

**Text Chat Transcript for Jan 8 2012 Webinar:
Keeping Your Library Safe: Black Belt Librarians**

Stanley Strauss: Here's a link to an archived Infopeople webinar on writing a Customer Behavior Code presented by Mary Minow: <http://www.infopeople.org/training/writing-library-behavior-code>

Eileen O'Shea: yes, it will be archived at this link: <http://infopeople.org/training/black-belt-librarians>

Mary Claire Hutchinson: I tell them they are welcome to return when they have cleaned up.

Mike Soto: We take a customer complaint approach...not from a staff perspective...

Susan Mason: What is the one rule you must have- Any behavior that is disruptive to library use...????

Mike Soto: any disruptive behavior that effects/affects use...

Ian Hertz: How do you handle admins not on front lines?

Tania Lilley-Corey: We have had a full fledged fight break out. Guy came in and hit another guy over the head with a chair. It was all about a girl.

Ian Hertz: good times

sue kordek: Yes, "any behavior disruptive to library use" covers alot of possible scenarios-it can mean a lot of things depending on what you need it for. Rules cannot cover everything humanly possible

Kurt Keesling: Please finish: Any behavior that is disruptive to library use.....WHAT?

Pendleton Staff: ... IS NOT ALLOWED

Mike Soto: Right...but it is like anything else that can/will be manipulated...if it is presented in this manner then the success rate increases...

DiAnne Evans: You will be asked to leave for "any behavior that is disruptive to library use"

Omar Sanchez: Treat everybody the same..be consistent!

Susan Mason: What does more staff consistency do?

Mike Soto: Or something like "The following actions and forms of conduct are not permitted: Behaving in an unlawful, disruptive or potentially harmful manner.

Omar Sanchez: 30 days 30 minutes 30 seconds! Awareness!

Jayanti Addleman: Love the 30-30-30 rule!

Mike Soto: Bad vibes are real

Omar Sanchez: Intuition

Kathleen Kelton: im security trained, i have the vibes

naomi jelks: listen to your gut

Kathleen Kelton: womens intuition too

Sallie Pine: animal instinct humans have largely lost touch with

Mike Soto: A duck is a duck; especially if it is yellow and it quacks

Omar Sanchez: Develop awareness!

Rose Barcal: Have police come in and talk to staff about observations and various situations - and have them help define when to call police.

Mike Soto: Kurt...no disrespect but the woman have the skills...

Omar Sanchez: This webinar is great! We are all learning a thing or two from each other.

Omar Sanchez: I love incident reports!

Mike Soto: 10-4

Peggy Wadsworth: I highly recommend reading Warren's 2 books: Black Belt Librarian: Every Librarian's Real World Guide to a Safer Workplace and Advanced Black Belt Librarians: Answers to the Questions Librarians Always Ask Me. Both are packed full of useful information. We have purchased several copies for our staff.

Omar Sanchez: They are there for a historical account of patron's stats.

Kathleen Kelton: my security guard documents when he ejects someone for food or drink

Mike Soto: DAR - daily activity reports are useful

britt prenell: you have a full-time security guard at your library?

Omar Sanchez: We have something like DAR

Mike Soto: Yes

Mike Soto: Chronological Log...goes by many names

Omar Sanchez: We are security @ our Library! We are just about everything

Mike Soto: Yes - I know...sometimes that is the best thing though...

britt prenell: I would love for us to have one of those...when something goes wrong in our academic library, we have to wait for campus police...which could take a while

Kathleen Kelton: 10-4 mike

Mike Soto: I know that Librarians don't sign up for that...but you are empowered...

Omar Sanchez: It is good to recap on procedures!

britt prenell: I agree Omar and Mike...I'll make sure I'm more aware

Mike Soto: yes...awareness is critical...but confidence is the key...

Mike Soto: Like anything, when your confident, you can do just about anything.

britt prenell: agreed

Omar Sanchez: Just never know especially in today's times! With all the outliers in the public arena causing tragedies

Mike Soto: He is speaking good stuff right now...sometimes SOP's don't have everything...

Sallie Pine: own your space

Eileen O'Shea: We will save the text chat from today and put it up on the webinar archive page. Lots of good conversation!

Omar Sanchez: I agree Mike Soto!

Odette Hinson: Mike, very much agree about the confidence

Mike Soto: About the times...

Tiffany Williams: This webinar is really awesome!

Mike Soto: Listen...its just a matter of time for something else to go down...we decide whether we want to do something about it...or if we want to take it laying down...

Omar Sanchez: Staff Training!!! I agree Tiffany

Omar Sanchez: I agree Mike

Mike Soto: I know that it sounds easy for me to say that...but the first step is your plan...

Kurt Keesling: Mike, please stop. Thanks.

Kathleen Kelton: too many times, no one reacts until someone gets hurt :(

Jocelyn Napier 2: I wish this webinar was mandatory for us

jacob hammers: listen to Mike, he has had an ample amount of staff training heh

Sarah Houghton: Question: If you have staff who are conflict-averse, as you put it, how do you recommend beginning the conversation with them about equitable enforcement and the importance of consistency?

Mike Soto: Sorry Kurt...

Connie Barrington: are there good sample policies online or out there that you would recommend looking at

Amanda Myers: How do you get administration to decide what actions merit 3mons, 6mons a year etc.?

Amanda Myers: Banning

katie fearer: Question: we have a patron who is somewhat unbalanced, and we just discovered she has been trying to buy a gun. We don't know that she has, but staff are understandably concerned. We will inform building security - what else?

Marsha Parks: Patron carries a gun into library but we have not posted that it is not allowed?

sandra brautigam 2: What is the best action when a dangerous situation occurs. Ie: patron pulls a knife on another patron.

Helen Whittaker: what about the patron who keep complaining about a staff person, but there's not an issue with the staff person - do you just listen to the patron time after time, or finally tell them they can't complain anymore

Paul Sapko: how do you approach a patron who stinks?

Mike Dargan: Staff providing objective documentation to administration is right on!

Ian Hertz: start from top!

Liz Yates: What are your suggestions about dealing with "CREEPY" people. We're mostly female here and we all get creeped out by certain people. Our rules don't cover "not being creepy"

Glenda Doyle: How do u tell someone they stink?

Kristin Pekoll: Question: procedures for when a librarian or staff member feels threatened? is there a good way to alert other staff without upsetting patrons. (two story building)

Kelly Keefer: What if your administration is averse to documentation of security incidents?

Rosemary Navarro: What is included in a potential problem log?

Laurie May: what is your opinion of cafes inside libraries?

Kathryn young 2: kathryn young: Guns are allowed in libraries in Virginia—scary

Jennie Redmond: Do you a sample security manual that we can see?

Mike Soto: CREEPY is based on perspective...if it is considered harassment - let them know and assess their behavior thereafter...

Sharon Wiseman: Our staff does outreach in various types of neighborhoods. Advise?

deborah ruiz: i have a libguide that has our problem patron guidelines as well as proactive behaviors for staff to be aware of issues, tell me what you think:

Mike Dargan: Document anyway. You'll be ready for your EEO hostile work environment suit.

Laura Moore: Do you have any tips for building relationships with local law enforcement?

Kathleen Kelton: virginia: yeah, cause you would need that in a library...not

Sallie Pine: creepy=disruptive

Mike Dargan: Dubuque PL put a substation in their library.

Allyson Johns: What if you have a manager who is completely unaware of what's going on and refuses to believe anything might happen? "Oh, our patrons wouldn't do that." is her response.

Meghan Webb: Are there any resources that you would recommend for a library that is updating an emergency response / evacuation plan?

Kristin Pekoll: I like Laura Moore's question too

Helen Whittaker: I had to eject patron who smelled bad, I approached them and told them they probably didn't realize it, but that we had some complaints and they needed to leave the library until they had a chance to take a bath. And did they have somewhere to take one - (I'd tell them places they

can use) And that they're welcomed back when they've had a chance to take a bath. I never told them "you smell bad" and they were wonderful about this.

Denise Sorensen: Some staff won't deal with the problem people and leave them for others to deal with.

Mona Sadek: What is the best way to train staff, by webinars, live workshop, training by managers as sometimes staff are not interested to attend workshop

Darlene Bradley: Where to find examples of guidelines for enforcement in a public library

Tania Lilley-Corey: Our law enforcement thinks we are crying wolf anytime we call. How do we deal with the law enforcement?

Kurt Keesling: Do you have examples of Temporary Restraining Orders being effectively enforced or does that depend too much on local legal variables?

Mike Dargan: I walk up to the creeps and introduce myself. I ask if I can help them.

deborah cox: what were the three results of 30-30-30? I heard the more overt behavior, and cultivating a feeling of something wrong, and 3 was ?

Jennie Redmond: Samples of the types of documentation you recommend would be very helpful

kevin beach: how about a mother with a crying baby who is a regular

Mike Dargan: Of course, I'm taller than most of the creeps.

Moon Ichinaga: I work in a community college library which has no security staff, despite our requests for it. Librarians often face aggressively disruptive students alone. Consequences are rarely enforced. With so much random violence, it's very hard to know how far to enforce rules without feeling that one's personal safety is on the line. What do you advise?

deborah ruiz: Part of message didn't come out, I have our problem patron policy and some proactive behaviors for staff to deal with issues, what do you think? libguides.mpc.edu/working

Rose Barcal: Find one officer who is open (maybe a library user) and build a relationship with him/his work. And food never hurts...

Helen Whittaker: Seattle Public Library has fantastic enforcement guidelines

Paula Elder: We have no security, but the police department is the next building on the block. All we have to do is call, or they come over and just walk through. Very comforting!

Mike Dargan: Most officers are very annoyed at people who disrupt the PL

David Peterson: Question: any suggestions for sharing problem logs between branches.

Mike Dargan: If you help the cops, they'll help you.

James LaPaz: We have an excellent relationship with the Police. Years ago we formed a security committee with library staff, aldermen, the mayor, the patrol captain (now chief) and the community cops. I have gone out of my way to meet all of the police and dispatchers. When we call they come.

Michele Lauer-Bader: Staff is concerned about safety after Newtown. Any suggestions?

Melissa Engleman: Allyson's question seconded. What if you have a boss/director that is unwilling to admit something could happen, doesn't want to keep a log because she/he thinks it's bad service, etc.

Mike Dargan: Give the cops something actionable and they'll take action.

Mike Dargan: It's what they do.

Kevin Beach 2: at what point is sexual harassment by patrons considered over the line. We have a few young ladies that are being stalked in one way or another. Thanks.

Heather Olson: How do you begin a conversation with a rule-breaker? I heard you use one example of something like "I know you might now be aware of this rule, but . . ." or something like that. Do you have a good opening line?

April Gilbert: Texas has a video on YouTube Run Hide Fight [<https://www.youtube.com/watch?v=5VcSwejU2D0>] which tells how to deal with a gunman

Tara Fleming: I work in a college Library and if we have Campus Police that will come do a "Walk Through" whenever we ask.

Mike Dargan: Start the conversation by introducing yourself: name and position.

Amanda Myers: Question: How do you get administration to decide what actions merit 3mons, 6mons a year etc. banning? How do you get them to be consistent?

Susan Balla: Sexual harassment is a big one here as well.

Ann Collins 2:

<http://www.ocls.info/About/BOT/PDFs/Policies/RulesOfConductRevOct2011.pdf>. Here are the Rules of Conduct from the Orange County Library System, Florida

Jane Bailey: We also have a problem with crying babies. How far do you go before this is disruptive?

Natalie Wheeler: Stalking - second Kevin. Particularly when anonymous threats / anonymous notes.

Helen Whittaker: I'm the director, my staff knows they can call me to evict people if the security guards aren't here. Our policies define who can ask people to leave

Robin Cauntay 2: sexual harassment is NEVER ok - by anyone, directed at anyone.

James LaPaz: The police also know that we have a Safety and Security manual and that we follow it. We also keep them in the loop with bans, etc. We do them favors as well. We have 32 security cameras inside and out and when something happens in the neighborhood we look at video for them.

Michelle Maser: Confront harasser and spell out exactly that this attention and behavior is unwanted. Document. It can become a stalker police matter.

Mike Soto: See Jacksonville's Code of Conduct: <http://jaxpubliclibrary.org/lib/codeofconduct.html>

Maria Hensley: I like that "I'm the sign"

Kathryn Young 2: Kathryn Young: we ask parent of crying baby to please take their child out until he quiets down and then return—after we tolerated the crying for about 2 or 3 minutes.

Kevin Kilmer: Have a sign that says "we can't have a sign for everything"

Maria Hensley: haha Kevin

Kathleen Kelton: Kevin: good one

Ian Hertz: we had that!

Tania Lilley-Corey: Rose: Hahahaha! I will break out the cook Book!!

Helen Whittaker: Our lawyer won't let us permanently ban anyone here. Any "ban" letters we give someone, it has to have a clause in it that allows them to appeal the decision

naomi jelks: @helen, same thing in san francisco

Heather Pereira: SCPL has a progressive discipline policy that includes a suspension review possibility for patron

Rose Barcal: My husband is a captain here...the response time here is incredible!! Don't give cops donuts...makes 'em cranky. LOL

Aleta Rodriguez: @helen, same here

Mike Dargan: Ban them for 99 years.

Allyson Johns: Allyson Johns: What if you have a manager who is completely unaware of what's going on and refuses to believe anything might happen? "Oh, our patrons wouldn't do that." is her response.

Mary Claire Hutchinson: I had a manager that had a great line. She would say You're not having a good library day today, come back when you are having a better library day.

Jennie Redmond: Helen, would be interested in seeing your progressive discipline policy

Helen Whittaker: or staff!!! You're wonderful!

Rose Barcal:Can't staff keep their own log?

April Serig: Is "banning" different than having police issue a criminal trespass?

Paula Elder: Document, document, document. It's the only way to fight the lawsuit or the appeal!

Patricia Perez: Since I spend so much time here at the library, it feels like my second home. I tell the patron that this is my home and I would not behave like that in their home so I would appreciate if you didn't do that in my home.

Sallie Pine: Alameda County's policy:

<http://guides.aclibrary.org/content.php?pid=288348&sid=2379660> Click on the pdf on upper left corner that says Respect

Nancy Ashmore: At a previous job, we allowed minors who were banned for watching porn to be reinstated - if they came in with their parents to talk about what they had been doing. They never came back. - I'm not sure that's the result we want.

Heather Pereira: Assault, other acts of violence and threats are reasons for immediate suspension for up to one year depending on severity.

Clement Lau: Agree with Paula.

Helen Whittaker: Jennie - I'm at whittaker@kingsporttn.gov - be glad to share

Sarah Houghton: Question: How do you begin a conversation with staff who are confrontation-averse about the importance of equitable and consistent enforcement?

Mike Soto: 2 cheers for Chain of command

Jeff Rosen: We keep saying one of us will need to be killed before the campus will give us a full-time security person.

Mike Dargan: I'm a lot more tolerant of crying babies than I used to be.

Mike Dargan: Crying is what they do.

Kurt Keesling: Warren, do you have anything to share about TRO's? Our city attorney says that are not practical, judge will not support without documented crime or violent threat..

Tiffany Williams: I know what you mean Jeff!!

Kathleen Kelton: us too, i can't have security cameras until something happens

Mike Soto: Good question Kurt.

Mike Dargan: We got cameras after someone cleaned out our mailroom.

Susan Haydel: What about mentally ill people who make other patrons very uncomfortable? We have a teen who moans, and sometimes he hits his head against the floor till he bleeds. His mom can't control him.

Paula Elder: Amazingly, we got our security cameras because the auditors didn't like our lack of security on certain rooms! Now we have a number of cameras and have caught theft as well.

Susan Riley: What are TROs?

Kurt Keesling: Temporary Restraining Orders

Nancy Murillo: we suspected illegal activity, Friends paid for security cameras. Along with being more aware, they ended up leaving and we feel safer now. Could never catch them, but they got tired of seeing their faces along with their 'known' friends and so they stopped coming in unless they really needed library services.

Aleta Rodriguez: Some patrons who complain a lot about staff tend to have mental health issues.

Kathleen Kelton: I think this library environment is full of passive people, I get that; but we are the only ones that can change that before someone figures they can rob libraries cause they are full of people with little security measures.

Michelle Maser: Mentally ill teen: ask that his mother escort him into the library and take him home when he can't behave any longer that day.

Allyson Johns: Retail trick: FAKE cameras work as well as real. Much cheaper!

LeAnn Gelskey: Liability of fake cameras?

Kathleen Kelton: Warren is right, we have to change now. PS: the fake cameras can bit you in the bu# cause the police will want to see the footage.

Paula Elder: They work unless you need tape from that camera to recover a stolen ipod, backpack, even books! Then that fake one isn't much good.

Patricia Perez: Use fake security guards

Kurt Keesling: I had a supervisor with great terminology like: "I am noticing a pattern of behavior" and "Maybe today isn't a good day for you at the library / computer / fill in the blank"

Allyson Johns: They deter since people think they are being seen.

Stanley Strauss: Right. It's the behavior, not the person.

Omar Sanchez: Absolutely take action after the action of the patron!

Kathleen Kelton: To Kurt...is that ms. "Rosey"?

James LaPaz: There is an expectation if there is a camera that it is real and monitored. If something happens with a fake camera you are open for a lawsuit.

Kathleen Kelton: good point James

Paula Elder: Our cameras are not noticeable - you have to know they are there, which serve a different purpose. I think a combo would be great!

thomas iwatsubo: while we're all asking for 'answers' with handling disruptive patrons, we need to frame everything with our own personal safety i.e. personal responsibility means you don't challenge someone who is mentally unstable. Library rules will not protect your own personal safety, in many cases.

Omar Sanchez: Agree Thomas

Kathleen Kelton: We used to have families drop off their "parents" and caregivers dropping off "special needs kids" with no supervision.

Francis Reid: It's ironic that besides being safety & security officers, we are social workers as well...

ruth amernick: Patron who like to chat and think of the library as their community center.

Allyson Johns: We have no cameras, no security people, no police on patrol. Its a bit scary at night in a deserted shopping center. No money for any of that.

Tania Lilley-Corey: Allyson same here.

kevin beach 2: what documentation can we retain on a problem juvenile?

Helen Whittaker: Allyson: we documented all our incidents and took it to our funding sources and they immediately gave us money for security (our issues were pretty bad)

deborah ruiz: Have you asked for the beat officer to drop by, can you provide space for police to write reports and give them coffee?

Janet Bickel-Burton: Allyson—contact local police dept to do a "safety check" near closing. If they can do it for folks on vacation, they can do it for you, too!

ruth amernick: supervisors often want patrons to leave, yet patron feels like staying and getting some information and more time to talk.

Susan Reeve: get library staff trained in limit setting with mentally ill customers. Talk to your local NAMI. Ask your PD what training they have had.

sandra brautigam 2: Camera's are great when a library can ban because it allows everyone to see a picture of the banned person. It brought better enforcement.

Beverly Windham: We have an adult male who engages young woman in conversation. Is there a way I can tell him to stop? He is defensive when i talk to him.

ruth amernick: How do you satisfy the supervisor and consider patron ?

Paula Elder: I work for a library with a great board, and when we feel the need for something, like the security cameras, they help us find a way - grants, etc. We also have a regional library system that helps, as does our state library. I know I am lucky!

Eileen O'Shea: You can contact Warren from his webpage: <http://blackbeltlibrarians.com/>

Warren Graham: Hope to see you all in the future. Thank you again for attending. www.blackbeltlibrarians.com

