

Everybody Does Security

(and YOU can too!)

A little background:

Co-facilitator Jill Osmond-Groell, Reference Librarian at HPL

Michelle Dennis, Head of Access & Security Services

- 17 years as library director (pop. 2,192);
- 7 years at HPL (pop 65,000+)
- 11 years with adults and teens in mental health/group homes (Portland, OR, Whitewater)
- Experiential education leadership and team development

We start talking about security training in the library when:

- We were assigned the responsibility of overseeing security and security training in our library
- Michelle attended a workshop on Active Shooter responses by Crisis Reality Training (Jesus Villahermosa, April 2013) (SWAT in Spokane, WA) and started training our staff;
- Our directors want to shift away from assigned “security” personnel;
- Erin Conway, a talented addition to our staff, observed me and put tactics into this format;

Our staff report increased confidence and

We are seeing fewer incidents that rise to a crisis level;

How does security happen at your library?



What situations have you encountered?



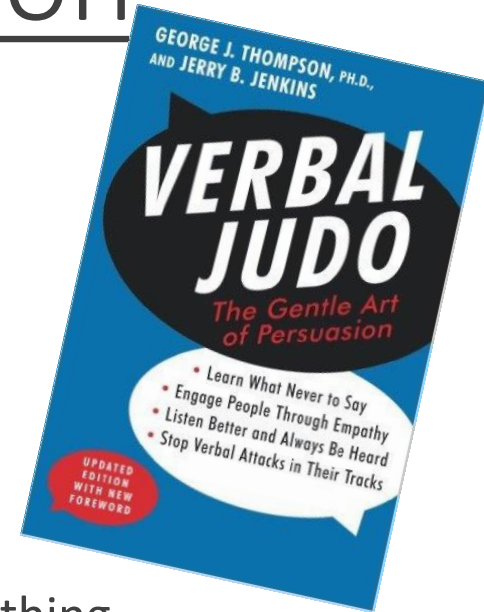
Verbal Judo: the gentle art of persuasion

by George J Thompson, Ph.D. and Jerry B. Jenkins
HarperCollins, 2013. p.ix

Our Philosophical Foundation for all Access Services.

Five Universal Truths of Human Interaction:

1. People want to be treated with dignity and respect.
2. People want to be asked rather than told to do something.
3. People want to be informed as to why they are being asked to order to do something.
4. People want to be given options rather than threats.
5. People want a second chance when they make a mistake.



Black Belt Librarian

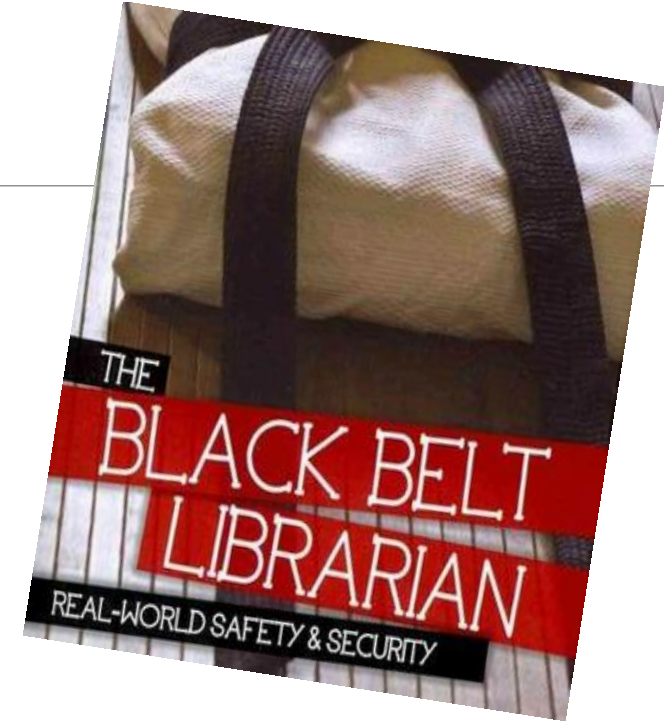
Warren Graham

Build an “AWARE” Mindset

30 / 30 / 30

What is normal?

Trust your instincts



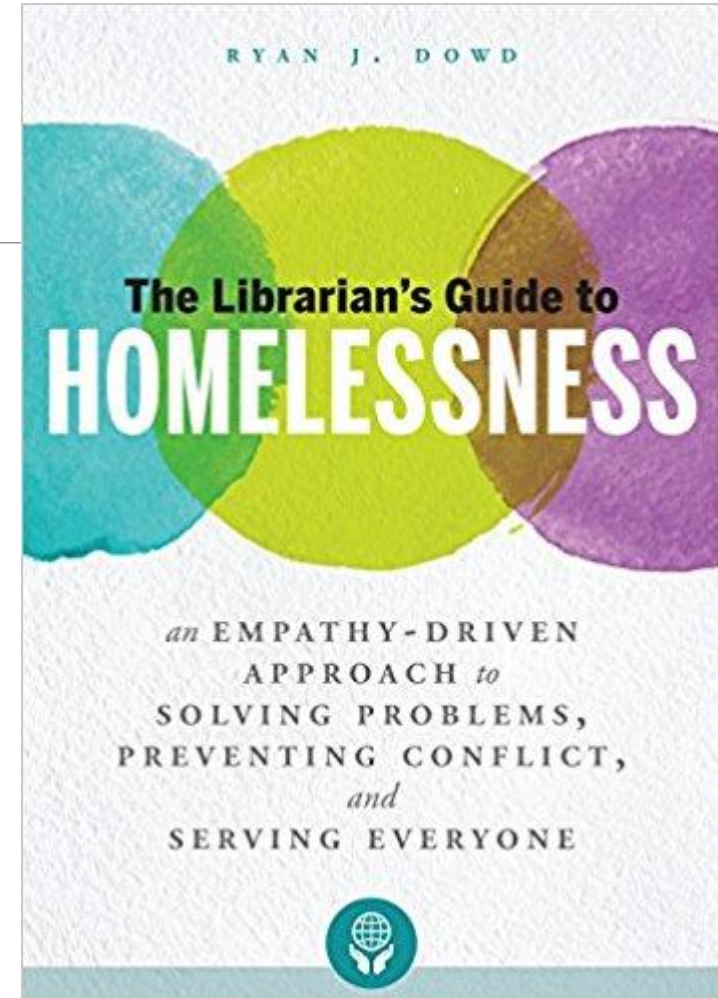
Ryan Dowd, Atty, MPA

HomelessLibrary.com

Empathy driven enforcement

You are a valuable person –

It's your *behavior* that is unacceptable.



Assuming authority – empowering staff



Phase One - Smile and Say “Hi!”

OUR first interaction is not a corrective one.

“Line of Credit”

The best Theft Deterrent ever!

Setting the tone - what’s your attitude

(Teen Central schedule)

Walmart greeters

“Hi” activity



Phase Two – Offer Information

No chance to lie

Assume the best

Suggest a change of behavior

Be careful about saying “I’m Sorry”

Dowd vs Graham



Phase Three – Remind and encourage compliance

Allow for saving face

Check back sooner

Gauge the emotional energy.



When you ask someone to leave....

Short and sweet

Dispassionate

It fits in your mouth

Stand up to resistance



Who you gonna call?

What if you are the irritant?

What if you need “Backup”
(or need to offer it)?

What if you need the police?



Debrief – regaining your balance

When you are the supervisor or colleague:

What to ask

What to pay attention to

What NOT to do

When you have just handled an event:

What to share

What to pay attention to in future

What to be proud of



For the things we have to learn before we
can do them,
We learn by doing them.

We are what we repeatedly do.
Excellence is not an act
But a habit.

- Aristotle

Tools

Public Code of Behavior

Simple or Detailed

Posted

Handouts

Documents- how you communicate with each other.

INCIDENT REPORT

The screenshot shows a web-based incident report form. At the top, there is a red header with the text "Incident Report". Below this is a navigation bar with links for "Home", "Add Report", "Find", and "Search Results", and a "View Record" button. The form itself is divided into several sections: "Reporting Officer" (Name: 0103007, Incident Date: 04/05/2017), "Time" (3:42 PM, Reported By: Star Brian), "Staff Involved" (Sgt Brown), "Incident Type" (Landscape Building Environment), "Person Involved" (Unknown Adults and Minors), "Gender" (M/F), "Apparatus" (010007 TRU BULL), "Address", "File Name of Photo", and "File Name of Video Clip". There are also fields for "Letter Link", "Library Card Number", "Telephone", "Copies/Notes", "Case Number", "Responding Agency", "Time of Call", "Officer's Name", "Time Arrived", "Badge Number", and "Other Member(s) of Incident". A "Comments" section at the bottom contains a detailed narrative of the incident.

OBSERVATION NOTEBOOK

The notebook page contains two entries. The first entry, dated 3/14, describes an incident where four young men (5th graders) stopped at a desk to get card #c [redacted], [redacted], [redacted], and [redacted]. The author notes that these kids like to say they're 6th grade & be in Teen Room - they are all 5th grade - which they will have a hard time admitting. They went to "the box" & Erin had them leave almost immediately because only I signed onto the computer. They should hang out in Children's.

The second entry, dated 3/15, describes a boy named J. [redacted] who came up to the desk and said that a boy shoved him. The author went back and spoke to J. [redacted]. He said that he did shove [redacted] because he picked him up. The author said they both had to leave for the day. They left without issue. Maria.

The third entry, dated 3/16, describes a situation where a group of general managers were had after 5:00. The author went over because it was very loud. While standing there, J. [redacted] yelled "Dennis!". The author told him to hang off and leave for the night.

Google
Docs

IVAN X - Now y x New Record x Advanced Search x Hedberg Public x Admin | Demco x 192.168.2.249/c x JANESVILLE x

192.168.2.249/databases/incidents/New_Record.php

Apps IVAN X - Now you k Advanced Search | st Hedberg Public Libr Login B&T TS360 - Home cameras Results - Horse Racin SHARE PB lakeshores GMD list

Incident Report

Home | Add Record | Find | Search Results

New Record

Be as detailed and complete as possible. Report the facts, not opinion.

Reporting Date Incident Date

Time Report Filed By (Staff Name)

Names of Staff Involved

Incident Type Accident Attempted Theft Complaint Damage Inappropriate Behavior Inappropriate Internet Use Theft Vandalism Building Alarm Building Environment Building Security Other Emergency

Names of Persons Involved If names are not available enter Unknown. Gender

Approximate Ages Address

File Name of Photo JPG or PNG File Name of Video Clip MKV or MP4

File Name of Letter PDF Format

Library Card Number Telephone

Explanation

Type here to search

Reference Shortcuts

1:21 PM 4/22/2018

In House Incident Report Form

File Name of Letter PDF Format

Library Card Number Telephone

Explanation

Contributory Causes Relevant Weather

Responding Agency EMS Fire Department Police Time of Call

Officer's Name Time Arrived

Badge Number Others Notified of Incident

Aid Given/Solution

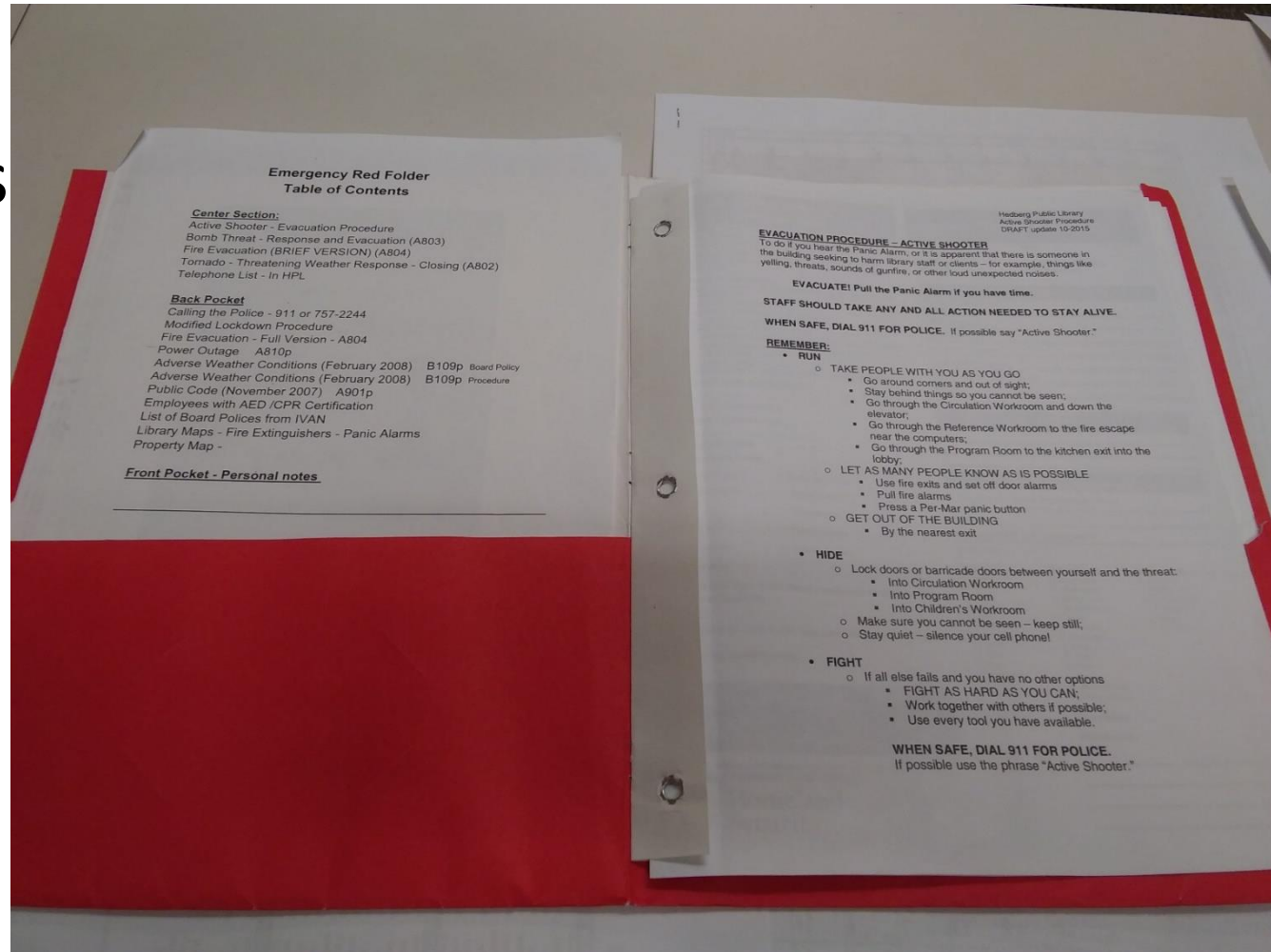
Action Taken Letter Sent SAM Blocked Internet Blocked Warning 1st 2nd 3rd

Date Allowed Back Date Internet Blocked

Date Letter Sent Comments and Follow Up

Reset Cancel Save

Red Folder (Emergency Responses and Procedures)



Albrecht, Steve. *Library Security: Better Communication, Safer Facilities*. ALA Editions, 2015.

*Dowd, Ryan. *The Librarian's Guide to Homelessness: an Empathy-Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone*. ALA Editions, 2018.

*Graham, Warren Davis. *The Black Belt Librarian: Real-World Safety & Security*. ALA Editions, 2012.

Metz, Ruth F. *Coaching in the Library: A management Strategy for Achieving Excellence*. ALA Editions, 2011.

Rubin, Rhea Joyce. *Defusing the Angry Patron: A How To Do It Manual for Librarians, 2nd Edition*. Neal-Schuman Publishers, 2011.

*Thompson, George J., and Jerry B. Jenkins. *Verbal Judo: the Gentle Art of Persuasion*. William Morrow, 2013.

*referenced in the presentation.

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RIGHT NOW: Do a body check.

How does your body feel?

What is going on?

Its NORMAL.

How do you make this a habit?