

Everybody Does Security

(and YOU can too!)

A little background:

Michelle Dennis, Head of Public Services

- 17 years as library director (pop. 2,192);
- 8 years at HPL (pop 65,000+)
- 11 years with adults and teens in mental health fields. (Portland, OR; Whitewater, WI; Oconomowoc, WI)
- Experiential education, ropes challenge courses, leadership and team development
- Hobby: Community theatre actor, stage manager and director.

We started talking about security training in the library when:

- Assigned the responsibility of overseeing security training in our library
- Attended a workshop on Active Shooter responses by Crisis Reality Training (Jesus Villahermosa, April 2013) (SWAT in Spokane, WA).
- Our directors wanted to shift away from assigned “security” personnel, so all staff needed training. (A talented addition to our staff observed my training and put it into this format.)
 - Our staff report increased confidence and
 - we are seeing far fewer incidents that rise to a crisis level
- **I pay attention to news, reports, and statistics in this area of public safety (its not an obsession...really....)

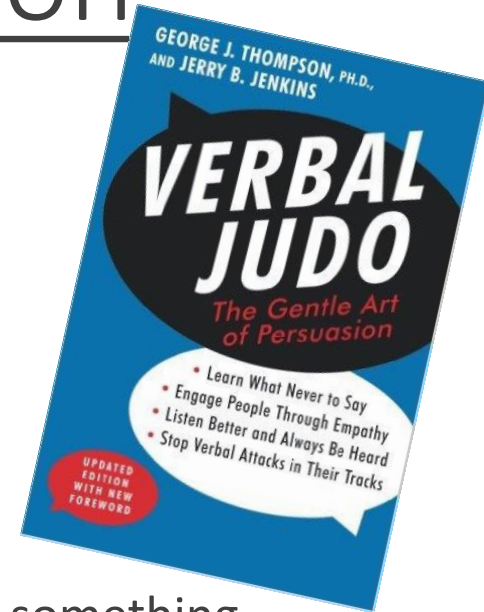
Verbal Judo: the gentle art of persuasion

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.

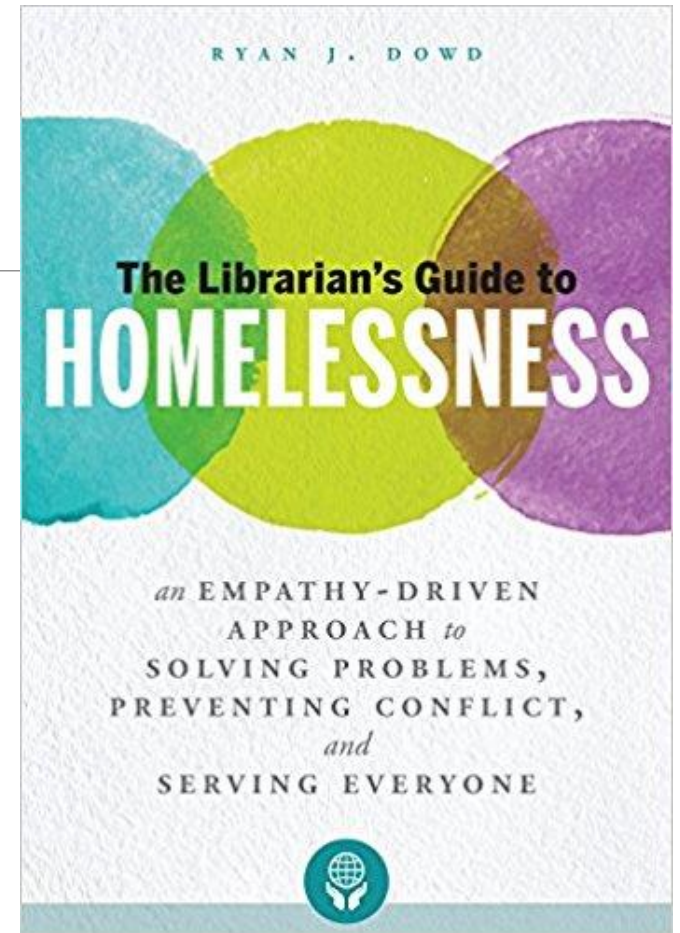


Ryan Dowd, Atty, MPA
HomelessLibrary.com

Empathy driven enforcement

You are a valuable person –

It's your behavior that is unacceptable.

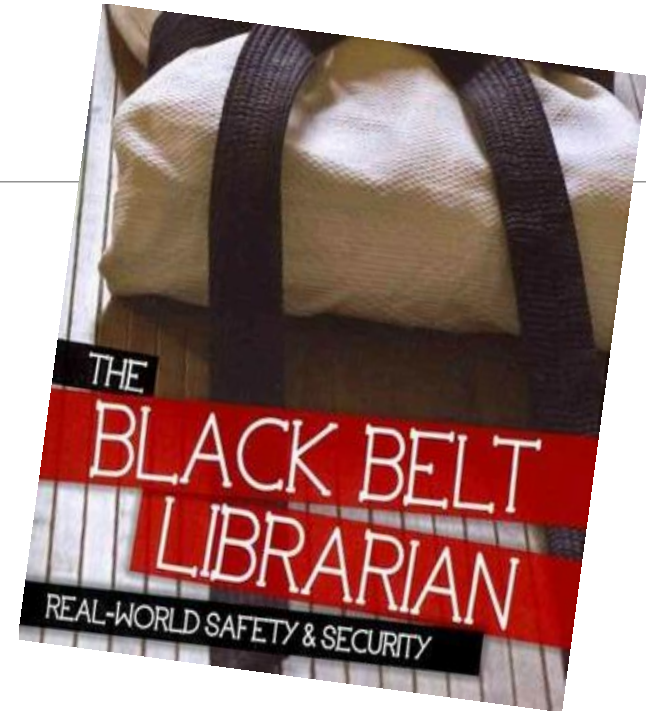


Black Belt Librarian

Warren Graham



Build an “AWARE” Mindset
30 / 30 / 30
What is normal?
Trust your instincts



Assuming authority – empowering yourself and your team



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)**

“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

Learn your Lines - Rehearse



Script

For example:

Hi, you may not be aware, but we don't _____ here.

For _____, may I please ask you to _____ instead?

Thank you for your help.

Walk away, checkback in a little while

First line Insert: sleep, talk on the phone, eat, sing, take off our shoes, fill out crossword puzzles, lie on the floor, yell at people, or your-current-issue in the first line.

In the second line give a brief reason: "your safety"; "your privacy"; "everyone's benefit"; "me to understand you"; etc.

Then fill in what you DO want them to do: stay awake; use a chair; take your call/food/music to the lobby; keep your voice down; etc

Phase Three – Remind and encourage compliance

Allow for saving face

Check back sooner

Gauge the emotional energy.

Re-phrasing



Script

Hi,

I see you still _____

Insert infraction

May I remind you that we _____
here.

Insert desired behavior

Thank you for helping us.

Walk away, check back in fewer minutes

If you encounter resistance

I hope you will _____

I would hate to have to:

ask you to leave.

call the police.

turn off your computer

(other reasonable consequence)

When you ask someone to leave....

Short and sweet

Dispassionate

It fits in your mouth

Can stand up to resistance

What are some phrases?



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



We honor and value Risks and Mistakes.

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, it says "Incident Report" in a red header. Below that, there are navigation links: "Home", "Add Report", "Find", and "Search Results". A "View Record" link is also present. The form is divided into several sections:

- Reporting Date:** 03/03/17, Incident Date: 03/03/17
- Title:** 3 IC PM, Report Made By: Star Brown
- Staff Involved:** Gail Brown
- Incident Type:** Unusual Student Environment
- Person Involved:** Unknown Adults and Minors
- Facility:** US 2
- Appropriate Area:** 6th-8th STU BLS, Address: [Redacted]
- File Name of Photo:** [Redacted], File Name of Video Clip: [Redacted]
- Letter Link:** [Redacted]
- Library Card Number:** [Redacted], Telephone: [Redacted]
- Description:** Security asked me at POC to check study room #2, and that more than 8 people were in the room, which they had reserved for 5th. I opened many people in the room, with one female adult sitting in the chair. I noticed 8th graders, so confirmed with her. She seemed about 40 years old and offered coffee. Security checked ground floor, which was partially full. SE checked 8th room services staff. 3rd-5th graders were also in the room and others near the wall of computers, which is the area they should have been in. I escorted them out to the lobby, leading grade through JA.
- Case Number:** [Redacted], Reporting Number: [Redacted]
- Officer Name:** [Redacted], Time Arrived: [Redacted]
- Badge Number:** [Redacted], Officer's Name of Incident: [Redacted]
- Additional Info:** [Redacted]
- Actions Taken:** Warning
- Date & Time:** [Redacted], Date Incident Closed: [Redacted]
- Date Logged:** [Redacted]
- Comments:** The fact that 12 people were in study room #2. When I opened the door to speak with them, my glasses began to steam up. There is a small chair and I followed.

OBSERVATION NOTEBOOK

The image shows a page from a spiral-bound notebook with handwritten notes in black ink. The notes are dated 3/14 and 3/15.

3/14 4 young men (5th graders) stopped at desk to get card #c [Redacted], 1 Nick (?). 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.

3/15 J [Redacted] came up to the desk and said that a boy shoveled him. I went back and spoke to J [Redacted]. He said that he did shove [Redacted] because he kicked him out. I said they both had to leave for the day. They left without issue. Maria

3/16 Kidspace computers were bad after 5 - couple of general warnings. At 6:20 I went over because it was very loud. What she did there J [Redacted] & [Redacted] yelled "Dennis!". I told him to get off and leave the fire booth.

Google Doc
Or
Spreadsheet

IVAN X - Now you... | New Record | Advanced Search | Hedberg Public Libr... | Admin | Demco | 192.168.2.249/c... | JANESVILLE

192.168.2.249/databases/incidents/New_Record.php

Apps | IVAN X - Now you kn... | Advanced Search | 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

Incident Report Database

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

Consequences

Loss of Privileges

Suspension

Gradually increasing duration

Letters

Documentation

Established Policies & Procedures

Evacuation

Fire

Active Shooter

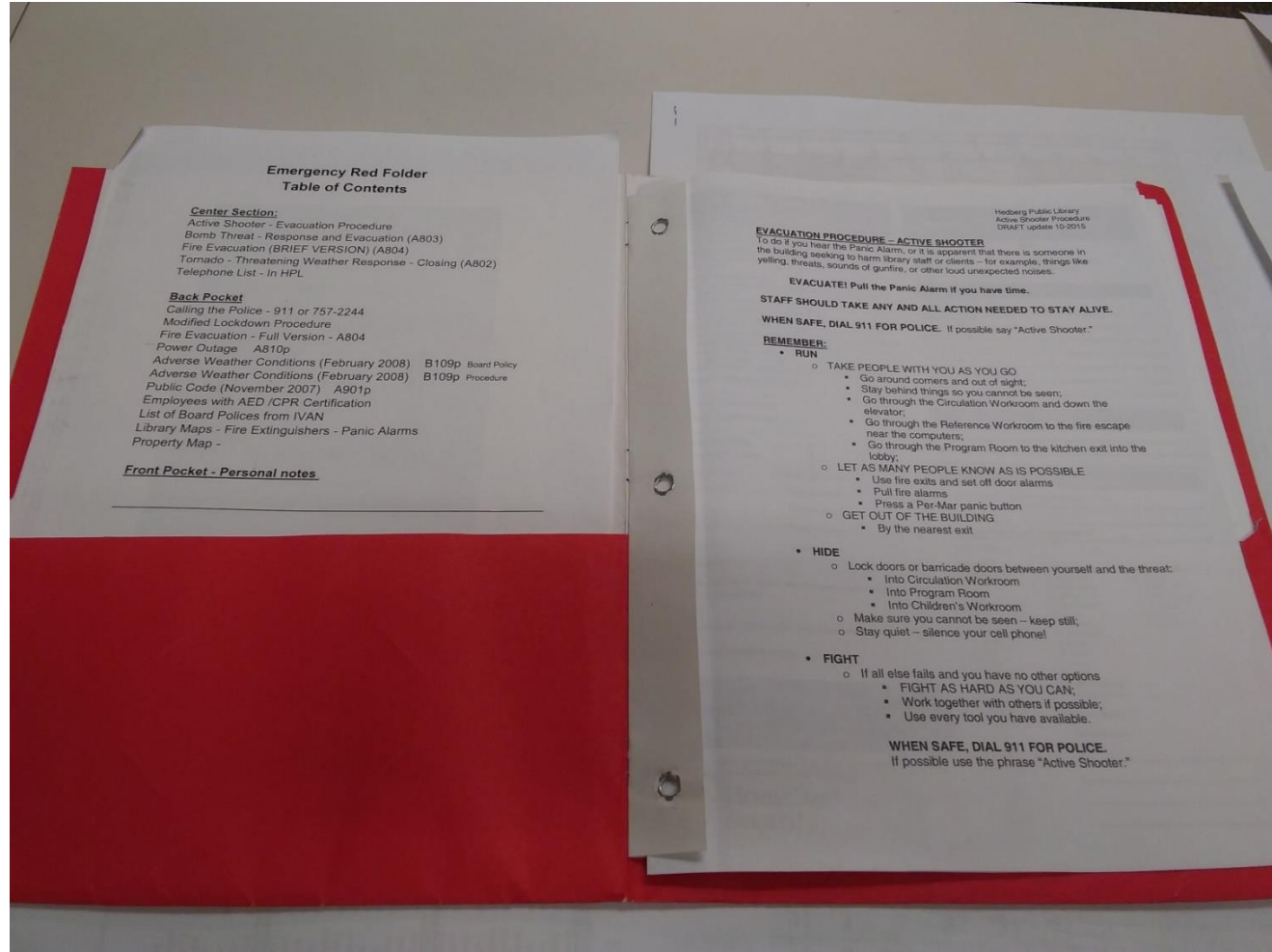
Weather Emergency

Medical

Staff Information

RED FOLDER

- “Finger tip” access to security procedures
- Easy access to policies to aid decision making



(Yes, its really a folder that is red!)

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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