Managing Challenging Patrons: Security for the New Library Environment – An Infopeople Webinar
January 20, 2016
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Link to Archived Version: https://infopeople.org/civicrm/event/info?reset=1&id=557

LIBRARY SECURITY SURVEY CHECKLIST

Perimeter Security Review
- Walk the exterior of the building, including the parking lots. What is your overall impression?
- Graffiti, trash, homeless, potentially problematic businesses (liquor stores, homeless shelters, teen centers, halfway houses, bus stations) nearby?
- Landscaping needs? Hazards?
- Area crime rates? Neighborhood "spillover" issues? Check your county's online Megan's Law database for registered sex offenders in your zip code?
- Exterior building lights? Parking lot lights? Lighting for stairwells and elevators? (This illustrates the need for a night visit to the facility as well.)
- Doors close and lock tightly? Hardware, lock, hinge, gate problems?
- Utility panels and shutoffs secured?
- Barriers, proper signage, fencing, bollards in front of the doors to prevent cars from coming too close?

Facility Security Review
- Access control devices in place?
- Multiple tenants? Shared-use facility? Landlord?
- Exterior door controls – key card readers, mechanical key pads, or hard keys?
- Unsecured or secured Lobby? Staffed or empty?
- Do employees come and go through the same doors as visitors? Exterior or interior cameras?
- Loading docks and warehouse doors? Roof access?
- Burglar or panic alarms? Fire suppression? Knox boxes with keys for the fire department inside?
- Are all locations that could attract a child secured? (Break rooms or kitchens, cleaning supply closets, utility closets, adult restrooms, basement doors.)

HR, Security, Emergency, Evacuation Policy & Procedure Review
- Review all HR policies related to termination procedures, keys or key card and badge collections, network log offs.
- Review all security policies related to access control, vendor escorts, alarm codes, employees working after hours.
- Review all emergency and evacuation floor plans or maps, policies, floor warden systems; for fire, bomb threats, earthquake, weather, and active shooter lockdown evacuations.

Information Security Review
- Meet with your city or county IT representatives about access control for server rooms, utility closets, mail rooms, copy rooms, use of asset tags for laptops, PCs, projectors, TVs, flat screens, tablets, or other theft-sensitive electronic items.

- Discuss offsite backup procedures, emergency power, prevention of network intrusion, hacking, and related cyber threats.
- Review fire control rooms, equipment, procedures.
- Discuss updated PA system announcements through the phone system.
- Review employee and patron information hard-copy file protections.

Vendor Management Procedures
- Review or create a "Redbook" for Circulation Desk employees, with all emergency numbers, call trees, building plans, evacuation procedures.
- Review all vendor access and escort procedures.
- Discuss trespass policies.
- Review where vendors work or wait.
- Verify vendor key control and access: janitorial, landscaping, package deliveries, soda or water, copier repair, building maintenance.
- Discuss patron access control issues and improvements to keep them out of employee-only areas.

Internal / External Theft Controls
- What are the most theft-sensitive items in the facility? PCs, projectors, laptops, tablets, projectors? Recyclable metals? Printer, toner, and office supplies? Software? Postage? Warehouse equipment?
- Review all inventory control and flow procedures, from delivery to shipping. Are certain items caged or stored under key?
- Discuss all past internal or external theft incidents.

Facility First-Aid Procedures
- Review the locations of all first-aid kits, AED devices, and needles/ sharps boxes.
- Review all first-aid training materials for AED, CPR, and minor injury responses.
- Remind all employees if they need to dial 9-1-1 or 9-9-1-1.

Fiduciary Instrument Controls
- Review the locations of all drop boxes, cash drawers, registers, safes, or vaults.
- Review all policies related to cash, check, and fiduciary instrument handling, blank checks, credit card machines, bank deposit procedures, petty cash disbursement, or the use of armored car services.
- Discuss internal audit procedures.

Security Guards
- In-house or proprietary? Powers of arrest?
- Review all posted orders for each guard position.
- Meet with guard contractor to update contracts, orders, create, or modify duties.
- Do guards serve a reception function? Panic, burglar alarm, or open-door responses?
- How do they respond to a violent patron?
- Review guard equipment lists: facility keys, call tree lists, radios, time clocks. Make sure they have working flashlights for power emergencies.

Law Enforcement and Fire Department Interactions
- Verify the dispatch numbers for all local law enforcement (police and sheriff) and fire and EMS responders. Ask employees to put those numbers in their cell phones.
- Make sure building addresses are large and visible.
- Identify key law enforcement and fire personnel commanders for future support with drills, active shooter responses, or follow-up after police, fire, or EMS responses to the facility.

Workplace Violence Response
- Review all workplace violence prevention policies: TROs, DV at work, new weapons possessions laws for patrons with concealed weapons permits.
- Review all workplace violence training materials for employee orientations or in-service programs.
- Verify Employee Assistance Program (EAP) contact information.
- Discuss the formation of a Threat Assessment Team.
- Discuss active shooter training, using the Run-Hide–Fight model. (DHS/ City of Houston, TX YouTube video)
- Identify potential safe room / shelter-in-place locations and make changes to door hardware and windows to make these areas secure in a lockdown / shelter in place.

The Need for Emergency and Security Drills
- Discuss the need for emergency, evacuation, and security-related drills with senior management. Schedule fire, weather, earthquake or active shooter drills at least once per year.
- Meet with community first-responders to discuss these drills. Train all employees before all drills and debrief all employees after.
- Create specific PA announcements, including, "There is an unusual incident in area X," for true active shooter situations.

Site Security Survey Reporting Process
- Date, time, location of site assessment, participants.
- Executive Summary of key points, with photos.
- Exterior and Interior Site Findings.
- Security Improvement Suggestions (vendor neutral).
- Appendices: Emergency, Evacuation, Active Shooter Procedures; Policy Improvements; Employee Training; Risks; Legal Issues; Targets; Threats.
- Drafts, confidentiality, limited circulation, fact checks.

Implementing the Results
- Set stakeholder meetings with your Department Heads.
- Create report copies out on a need-to-have basis.
- Address employee or union concerns.
- Have the report reviewed by Employee Safety Committee and Legal.
- Develop an on-going list of training classes, policy development and approval, equipment purchases and installations, capital improvements and physical facility changes.

Effective Follow-up
- Don't write a report that dies on the shelf.
- Keep the stakeholder team on task and on time.
- Set 30-day, 90-day, six months, and one-year follow-ups.

Sample Library Security Suggestions for Site Survey Reports:

- Review the posted orders for the contact guard company and meet with the company's site manager to make location-specific changes or service improvements.
- For library locations that have lockers for their employees use, discuss creating a locker policy that reminds all full and part-time staff that there is no expectation of privacy when using library-supplied lockers, and that employees are prohibited from bringing or storing firearms, weapons, ammunition, fireworks, illegal drugs, alcohol, or any contraband. All library-provided lockers should be subject to search based on reasonable suspicion for any of the above-listed items.
- Discuss the current or draft policies about Internet / Wi-Fi use for patrons using their own devices (IPads, tablets, etc.).
- For Children's Library rooms, discuss how to create signage that discourages adults without kids (or who are not looking at books for their kids) from hanging out there. Staff can often tell which adults have a reason for being in the Children's Library and which ones are either predatory or looking for the wrong place to sit. The presence of these people can be intimidating to kids and parents. Signage can say, "This area is for reserved for our young readers and their parents or relatives only."
- Review the background screening process for the Literacy Program volunteers.
- Encourage staff to report problematic patrons, either to their supervisors, as part of regular staff meeting discussions about safety and security, or to the Sheriff or their Police Departments.
- Create a Circulation Desk employee "Red Book," which will contain emergency contact numbers, evacuation plans, building maps, utility shutoff information, employee rosters, and other important data that any reception (full or part-time) can refer to in an emergency.
- Continue to train staff about employee and patron evacuation and / or lockdown policies and procedures. Each facility should have posted evacuation instructions, staff training on how and when to notify police, sheriff, or fire, and how to protect themselves and patrons during potential or actual fires, earthquakes, natural and equipment-failure disasters, and active shooter responses (i.e., evacuate safety, lockdown, and shelter in place inside the facility.) These emergency-related policies should include the establishment or updating of phone trees, emergency call-back numbers and procedures, and staff notifications.
- Monitor the theft rate for materials and continue to discuss the vigilance and staff response at the Circulation Desks to deter thefts.
- Ask staff to monitor and enforce the existing policies on patrons only bringing actual "service animals" (specifically-trained dogs) into the facility, versus "comfort animals" (cats, rats, birds, snakes, etc.) This is a safety and hygiene issue faced by many libraries around the U.S.
- Remind all staff that they may need to dial 9-911 to reach emergency help, not just 911. Ask them to put the Dispatch number for the police or sheriff's department into their cell phones.