrey:LAPL roving security comes here once a week or less. We have cameras only because there was a major incident here.

Rhonda Mort:Yes Stephanie lots of cameras!

Paula Elder:We have six now and more coming. We have had the police use them several times to find/convict thieves.

Mario Adame:At one branch local police set up cameras monitoring parking lot a great deterrance.

Jody Decker:we have camers but only 1.75 staff; no time to watch cameras

Linda Cannon:Cameras aren't helpful to prevent theft, but let us get pictures to ban thieves/miscreants.

Skeeter Johnston:Thanks Mary Ayers.

Sarah Vantrease:Corinda are you at MTWAIN?

Stanley Strauss:In CA, if you have cameras in your library a notice must be posted at the main entrance.

Debra King:Fairfax County, VA we have cameras at one branch and expect to add them time. Staff can monitor from the workroom and the system is connected to County Security

Sarah Vantrease:@Stanley, what if it's just a decoy camera that doesn't actually film? ;)

Stephanie Vargas:Good to know, thank you everyone (regarding cameras)

Paula Elder:Jody, we do not watch, but we have it on tape when something happens and we can go back and watch - and copy a CD for the cops.

Jody Decker:we have that to

Corinda Humphrey:@Sarah MTWAIN for 2 years. JSERRA also has cameras

Lindsey Kean:I wish we had cameras. If a patron leaves a personal item for even a second, someone has already taken it.

Linda Cannon:Folks have been sued for decoy cameras when events occurred and victims believed they were being "protected"

Stanley Strauss:Sarah: It's still an issue. Posting is a courtesy as well as a legal matter.

Leah Coffin:At my library system, we limit the patron to three reference questions.

Jody Decker:it takes a lot of time to go back on camera

Paula Elder:If I get people acting up near my desk (reference), I ask them to sing and dance for the camera right above it - no, I do not point it out!

DeAnza Williams:Yes it does Jody but it is worth it to find photos to use to report incidents or to alert staff of any patron conduct issues.

Jody Decker:well, if the behavior is major, yes.

Richard Miller:What about the confidentiality of library patrons. I would not give a CD of recording from the camera, or share any film without proper court documents. Slippery slope there, folks!

Jody Decker:it is slippery

Linda Cannon:In MO, confidentiality only applies to what someone checks out, not their presence or behavior.

DeAnza Williams:We have a Security policy that guards patron confidentiality.

Kathleen McVey:We have posted signs that cameras in are use and patrons must sign a document if they wish us not to use footage or film of them

Richard Miller:In Nebraska, the law says libraries do not reveal the identify of library users without proper legal process.

Stanley Strauss:Richard: In CA, there is no “expectation of privacy” in public areas of public buildings.

Paula Elder:Ours has always been theft, and we have a window of time to look at, and since it is web-based, it takes a lot less time than going through tapes or CDs.

Melissa Davidson:Our cameras caught a man fondling himself and another IV drug user in the library.

kirsten corby:three strikes and you’re out. we do that too.

miriam touchton:I am cursiou about how the public is notified that there is a licensed social worker on staff at the library. Did I miss that information?

Leah Coffin:at ours, patrons get banned for progressively longer periods of time

Mercedes Mendoza:Do you write up case studies on these conversations? How do you document your encounters?

Leah Coffin:especially if they violate their bans

Leah Coffin:we do up incident reports

Paula Elder:Takes a warrant for police to get the library to look and give them a copy of tape - not sure of all the legal stuff. Not in my purview - thank heavens!

Linda Cannon:We suspend library privileges for 7/21/30 days or permanently, generally progressive but theft/violence/etc get immediate permanent ban.

Sheri Laing:so do we at the Lake County PUblic LIbrary in INdiana

kirsten corby:Mercedes - we have an Incident Report form

Corinda Humphrey:@miriam i want to know also - maybe they have a desk for her?

Rhonda Mort:I’m worried that she would meet someone with anger issues in a room by herself?

Mercedes Mendoza:We do have incident reports but does the social worker, by law, need to document more?

Mary Anne Peterson:she’s trained to deal with these people im sure.

Corinda Humphrey:our city doesn't want to do anything that will get it sued...so many things are not written down or enforced

sherry knight:how are you keeping track of which patrons have incident reports on file, and how are you sharing that info with all staff?

Sarah Vantrease:Hi Miriam!

Jerry Dear:Here's a good supplement to this Webinar: <http://www.neal-schuman.com/defusing-the-angry-patron--2nd-edition>

Karen Sebesta:San Antonio Public Library also uses an incident report form—for theft, behavior, accidents and any security issue. When these are posted they go to all staff. There is a place to post photos. These reports are archived.

Leah Coffin:it's really frustrating when there isn't consistency in how limits are reinforced

Linda Cannon:Perhaps the city would like to be sued by a *worker* for a hostile work environment or for damages from being attacked?!

Sarah Vantrease:Ditto Sherry's question

Leah Coffin:ours is available on a multi-branch server on staff computers

Sheri Laing:we keep file a copy on our computer so that we can go back to it if needed

DeAnza Williams:We have a file for these incident reports. Also, we keep a notebook at all service desks with patrons who are suspended.

Bridget Cannon:Thanks @Jerry Dear

Corinda Humphrey:each branch has a problem patron log and restraining orders are usually for that specific location

Sarah Vantrease:What if you don't know the problem patron's name?

Jennifer Johnson:@ sherry - we put a note on their library record

Corinda Humphrey:we have a description...

Leah Coffin:when someone is banned from all branches, we send out information on the person, the ban letter, and if necessary a physical description or photo

DeAnza Williams:Our security staff and administration receives copies of suspensions and warnings as well as incident forms

DeAnza Williams:Use descriptions if you don't know the name

Paula Elder:We are a small library, so situation - not names - are shared. Someone stalking an employee in the Children's Dept. came down to the stacks two floors away to "hide" and wait for employee to leave. If I hadn't known of the situation, it could have had very bad consequences. I did not know name of stalker (not a patron)

Corinda Humphrey:incident reports are public records so we have to be careful what we put in there also

Leah Coffin:we keep copies of ban letters at the reference desk, and we make a point of showing those letters to the cops as well as to the violator when they show up

Bill Bynum:Leah, who takes the photos?

Vanessa Vigil: We are a joint use library and have swarms of teenagers after school. We get them in groups. The hardest part is keeping track of who was warned. It's also extremely important for all staff to support each other and be the same page.

Faye Whitt: Our security staff helps monitor incoming barred and troublesome patrons.

Virginia Mundt: hard to alert other staff of problem patrons who do not use card, posting photos would help

Leah Coffin: generally they are pre-existing mug shots

miriam touchton: I think this is such a good idea since I think security/police response, while essential, is not always the correct or most effective response, but how did they get this done, how did they get this funded?!

Leah Coffin: a lot of the people who get banned are already in trouble with the law

Leah Coffin: we don't take actual pictures of miscreants

Rhonda Mort: yes funding?

Eric Young: Obtaining Photo Manuals from the local schools can be used to identify problem students

Sarah Vantrease: @Miriam, SF already had a program with social workers basically going to the streets. so then inviting them to make the library part of that outreach. led to hiring the social worker full time

Nanett Overholt: It is important to keep other staff informed so consistency takes place for the same customers. Same behavior has to be addressed by all staff to handle it the same way.

Sarah Vantrease: That could be a good first step for LA

Corinda Humphrey: yep - that is part of the problem - consistency

Jessica Piper: If you have a non-profit organization who works with the homeless or mentally ill in your town, see if they would be willing to do "office hours" once a week or so at the library.

Philip Levie: That's an interesting idea!

Eileen O'Shea: @Jessica - good idea!

Skeeter Johnston: Communication among staff is key, but when some staff don't find what you communicate important the problem is exacerbated.

Neil Ahrens: exactly Skeeter!

Paula Elder: I'm the non-consistent one - I am more tolerant than others, and we don't always have clear guidelines as to what to do.

JAMES BAURLEY: there's a book called, "Verbal Judo" it doesn't take that long to read and it is easy for your library to obtain!

Corinda Humphrey: we had the worksource centers come to some branches to provide job assistance but they were sporadic. Hopefully we get some new partners as well.

miriam touchton: @Sarah. Hi! yes, good first step for LA, but now as I understand it, she is SFPL employee.

Sarah Vantrease: right

Karen Jakl: Five pencils? One wasn't enough?

Sarah Vantrease: so it's a good start to show why it would be worth it to have someone full time

Leah Coffin: I don't think people who set limits are intolerant - I think they just want to make sure there is consistency.

Mary Anne Peterson: They break them?

Mario Adame:"Blackbelt librarian" is also a good book to read

Paula Elder:excellent book

Lindsey Kean:Consistency is a major problem at our library.

Stanley Strauss:Verbal Judo: the gentle art of persuasion by George Thompson: ISBN-10: 0060577657

Neil Ahrens:Some people want/need to be liked by all...those are the ones that are not consistent

Skeeter Johnston:BL was a good presentation we had years ago. refresher courses should be periodical.

JAMES BAURLEY:thanks Stan

Lindsey Kean:@Neil I agree

Stephanie Vargas:Does anyone ever ask a patron to leave if they are essentially disturbing others, both public and staff, with their smell?

Linda Cannon:Consistency is easier to put in place if the RULES are very clear. What is/is not allowed/tolerated should be a bright line.

Rhonda Mort:Yes with the smell thing

Sheri Laing:yes we do, especially if they are using a cell phone

Skeeter Johnston:Thanks Stanley Strauss!

Karen Jakl:We can't do anything about body odor or sleeping, unless they are blocking an aisle.

kirsten corby:Stephanie, that is one of the hardest things to do, but yes.

JAMES BAURLEY:Yes Steph V!

takako gulino:Great! I am going to place holds on BL and Verbal Judo! Thank you!

Gabe Reyes:We ask them to leave and provide a letter with locations to get cleaned up.

Jeanneane Southern:@ Stephanie—unfortunately yes. This normally occurs after other patrons have complained.

Paula Elder:I don't care if they like me or not. I just don't think if students studying together are using quiet voices and there is no one else in the space that they need to be quiet. We do not have a space for them. Other librarians would insist they not talk at all - and that is most definitely not a rule here.

Leah Coffin:Body odor conversations never end well.

Gabe Reyes:Yes after patrons have complained.

Eileen O'Shea:we will save a copy of today's text chat. lots of good comments and thoughts. it will be linked on the archive page.

Karen Sebesta:Smell? Yes. Happened at my branch (San Antonio Public Library) recently.

Neil Ahrens:I have equivocating, fear, mouse-like behavior...from fellow workers. not everyone is on board, or understand. "Not my job" attitude.

Linda Cannon:Smell, yes. We quietly tell the patron that "You may not be aware. . . " and that they can return after they bathe/change clothes.

Linda Fox:We have an air cleaner we can plug in near by! Seriously.

Lee Gorski:Great idea, Linda!

Leah Coffin:We'll just bust out the Lysol sometimes.

Skeeter Johnston:Some of us have (unfortunately) reactive airway disorder (RAD) and have to leave the area when a particularly ripe or overly perfumed one.

Linda Fox:Credit goes to our now retired librarian.

Stewart Caton:Yes, usually take person aside. Invite them to return w/o the accompanying funk.

Stephanie Vargas:Linda Fox, does the air cleaner work well?

Paula Elder:Had a chair ruined three times by the same patron due to dirty clothes and poor hygiene.

Jerry Dear:Consistency is critical—which is why I strive to base my decisions on written documentation.

Jeanneane Southern:That is what we do, Linda. We also provide them with an informational card of churches, etc. that provide a warm shower and clean clothes.

Cynthia Dana:Blackbelt librarian is excellent, all common sense techniques that we tend to forget in the heat of the moment. I agree that rules need to be clear; however it's difficult to list EVERY single thing that you do not allow. Our Code of Conduct is not highly specific but we have a Patron Relations Manual to instruct staff on how to handle certain situations. We also have security guards who are very good with difficult patrons.

Linda Cannon:You'll never be able to get everyone to be "the library cop." Tell those who aren't willing who IS and have them get whomever to deal with it. Better than inconsistent enforcement or lack of enforcement.

Stanley Strauss:From Mary Minow: <http://www.librarylaw.com/Behaviorcases.html>

Karen Jakl:We provide a list of hypothermia shelters and there is a nearby center where they can shower and launder clothes.

Linda Fox:Stephanie - Yes, with fabreeze along side.

Mary Ross:@Cynthia Dana, is the Patron Relations Manual viewable online?

Leah Coffin:Well, as long as they keep their voices down...

Stephanie Vargas:Great idea Linda, we have an elevator that needs serious serious help!!

Jamie Bair:@ Cynthia, is there a way that we can see an example of you patron relations guide?

Karen Jakl:The mentally unbalanced are more difficult—hard not to ramp up a confrontation. Sometimes ignoring is best unless it becomes a threat then call the police.

Linda Fox:I find, sometimes, agreeing with the patron about the delusions seems to calm them down

Karen Sebesta:In San Antonio, all of our libraries are "cooling centers" each summer and keep later hours on days that have excessive heat warnings—always over 100 degrees.

Karen Jakl:Here is an easy thing to remember: OODA Loop: Observe, Orient, Decide, Act.

Neil Ahrens:Life Space Crisis Intervention- LSCI helps handle people too.

Neil Ahrens:Affirm, Affirm, Affirm

Linda Fox:We have a homeless camp nearby - we are also a cooling and warming station. Closing at lunchtime helps move people along.

Stanley Strauss:Nest week, Tuesday, May 21 at 12 Noon Pacific is part 2:

http://infopeople.org/training/what_do_i_know_part_2

Will C:Everything is fine on my end.

Leah Coffin:It's really good in a situation like that to have co-workers who have your back, especially if you feel threatened by the patron.

Eileen O'Shea:from 2008, an edmond otis (blackbelt librarian) webinar:
<http://infopeople.org/training/setting-boundaries-library-patrons/webinar>

Jane Mears:If your safety is in jeopardy, you need to back away
Rhonda Mort:disengagement - does that mean day after day that the same person comes back to the library ? Seems like this causes unhealthy stress?

Paula Elder:We used to close on Sundays in the summer, and we have many 100 degree days. We switched to being open Sundays now (new director) so our patrons, particularly some of our seniors, have a cool place for the hottest part of the day.

Cynthia Dana:Good question Jamie. I am checking online. I have only ever seen the hard copy. My email is cynthia.dana@libraryweb.org if anyone is interested in case I don't find it right away!!

kirsten corby:Right—don't turn your back. Learned that from the Blackbelt Librarian.

Linda Fox:Nice thing to do Paula.

Radha Ashok:Thank you

Corinda Humphrey:thanks for the nice chat!

Brennen Birch:What about patrons who demand an undue amount of help regarding their accounts at the library? For instance, someone who asks questions about each of the 50 books they have on hold, only so that they can chat with a librarian?

Natasha Godwin:I feel like I should clap.

Eileen O'Shea:Interesting post from the @LiB on call-for-help systems in the library:
<http://librarianinblack.net/librarianinblack/2013/05/callforhelp.html>

Gloria Sutton:how can we sign up for next week?

Rebecca Brackett:I'm a social worker managing a small library...a great way to use the skills I learned!

Andrea Bungay:Who handles the appeals?

Sarah Rice Scott:how do you handle a patron who seems to single out an employee and stares, lingers, etc...?

Jon Gilliom:Thanks!

Jeanneane Southern:@ Jim...in their patron records.

Paula Elder:We have files for written documentation by patron locked in the director's office.

M Liang:Thank you. Really helpful & interesting information.

Lori Friedli:Can this conversation be posted somewhere for links?

Jackie Gadison:Thank you

Mary Anne Peterson:Infopeople have great in house workshops.

Eileen O'Shea:yes, we are saving the text chat.

Izabela Cieszynski:we have incident reports also, because they name names and may be referred to our Community Services Board, Human Services or others, we consider these reports confidential.

Rhonda Mort:Good question Sarah! Stalker

Ana Fabela:Thank you very much!

Nancy Cheng:Any ideas on how to handle returning patrons that exude offensive odor?

Jeanneane Southern:We take stalkers and harrassing behavior seriously...

Sara Parker-Gray:I know that one of the public library systems keeps a list of banned patrons and patron incidents on the shared Google docs site so that may work for another library.

Melanie Olson:I am looking forward to part 2, next week

Andrea Bungay:Is there a particular employee who handles the appeals process?

Min-Ni Liu:can we record transcript

miriam touchton:Thank you! Really informative, a really great partnership. I hope this idea spreads. In the meantime, good ideas for my own work.

Kelli Jeter:are you going to provide a copy of the chat and webinar?

Sara Parker-Gray:@Jim Cody for the shared Google docs

Sarah Rice Scott:how many times until one can call it stalking?

Faye Whitt:Our non-homeless public has very bad opinion of homeless and the library locations that attract many of them. How do you maintain positive public opinion of library with “homeless problem”?

EUFRACIA VIGIL:When will the transcript of this webinar be available?

Eileen O’Shea:part 2: http://infopeople.org/training/what_do_i_know_part_2

DeAnza Williams:We have two administrators who do the appeals process

Mario Adame:Banned patrons can be stressful on Circulation Clerks since most of the time initial contact is made with them.

Eileen O’Shea:later today (archive etc up and linked)

Stanley Strauss:Kelli: Chat will be available, probably tomorrow at the same page you used today to log in.

Kelli Jeter:Thank you

Mercedes Mendoza:thank you.

Izabela Cieszynski:Our incident reports from all locations are on SharePoint so that we all have access to them as there is a fair amount of traveling amongs the libraries.

Kara Wolfe:Is it ok to tell a patron you found something they said or did offensive?

Skeeter Johnston:Thankyou, looking forward to part two...maybe I can get on quicker next time!

Linda Cannon:Anyone we ban is informed that they will be trespassing, so if we see them we call 911 immediately and circ doesn’t have to deal.

miriam touchton:How is the public notified in the library about the availability of the social worker? Can people schedule appointments or is it a dropin only service, similar to reference desk?

Rhonda Mort:Observation Training

Stewart Caton:Nancy: Our patron conduct policy makes clear the the odor thing is determined by staff. So it is not based on a certain number of complaints, but simply up to staff.

Paula Elder:Banned patrons get automatically sent to the director’s office - or he will come out and get them if needed (about 25 steps and glass office, so a wave can get his attention).

Sara Parker-Gray:Sometimes I feel that not only do librarians need social work training, but criminal justice training as well.

thomas iwatsubo:How about pepper spray, tasers, etc. Are security allowed to use these? Library employees?

DeAnza Williams:I agree Sara

Candess Parker:kara that is a very good question would like to see answer

DeAnza Williams:No, we cannot use pepper spray, tasers, etc. security cannot use those either

Nancy Cheng:Thankyou. I will try to find the handouts. Sorry joined webinar late.

Jennifer Johnson:@ Kara I have told patrons to refrain from saying things when they were inappropriate

Heather Pereira:SCPL is now using a progressive ban system that spans an initial warning up to one year. Patrons can appeal a ban as well.

Alysia Boysen:Thank you from Jan, Jane and Alysia

Candess Parker:Thank you this is very helpful and needed by many.

Teresa Brokus Bearman:The handouts prior to class were very helpful.