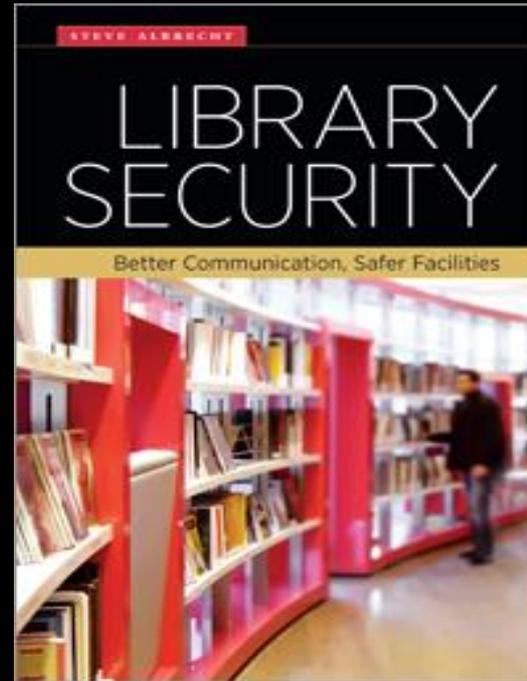


# Library Security: A Safer Place



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# What is the “New” Workplace?



Entitled or angry patrons (who miss the “old” library).

Frustrated patrons who don’t know or ignore our rules.

Uncertain times, more stress, less money, for all.

Employees who must do more, with less, and faster than ever before.

Our “72 / 7” world mirrors their world.

# 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 Codes 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.

# The Need For Codes of Conduct: Business Impact

Unattended children.

Sleeping.

Food and drink.

Electronic devices – use or noise; thumb drives?.

Hygiene.

Unattended belongings.

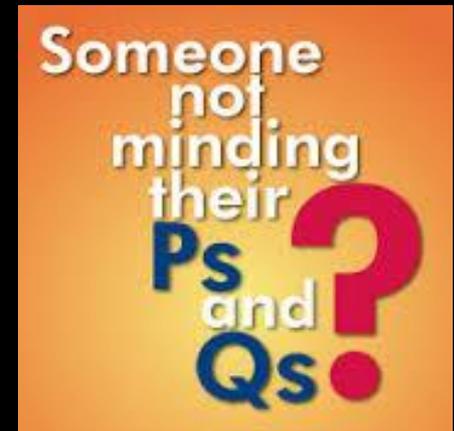
Blocking aisles and exits.

Misuse of restrooms.

Shirts and shoes?



# 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

# Law Enforcement Support: ATM

In my Perfect Library World, a police officer or sheriff's deputy would visit your facility nearly every day, at different times.

Have staff put the Dispatch numbers into their cell phones.

Have your Director(s) call the Watch Commander and ask for regular or extra patrols.

Create a hangout environment for the officers or deputies.

Write Security Incident Reports with victim, suspect, witness information.

# Introduce / Explain / Ask

**Introduce** yourself. Try to get the person's name.

**Explain:**

"I noticed that . . ."

"The reason I'm here is . . ."

"I'm sure you already know this, but . . ."

**Ask:** "I need to ask you to . . ."

# Seven Basic Human Emotions

Contempt

Happiness

Anger

Disgust

Sadness

Fear

Surprise

# What is Workplace Violence?

As defined by the media:

“a disgruntled ex-employee with a gun....”

For our purposes, it's any incident that:

- makes it hard for you to come to work, stay at work, or do your work, because you are afraid;
- threatens the safety of any employee or visitor.
- causes damage to facility or personal property.
- starts at home and crosses over to work.

# Perpetrators of Workplace Violence per OSHA

**Type 1:** Criminals.

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

**Type 3:** Current or former employees.

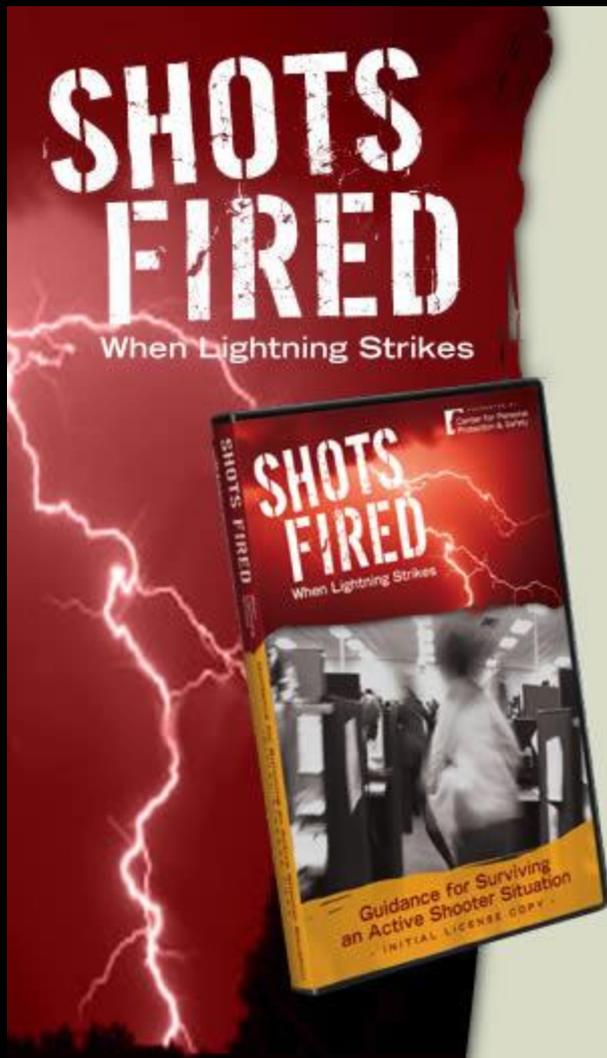
**Type 4:** Current or former spouse/partner of an employee.

# Suspicious Activities: See Something? Say Something!

## Look for people:

loitering in unauthorized or restricted areas;  
not wearing ID, uniforms, or safety gear;  
who act like they are lost;  
who seem too interested in our employees;  
who scare others with threatening or irrational behavior;  
who leave quickly after abandoning a package;  
taking photos or videos;  
who seem too interested in our activities;  
who seem like “vendors,” but are in the wrong place;  
who leave cars in odd locations, or overloaded cars.

# Safe Rooms and the “Run, Hide, Fight” Response



Why?

Where?

Knowing the Outs:

Figure Out

Get Out

Hide Out

Keep Out

Spread Out

Take Out

# 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

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.



Nearly 31 million views  
on YouTube.



# Beating Burnout

Service jobs can be challenging. If you have high human contact and low control over the work you do, it's easy to get or look bored, go home tired, or even quit.

Sometimes it can help to see yourself as an actor or an actress in a play. Same performance for you; new performance for our guests.

*So give them a good show each time.*



# Service Sins and Graces

## Seven Sins

*and*

## Seven Graces

1. Apathy
2. The Brush-off
3. Coldness
4. Condescension
5. Robotism
6. The Rulebook
7. The Runaround

1. Empathy
2. Attentive
3. Warmth
4. Respect
5. Engaging
6. Flexibility
7. Responsive

# Keeping it Special

1. Greet each patron immediately or when passing by.
2. Give each patron you meet your complete attention.
3. Make the first 30 seconds count for our patrons.
4. Play your part to be real, not phony or bored.
5. Show your energy with sincere friendliness.
6. Be the patron's problem-solver.
7. Use your common sense.
8. Bend the rules when the situation calls for it.
9. Make the last 30 seconds count for our patrons.
10. Take good care of yourself.

# S.H.O.C.A.D.I.Ds

Stimulants	cocaine, meth, Ritalin, Adderall
Hallucinogens	LSD, Ecstasy, mushrooms
Opiates	heroin, pain pills, Methadone
Cannabis	marijuana, hashish, hash oil
Alcohol	beer, wine, distilled spirits
Depressants	anti-anxiety, tranquilizers, Valium
Inhalants	solvents, aerosols, gases
Dissociative Anesthetics	PCP, Ketamine, DXM

# Face-to-Face or Over-the-Counter



Assess people. Read the body language signs of anger versus cooperation.

Think about past encounters.

Move closer to build rapport.  
Stay back if they are angry.

Use space and distance and proxemic barriers.

Practice venting and validation.

Use physical movement and the Assertive Whisper.

# Telephone Skills



Over the phone, body language is missing, so tone is all we have.

Neutral, friendly, polite.

Get permission to put them on hold.

Get a callback number.

Under-promise and over-perform.

Set boundaries for their bad behavior.

# Phrases That Don't Work

"You need to calm down."

"That's not our policy."

"What **you** need to understand is . . ."

"I can't help you. I don't know who can."

"I'm going on my break. You'll have to call or come back later."

"You didn't read the instructions or directions."

# Phrases That Don't Work

"You need to come here, go over there, or wait over there."

"That's just our policy. It's against our policy."

"You wouldn't understand . . ."

"It's none of your business why . . ."

"What do you want me to do about it?"

"I'm not going to tell you again or explain it again."

"Why can't you be reasonable?"

# Phrases That May Work

"You can't do that if you want to stay here . . ."

"I can see you're upset . . ."

"I'm sorry . . ."

"I'm not trying to make you mad . . ."

"You could be right . . ."

"It's not me, it's the computer . . ."

"Please help me do my job for you . . ."

"I can take your name and cell number . . ."

"I can get my supervisor if you'd like . . ."

"Our insurance won't allow that . . ."



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# 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.

# Top Ten Tips

1. Trust your intuition.
2. Be “assertively polite.”
3. Try a lighter touch first.
4. Know when to change the ratios of confrontation.
5. Stay in **Condition Yellow** when dealing with the public.



# Top Ten Tips

6. Change your position; use space and barriers.
7. Practice “If-Then” thinking.
8. Report every incident where you or others felt afraid.
9. Work as a team.
10. Be a shepherd.

