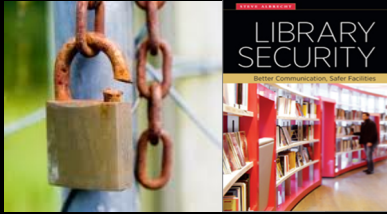


CONDUCTING A LIBRARY FACILITY SECURITY ASSESSMENT (Without Needing a Security Consultant)



Presented for Infopeople
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Why Assess?

Myths:

"If we do this, we'll be 'on notice' to make changes."

"It will increase our liability once we know about potential problems."

Realities:

You can make on-going changes, as time and budgets allow.

You are already at 100% liability the first day you open your doors.

Our Mission

Any security change - related to new equipment, new policies, or additional personnel - should be measured by three issues:

- Cost
- Culture
- Feasibility

We will call them "options," not "recommendations."

Assessment Team

Library stakeholders and potential walkthrough partners:

Facilities management?

HR representatives?

Law enforcement or Library Security representatives?

Risk Management / Safety Officer?

Library Board members?

Knowledgeable managers and employees?

Access to buildings, rooms, policies, answers.

(Take pictures!)

Our Process

Security In-Depth: inside and out, people, policies

Perimeter Security Review

Facility Security Review / Access Control

HR, Security, Emergency, Evacuation Policy &
Procedure Review

Information Security Review

Patron, Visitor, Vendor Procedures

Internal / External Theft Controls

Our Process

First-Aid Procedures

Fiduciary Instrument Controls

Police and Fire Department Interactions

Workplace Violence Response / Active Shooters

Emergency and Security Drills and Practice

Reporting Process

Implementation

Follow-up

Perimeter Security Review

Walk the exterior of the building, including the parking lots.

What is your overall impression?

Graffiti, trash, homeless, problematic businesses nearby?

Landscaping needs? Hazards?

Area crime rates? Neighborhood "spillover" issues?

Exterior building lights? Parking lot lights? Lot stairwells and elevators? (The need for a night visit.)

Doors close and lock tightly? Hardware problems?

Utility panels and shutoffs?

Guards, barriers, proper signage, fencing, bollards?

Facility Security Review

Access Control, Access Control, Access Control!

Multiple tenants? Shared-use facility? Landlord?

Exterior door controls – key card readers, hard keys?

Unsecured public areas? Staffed or empty?

Do employees come and go through different doors as the patrons? Exterior or interior cameras?

Loading docks and doors? Roof access?

Burglar or panic alarms? Fire suppression? Knox boxes?

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.

All security policies related to access control, visitor or vendor escorts, alarm codes, working after hours.

All emergency and evacuation maps, policies, floor warden systems; for fire, bomb threats, earthquake, weather, and active shooters.

Information Security Review

Meet with Agency IT representatives about access control for server rooms, utility closets, mail rooms, copy rooms, use of asset tags.

Discuss offsite backup procedures, emergency power, prevention of network intrusion, hacking, ransomware, and related cyber threats.

Review fire control rooms, equipment, procedures.

Discuss updated PA system announcements.

Review HR and vendor hard-copy file protections.

Taxpayer, Visitor, Vendor Procedures

Review or create a "Redbook" for front desk employees, with all emergency numbers, call trees, building plans, evacuation procedures.

Review all visitor and vendor sign-in, badging, and escort procedures.

Review where vendors work or wait.

Verify vendor key control and access: janitorial, landscaping, package deliveries, maintenance.

Internal / External Theft Controls

What are the most theft-sensitive items in the facility? PCs, laptops, tablets, projectors?
Recyclable metals? Printer and office supplies?
Software? Postage? Tools or office 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.

First-Aid Procedures

Review the locations of all first-aid kits, AED devices, and sharps boxes.

Review all first-aid training materials for CPR and minor injury responses.

Review first-aid and injury reporting forms.

Remind all employees if they need to dial 9-1-1 or 9-9-1-1.

Narcan training?

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 employee bank runs versus armored cars.

Discuss internal audit procedures.

Police 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. Review all workplace violence training materials for employee orientations or in-service programs.

Verify 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 YouTube)

Identify potential safe room / shelter-in-place locations and make upgrades to door hardware and windows.

Emergency and Security Drills

Discuss the need for emergency, evacuation, and security-related drills with senior management. Schedule fire, weather, or active shooter drills at least once per year.

Meet with 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.

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.

Security Officers

In-house or contract? Powers of arrest?
Review all posted orders for each guard position.
Meet with guard contractor to update contracts, posted orders, and create or modify duties.
Do guards serve a reception function? Panic, burglar alarm, or open-door responses?
How do they respond to medical or behavioral problems?
Review guard equipment: pass keys, call tree lists, radios, time clocks.

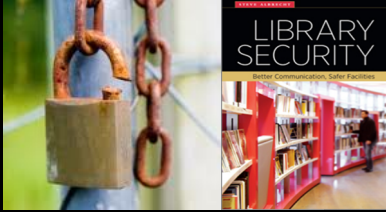
Implementation

Stakeholder meetings with electeds and related Department Heads.
Report copies out on a need-to-have basis.
Any employee concerns or union issues?
Review by Employee Safety Committee and City Attorney/County Counsel?
Training classes, policy development and approval, equipment purchases and installations, capital improvements and physical facility changes?

Follow-up

Don't write a report that dies on the shelf.
Keep the stakeholder team on task and on time.
Set hard deadlines for Department Head reviews.
Set 30-day, 90-day, six months, and one-year follow-ups.
Balance the need for changes with new incidents.
Remember the Big Three: Cost, Culture, Feasibility.

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