



**MSL Learn Webinar Series**  
Let's Talk About It! Library Safety and Security  
March 1, 2024

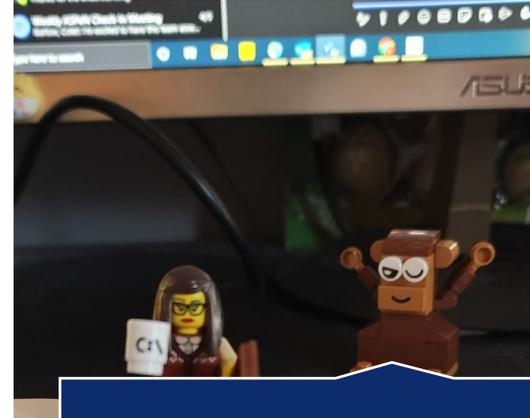
# Today's Hosts



Colet Bartow



Tracy Cook



Bobbi DeMontigny



Pam Henley



Cara Orban



Suzanne Reymer

# How We Gather



- Zoom Poll Questions
- Discuss the Results
- Share Ideas and Links in Chat
- Raise Hand to Speak

## Today's Agenda

Identify the Issues

Identify Solutions

Share Resources and Solutions

Recap What We Learned

Next Steps



# Issues



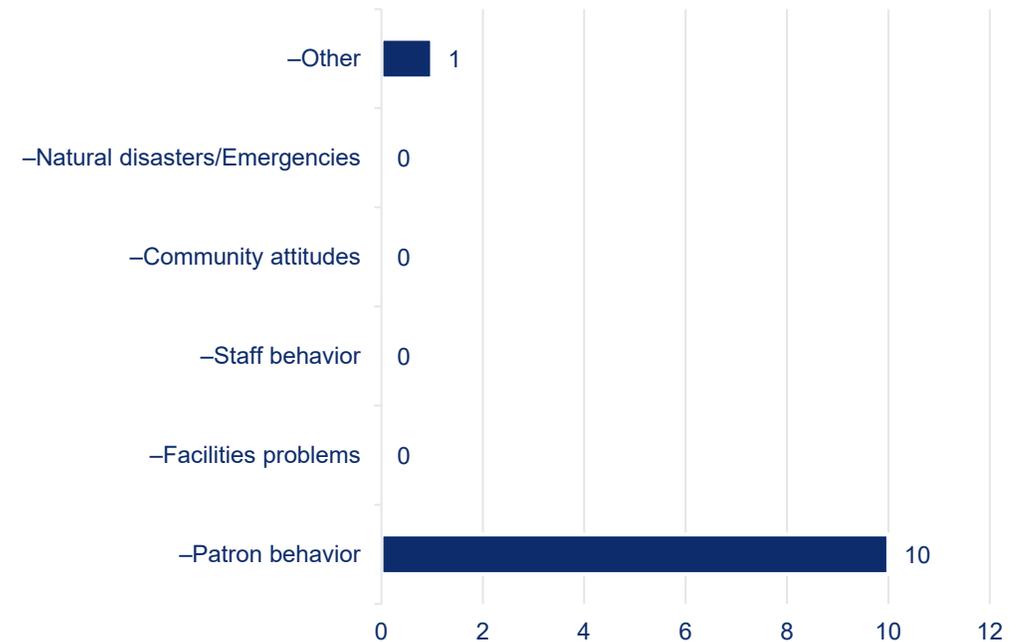
# Safety and Security



# Poll Question 1

- What is the most frequent safety and security issue in your library?
  - Patron behavior
  - Facilities problems
  - Staff behavior
  - Community attitudes
  - Natural disasters/Emergencies
  - Other

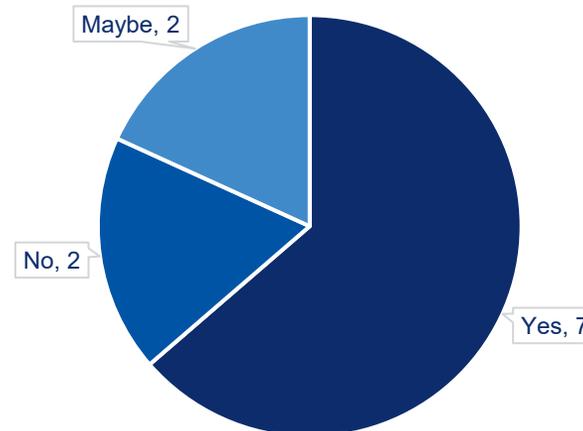
What is the most frequent safety and security issue in your library?



# Poll Question 2

- Are you seeing an uptick in behavior issues that could be tied to mental health issues?
  - Yes
  - No
  - Maybe

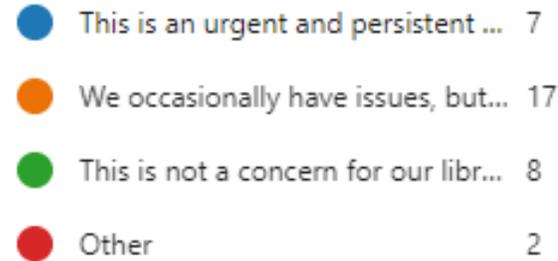
Are you seeing an uptick in behavior issues that could be tied to mental health issues?



# Survey Says. . .

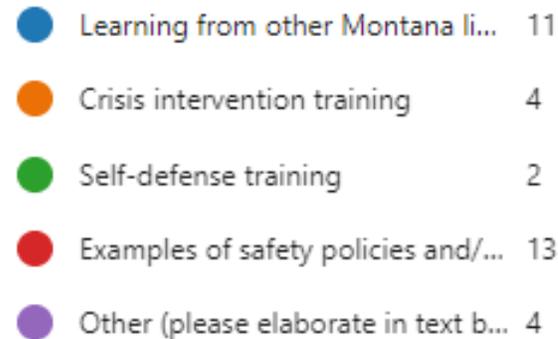
1. To what extent are you experiencing problems with safety and security in your library?

[More Details](#)



2. What resources would be helpful for you to improve safety and security in your library?

[More Details](#)



# Survey comments

- **What would be helpful?**
  - Security staff
  - Tools: alert buttons, video surveillance system, technical assistance for installing and using security tools
  - Examples of safety policies and tools used in libraries
  - Learning more about: Debriefing or working with library staff after a safety or security incident. Teens in crisis. Setting boundaries with patrons.
  - Resources: recommended policies, best practices, and knowledgeable colleagues around the state
  - Crisis Intervention Training
  - Safety resources specifically for smaller libraries

# Let's Talk About Some Solutions

- Here's What We've Tried
  - Annual Procedure Review and Practice
  - Discussing likely scenarios
  - Emergency Plan and Practice
  - Patron Behavior Policies
  - Active Shooter Training
  - Work with Public Safety Committee with City
  - Direct Communication with Law Enforcement
  - Alliances with Local Businesses or Neighbors
- Here's What Worked
  - Panic Button Systems
  - Using Messaging Between Staff Members (ie, Teams)
  - Safety Team/Committee
  - Code Word to Signal Response/Help Needed

# Breakout Room

Discuss with Your Peers

Be Prepared to Share!

10 minutes

Small  
Libraries



Bigger  
Libraries

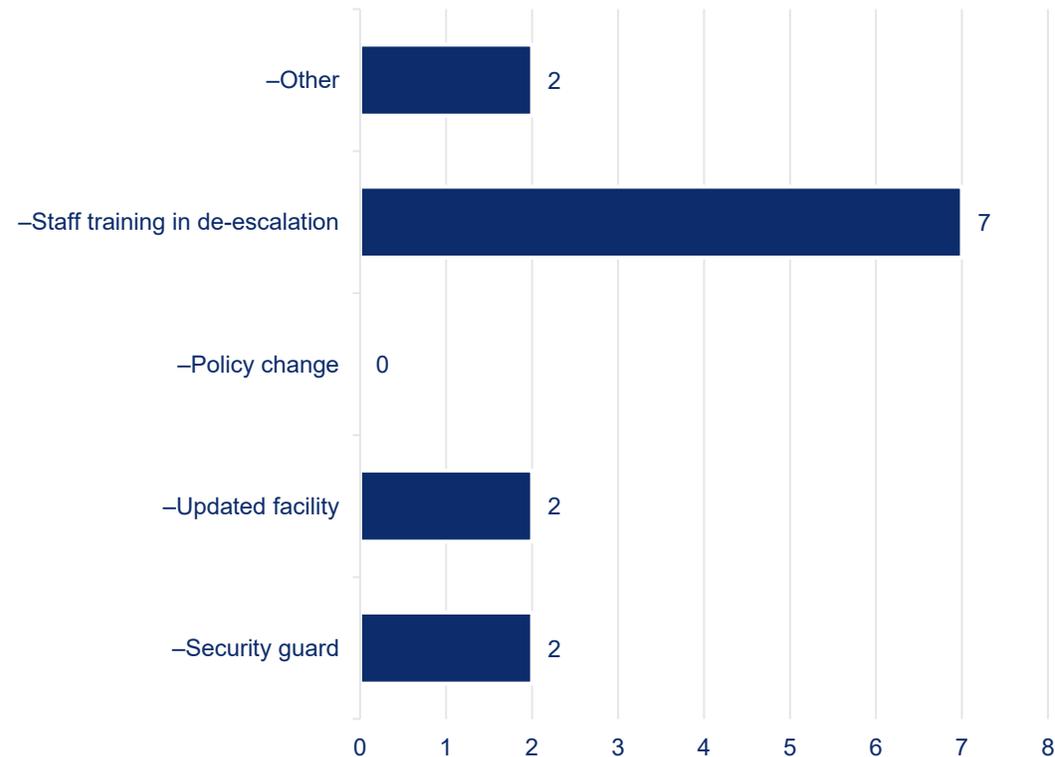
# Solutions



# Poll Question 3

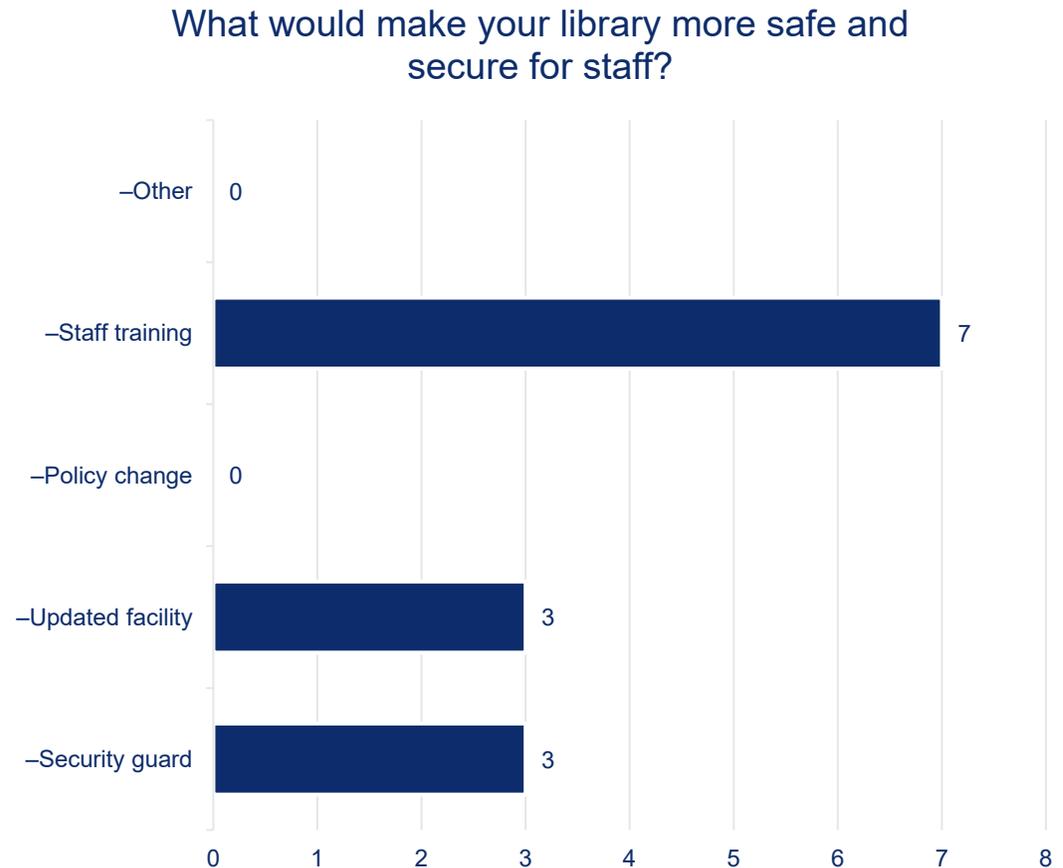
- What would make your library more safe and secure for patrons?
  - Security guard
  - Updated facility
  - Policy change
  - Staff training in de-escalation
  - Other

What would make your library more safe and secure for patrons?



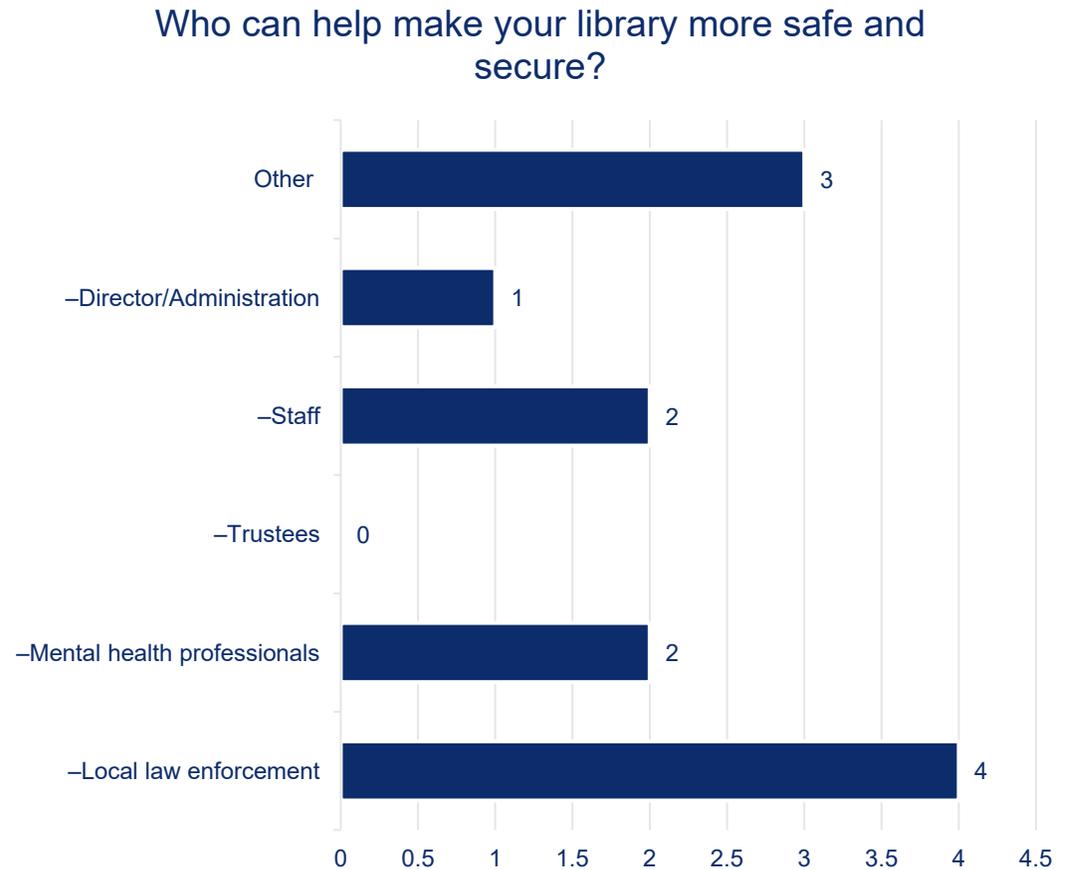
# Poll Question 4

- What would make your library more safe and secure for staff?
  - Security guard
  - Updated facility
  - Policy change
  - Staff training
  - Other



# Poll Question 5

- Who can help make your library more safe and secure?
  - Local law enforcement
  - Mental health professionals
  - Trustees
  - Staff
  - Director/Administration



# Report Out



# Summary from Breakout Discussion

- Group 1
  - Security Cameras
    - Where do the feeds go? Who has access to the recordings?
    - Policies
  - Communication Links with Nearby Libraries
    - Alert each other to potential issues
    - Regular communications
    - Consider messaging tools like Teams or others to stay connected across libraries
- Group 2
  - De-escalation Strategies and Techniques
    - Crisis Intervention Training
    - Put physical barrier between you and the patron
    - Remain calm
    - Introduce yourself
    - Listen deeply
    - Acknowledge their feelings
    - Understand what they are going through
  - Reflex Protect (spray)
  - Security Training with Law Enforcement

# Resources



# Model Policies and Procedures

Partner with other groups that deal with similar issues

- mental health support agency
- aging services
- homeless resources



FEDERATION  
COLLEAGUES



LIBRARY  
WEBSITES

# Free Training Sources

- [MSL Learn Online Courses](#)
- [MSL YouTube Channel](#)
- [WebJunction Online Courses](#)
  - De-escalation Strategies for Libraries, Archives, and Museum Staff (new course in 2023)
  - Organizational Management Category
- [Subscribe to MSL Newsletters](#)

# Fee-based Training Sources

- [Amigos Library Services CE](#)
- [Library 2.0](#)
- [Library Juice Academy](#)
- [Library Journal](#)
- [Learn with NoveList](#)

# Manuals and Reference Sources



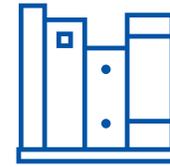
## MSL Website

[Disaster and Emergency Planning](#)



## WebJunction

[Library Safety and Security: A Holistic Approach](#)



## OCLC

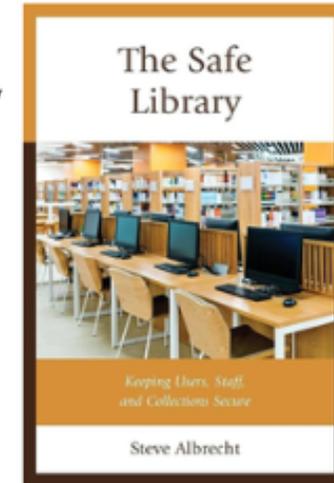
[Public Health Crisis Management Playbook](#)

# Albrecht, Steve. The Safe Library: keeping users, staff and collections secure (2023)

[Request the free 2-page handout](#)

## 20 LIBRARY SERVICE, SAFETY, AND SECURITY GUIDELINES

1. **Take care of yourself first;** then take care of each other; then take care of the patrons. It may be *just another day* for you, but it may be *a very important service day* for the patron.
2. **Enforce your code of conduct** firmly, fairly, consistently, legally, assertively, patiently, empathically, and reasonably (known as "The Essential Eight").
3. **Protect yourself** – Manage your stress and anger by slow, deep, and controlled breathing; work smart and get help when you need it; and quit taking it personally (QTIP) – they aren't made at you; they're mad at the situation.
4. **Use your intuition.** If you see something, say something. Tell your boss, co-workers, or the police / sheriff. Don't wait for things to escalate or talk yourself out of what you've seen.
5. **Read people's facial expressions and body language** quickly and accurately. Watch your tone and body language for condescension.
6. **Crucial conversations** - remember many conversations can turn "crucial" in the library: high stakes, strong emotions, differing opinions. Recognize when they do and use good talking and service skills.
7. **Be a professional witness** and provide accurate information to your boss and first responders. Help prepare a Security Incident Report for those events that qualify for it.
8. **Introduce yourself** – Explain why you're there – Ask for compliance.
9. **GREAT** tool: Greet the patron with eye contact; Reassure you're there to help; Explain what you will do; Act accordingly; Thank the patron.
10. **LEAPS** Verbal Judo tool: Listen; Empathize; Ask more open-ended questions than closed ones; Paraphrase what you heard; Seek solutions that will satisfy the patron and stay within your policies.



# Recap



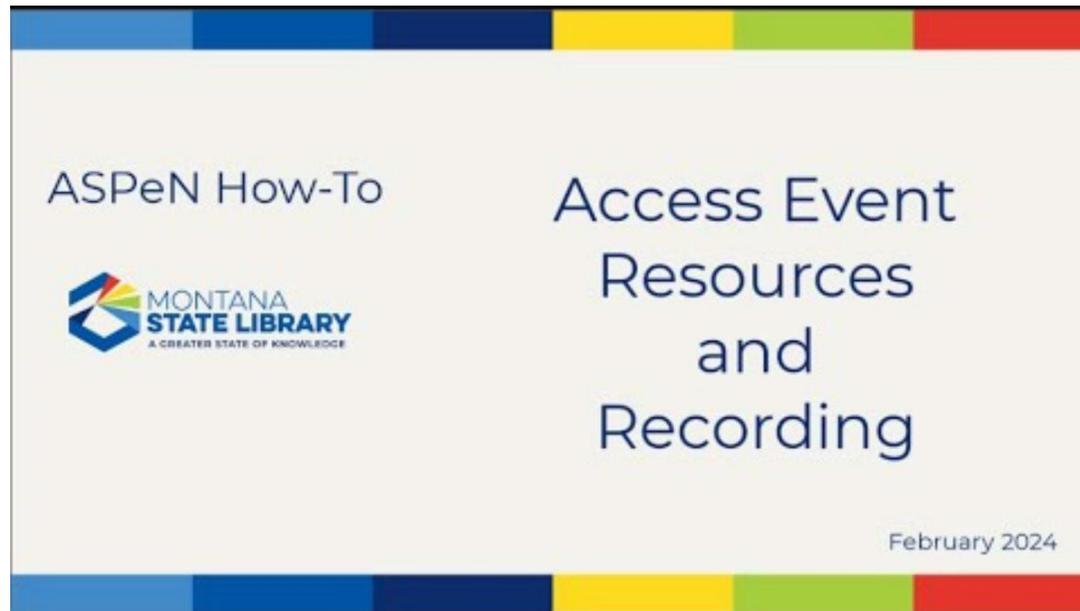


## Next Steps

Choose 1 or 2 things to do as follow up immediately

- Visit ASPeN to download slides and a resource document
- Schedule a meeting
- Connect with a colleague
- Review policies and procedures
- Review your data
- Sign up for a webinar

# Come Back for Our Resources!



- Go to this event in ASPeN
- Watch the recording
- Download the slides and resource handout



## Information and News Sources

- [MSL Website](#)
- [MSL Newsletters](#)
- [MSL Help Desk](#)
- [ASPeN Events Calendar](#)
- [MSL Learn](#)
- [MSL YouTube Channel](#)
- [Email/call any MSL staff member](#)

# MSL YouTube Channel

- Look for the MSL Learn Webinar Series Playlist
- Access new recordings
- Subscribe!

**Montana State Library**  
@montanastatelibrary 157 subscribers 131 videos  
The Montana State Library helps all organizations, communities, and Mont... >  
msl.mt.gov

HOME VIDEOS PLAYLISTS COMMUNITY CHANNELS ABOUT

### MSL Meetings

State Library Commission Meeting	2023 Public Library Standards Task Force Meeting	MT Land Information Advisory Council	Network Advisory Council Meeting:
October 11, 2023, at 9:30 a.m. Ace Stillwater Civic Center, Columbus, MT and Zoom	August 22, 2023 at 9:00 a.m. Zoom	June 23, 2023	February 1, 2023, 9:30 am
55 videos	2 videos	14 videos	25 videos
<b>MSL Commission Meetings</b> Public · Playlist Updated 5 days ago <a href="#">View full playlist</a>	<b>2023 Public Library Standards Task Force</b> Public · Playlist <a href="#">View full playlist</a>	<b>Montana Geospatial Information Advisory Council</b> Public · Playlist <a href="#">View full playlist</a>	<b>Network Advisory Council (NAC)</b> Public · Playlist <a href="#">View full playlist</a>

### Learn with MSL

MSL Learn Webinar Series	Tiny Tech Trainings	Montana Shared Catalog	2023-24 MLN Virtual Programming Series	Webside Chats
Hosted by Pam Healey	Tiny Tech Training https://www.mt.gov/learning		Montana State Library https://www.mt.gov/learning	
20 videos	10 videos	4 videos	2 videos	
<b>MSL Learn Webinar Series</b> Public · Playlist Updated 7 days ago <a href="#">View full playlist</a>	<b>Tiny Tech Trainings</b> Public · Playlist <a href="#">View full playlist</a>	<b>Montana Shared Catalog</b> Public · Playlist <a href="#">View full playlist</a>	<b>2023-24 MLN Virtual Programming Series</b> Public · Playlist Updated 4 days ago <a href="#">View full playlist</a>	<b>Webside Chats</b> Public · Playlist Updated 3 days ago <a href="#">View full playlist</a>

# MSL Evaluation Survey



# Thank you for joining us!



hey.

Colet Bartow



Tracy Cook



Bobbi  
DeMontigny



Pam Henley



Cara Orban



Suzanne Reymer



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