

Infopeople



Helping libraries reach their community

Tuesday, January 8, 2013
12 Noon Pacific

Keeping Your Library Safe

Black Belt Librarians
presented by
Warren Graham

Today's Agenda

- Define what makes a real-world security/safety plan work.
- Share the basics of a plan that will empower staff.
- Questions

Introduction

- Denying access
- “The inmates are running the asylum!”
- Abusive behavior

The Basics

- Simple procedures
- Staff training
- Fair enforcement
- Equal treatment

Rule Development

- Keeping them simple
- The one rule you must have
- Guidelines
- Thresholds

Administration's Role

- Understanding policy
- Having a clear mandate
- Supporting front line staff

Staff Consistency

- Behavior, not appearance
- Daily staff consistency
- Everyone doing their part
- Good customer service!

Cultivate a “Quiet Awareness.”

- 30-30-30
- Three results
- Less staff on hand = more awareness

Documentation

- Incident reports
- Daily log
- Potential problem log
- The purpose of documentation

Staff Training

- Vital training
- Basic emergency procedures
- Security (people) skills
- Rules and guidelines
- Training documentation

The Perfect Trifecta

- Simple rules and guidelines with Administration's support
- Awareness and consistency
- Staff Training

Questions



Thank you!

Warren Graham

<http://blackbeltlibrarians.com/>

Survey and Certificate of Attendance

Please take a minute and
fill out our webinar survey.
You will find in at:

[https://
survey.qualtrics.com/SE/?
SID=SV_bDymSCet7v6kR4
p](https://survey.qualtrics.com/SE/?SID=SV_bDymSCet7v6kR4p)

Thank you!



Infopeople webinars are supported by the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act, administered in California by the State Librarian. This material is licensed under a Creative Commons 3.0 Share & Share-Alike license. Use of this material should credit the author and funding source.