

EVERYBODY DOES SECURITY

(AND YOU CAN TOO!)

Michelle Dennis and Jill Osmond-Groell, Hedberg Public Library, 2019



A little background:

Jill Osmond-Groell, MLIS, Reference Librarian

- 20+ years at HPL starting as shelver, then clerk, front line service, security assistant, now MLS
- HPL's institutional memory, deep knowledge of our team and our patrons.

Michelle Dennis, Head of Public Services

- 17 years as library director (pop. 2,192);
- 7 years at HPL (pop 65,000+)
- 11 years with adults and teens in mental health/group homes (Portland, OR, Whitewater, Oconomowoc)
- Experiential education leadership and team development

We start talking about security training in the library when:

- We were assigned the responsibility of overseeing security training in our library
- Michelle attended a workshop on Active Shooter responses by Crisis Reality Training (Jesus Villahermosa, April 2013) (SWAT in Spokane, WA) and started training our staff and other's.
- Our directors want to shift away from assigned "security" personnel so all staff needed training
- Our staff report increased confidence and we are seeing far fewer incidents that rise to a crisis level
- ****We pay attention to news, reports, and statistics in this area of public safety (its not an obsession...really....)**



HOW DOES SECURITY HAPPEN AT YOUR LIBRARY?

Michelle Dennis and Jill Osmond-Groell, Hedberg Public Library, 2019



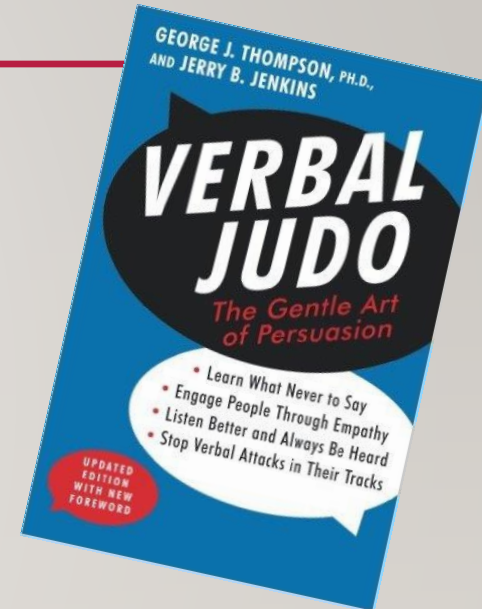
VERBAL JUDO: THE GENTLE ART OF PERSUASION

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 do something.
4. People want to be given options rather than threats.
5. People want a second chance when they make a mistake.

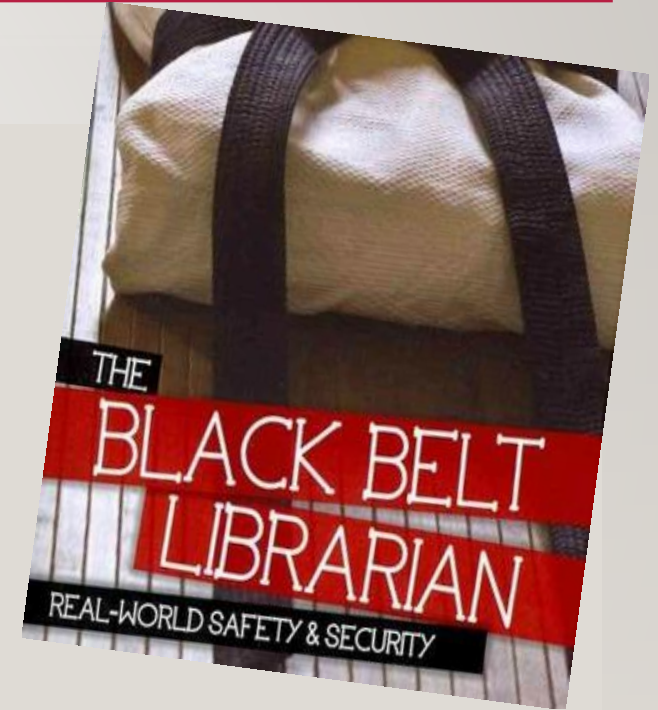


BLACK BELT LIBRARIAN

WARREN GRAHAM



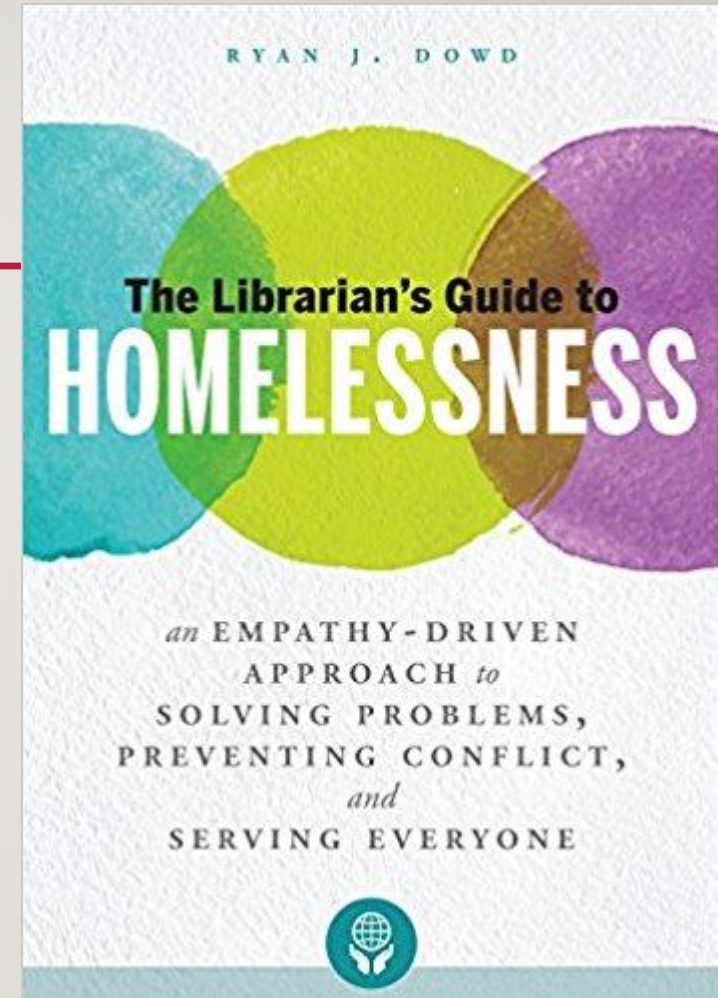
Build an “AWARE” Mindset
30 / 30 / 30
What is normal?
Trust your instincts



RYAN DOWD, ATTY, MPA

HOMELESSLIBRARY.COM

- Empathy driven enforcement
- You are a valuable person –
It's your behavior that is unacceptable.



WHAT SECURITY ISSUES ARE YOU DEALING WITH?



ASSUMING AUTHORITY – EMPOWERING YOURSELF



INCIDENT FLOW

- Trying to LIVE the tenants of Verbal Judo
- While also working to correct bad behavior
- And working to codify effective practices
- Erin Conway, a talented addition to our staff, observed Michelle's training and put it into this format.
- We encourage and coach each person to find their own style.

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

Walmart Greeters

HPL Teen Central schedule



Phase Two – Offer Information

No chance to lie

Assume the best

Suggest a change of behavior

Give space – follow up later



Phase Three – Remind and encourage compliance

Allow for saving face

Check back sooner

Gauge the emotional energy.



PHASE FOUR NO MORE CHANCES (TODAY)

CHANGE IN BEHAVIOR

- compliance with library expectations
 - Staff resets to cordial and helpful

CONSEQUENCE

- Patron has immediate consequence of leaving the building
 - And maybe additional suspension time.

When they resist....

Short and sweet

Without emotion

In your own words

Stands up to resistance

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WHO YOU GONNA CALL?

What if you need Backup?

What if you are an irritant?

What if you are the Backup?

What if you need the police?



DEBRIEF – REGAINING YOUR BALANCE

- When you are the supervisor or coworker:
 - 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



For the things we have to learn before we
can do them,
We learn by doing them.

We are what we repeatedly do.
Excellence is not an act
But a habit.

- Aristotle

TOOLS

PUBLIC CODE OF BEHAVIOR

- Simple or Detailed -
<https://www.plainlanguage.gov/guidelines/>
- 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 with labels on the left and input fields on the right. The sections include: "Reporting Date" (03/15/2017), "Incident Date" (03/15/2017), "Time" (3:42 PM), "Reported By" (Star Brown), "Staff Involved" (Sue Brown), "Incident Type" (Loud and disruptive behavior), "Person Involved" (Unknown adults and minor), "Gender" (M/F), "Appropriate Area" (Study room #2), "Address", "File Name of Photo", "File Name of Video Clip", "Letter Link", "Library Card Number", "Telephone", "Description" (Security asked me at POC to check study room #2...), "Credentialed Person" (Relaxant Marlow), "Responding Agency" (Title of Call), "Officer's Name", "Time Arrived", "Badge Number", "Other Member of Incident", "All Green to Area" (Title of Call), "Action Taken" (Warning), "Date Reported" (Date Incident Reported), "Date Logged" (Date Incident Reported), and "Comments" (The found that 12 people were in study room #2...).

OBSERVATION NOTEBOOK

The notebook page contains two entries. The first entry, dated 3/14, describes an incident where four young men (5th graders) stopped at a desk to get card #c [redacted], [redacted], [redacted], and [redacted]. The author notes that these kids like to say they're 6th grade and are in the Teen Room, but they are all 5th grade and have a hard time admitting it. They went to "the box" and Erin had them leave almost immediately because only she signed onto the computer. They should hang out in Children's.

The second entry, dated 3/15, describes an incident where J [redacted] came up to the desk and said that a boy shoved him. The author went back and spoke to J [redacted]. He said that he did shove [redacted] because he picked him off. The author said they both had to leave for the day. They left without issue. Maria.

The third entry, dated 3/16, describes an incident where [redacted] came to the desk after a group of general [redacted] [redacted]. At 6:20, the author went over because it was very loud. While standing there, [redacted] [redacted] yelled "Dennis!". The author told him to get off and leave the library.

Google
Docs

IVAN X - Now you kn | 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

IN HOUSE INCIDENT REPORT FORM

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

Home | Add Record | Find | Search Results

Type here to search

Reference Shortcuts

1:21 PM 4/22/2018

Thank you



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EVERYBODY DOES SECURITY

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*Dowd, Ryan. *The Librarian's Guide to Homelessness: an Empathy-Driven Approach to Solving Problems, Preventing Conflict, and Serving Everyone*. ALA Editions, 2018.

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*Thompson, George J., and Jerry B. Jenkins. *Verbal Judo: the Gentle Art of Persuasion*. William Morrow, 2013.

*referenced in the presentation.

