

MSL Learn Webinar – Let's Talk About It: Library Safety and Security

Chat Log

This chatlog is lightly edited.

Please use the search tools (Ctrl+F) to find specific topics discussed in this webinar.

11:52:01 From Colet Bartow - Montana State Library to Waiting Room Participants:

Thanks so much for joining us! We'll get started at Noon.

12:14:34 From Colet Bartow - Montana State Library to Everyone:

If you have a resource to share that is posted on your website, drop the link in the chat!

12:14:40 From Kathleen - Belgrade Community Library to Everyone:

Belgrade Community Library has a Patron Behavior policy and some written safety procedures.

12:14:43 From Sarah Peterson, Miles City Public Library to Everyone:

We have a basic policy that addresses patron behavior

12:15:10 From Sarah Peterson, Miles City Public Library to Everyone:

Oh, and a brand-new emergency plan

12:15:27 From Rachel Wahlstrom- Meagher County City Library to Everyone:

We have a patron behavior policy as well. It is very basic.

12:16:21 From Hilary Woodard to Everyone:

Bozeman library has a patron behavior policy and a Safety Committee that is currently revamping that policy.

12:16:47 From Kathleen - Belgrade Community Library to Everyone:

Our City did an active shooter training a few years ago that I thought was very helpful and empowering for all staff.

12:17:12 From Hilary Woodard to Everyone:

<https://www.bozemanlibrary.org/home/showpublisheddocument/8480/638092017108070000>

12:17:33 From Jaime Ewan Three Forks Community Library to Everyone:

Everyday we have 2 hours with only one person working.

12:18:59 From Colet Bartow - Montana State Library to Everyone:

Wow. These are good things to think about -- awareness of the area around the library is something I hadn't thought of.

12:19:27 From Jaime Ewan Three Forks Community Library to Everyone:

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The Three Forks library does not have a public phone. Does your library have a phone for the public to use?

12:21:28 From Rachel Wahlstrom- Meagher County City Library to Everyone:

We frequently have only one person working.

12:22:00 From Hilary Woodard to Everyone:

We are encouraged to write an incident report for every interaction with a patron who is violating a behavior policy, even if it does not result in them being asked to leave the library. Having a track record of incident reports is good for the library to see what is going on (the frequency is increasing!). We regularly see inebriated patrons and only ask them to leave if they are being disruptive to other patrons.

12:22:01 From Jonna Underwood Sheridan County Library to Everyone:

We often work alone in our library. We have panic buttons installed in two staff desks. (Which is great except when the buttons go on the fritz.)

12:22:31 From Sarah Peterson, Miles City Public Library to Everyone:

We do have a public phone but it's request only and not long distance.

12:22:41 From Jaime Ewan Three Forks Community Library to Everyone:

We just have to deal with it ourselves. We do not have a local police department in our town. They have an office to Gallatin County Sheriffs

12:22:41 From Hilary Woodard to Everyone:

We just had panic buttons installed on the desks.

12:23:26 From Hilary Woodard to Everyone:

They go to a call center and then they call 9-11 for us.

12:23:35 From Adam to Everyone:

We use Teams to communicate across the levels and branches of our library when any of our staff has an issue with a patron, or just an issue. We use real time communication to keep each other informed.

12:24:39 From Adam to Everyone:

We have a panic button too, just went through tests of the system but I've been working with our safety committee to get a real test with responses.

12:24:42 From Hilary Woodard to Everyone:

Replying to "We use Teams to comm..."

We also use Teams.

12:25:29 From Adam to Everyone:

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I don't trust the panic button yet

12:25:31 From Jaime Ewan Three Forks Community Library to Everyone:

We have asked the Sheriffs to stop by at different times to do checks of our library. But, they don't stop by very often.

12:25:49 From Sarah Peterson, Miles City Public Library to Everyone:

Our next-door neighbor is a bar 🍷 and I'm absolutely using them for help if needed

12:26:41 From Jonna Underwood Sheridan County Library to Everyone:

For those of you who use Teams, how does that work? Do you have it open all day and then communicate with each other? I think that's a good idea...

12:27:40 From Jonna Underwood Sheridan County Library to Everyone:

great

12:27:58 From Cara Orban - Montana State Library to Everyone:

Replying to "For those of you who..."

You can minimize the window and set up notifications so that you don't have to monitor it, and you can also mute the chat when needed.

12:29:04 From Adam to Everyone:

We do have teams open all day, but keep it minimized. It sends messages in the top right corner of the computer when a chat is sent to me so I know to open teams up and see whats going on.

12:30:54 From Cara Orban - Montana State Library to Everyone:

What kind of staff training would be helpful?

12:32:12 From Adam to Everyone:

Who can help:

I don't think it is just a single response. I've had multiple ways fail depending on circumstances.

12:33:30 From Adam to Everyone:

More staff would help us

00:36:22 Colet Bartow - Montana State Library: If you have a resource to share that is posted on your website, drop the link in the chat!

00:36:28 Kathleen - Belgrade Community Library: Belgrade Community Library has a Patron Behavior policy and some written safety procedures.

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- 00:36:31 Sarah Peterson, Miles City Public Library: We have a basic policy that addresses patron behavior
- 00:36:57 Sarah Peterson, Miles City Public Library: Oh, and a brand-new emergency plan
- 00:37:15 Rachel Wahlstrom- Meagher County City Library: We have a patron behavior policy as well. It is very basic.
- 00:38:09 Hilary Woodard: Bozeman library has a patron behavior policy and a Safety Committee that is currently revamping that policy.
- 00:38:35 Kathleen - Belgrade Community Library: Our City did an active shooter training a few years ago that I thought was very helpful and empowering for all staff.
- 00:39:00 Hilary Woodard:
<https://www.bozemanlibrary.org/home/showpublisheddocument/8480/638092017108070000>
- 00:39:21 Jaime Ewan Three Forks Community Library: Everyday we have 2 hours with only one person working.
- 00:40:47 Colet Bartow - Montana State Library: Wow. These are good things to think about -- awareness of the area around the library is something I hadn't thought of.
- 00:41:15 Jaime Ewan Three Forks Community Library: The Three Forks library does not have a public phone. Does your library have a phone for the public to use?
- 00:43:16 Rachel Wahlstrom- Meagher County City Library: We frequently have only one person working.
- 00:43:48 Hilary Woodard: We are encouraged to write an incident report for every interaction with a patron who is violating a behavior policy, even if it does not result in them being asked to leave the library. Having a track record of incident reports is good for the library to see what is going on (the frequency is increasing!). We regularly see inebriated patrons and only ask them to leave if they are being disruptive to other patrons.
- 00:43:49 Jonna Underwood Sheridan County Library: We often work alone in our library. We have panic buttons installed in two staff desks. (Which is great except when the buttons go on the fritz.)
- 00:44:19 Sarah Peterson, Miles City Public Library: We do have a public phone but it's request only and not long distance.
- 00:44:29 Jaime Ewan Three Forks Community Library: We just have to deal with it ourselves. We do not have a local police department in our town. They have an office to Gallatin County Sheriffs
- 00:44:29 Hilary Woodard: We just had panic buttons installed on the desks.
- 00:45:14 Hilary Woodard: They go to a call center and then they call 9-11 for us.

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00:45:23 Adam: We use Teams to communicate across the levels and branches of our library when any of our staff has an issue with a patron, or just an issue. We use real time communication to keep each other informed.

00:46:27 Adam: We have a panic button too, just went through tests of the system but I've been working with our safety committee to get a real test with responses.

00:46:30 Hilary Woodard: Replying to "We use Teams to comm..."

We also use Teams.

00:47:17 Adam: I don't trust the panic button yet

00:47:19 Jaime Ewan Three Forks Community Library: We have asked the Sheriffs to stop by at different times to do checks of our library. But, they don't stop by very often.

12:47:29 From Jodi O to Everyone:

<https://reflexprotect.com/pages/home> (It's a spray can - non-lethal protection)

00:47:37 Sarah Peterson, Miles City Public Library: Our next-door neighbor is a bar 🍷 and I'm absolutely using them for help if needed

12:47:48 From Cook, Tracy to Everyone:

Thanks Jodi

12:47:59 From Kathleen - Belgrade Community Library to Everyone:

For "Altered State" vs. "mental health" - you might not know the difference, so trying to stay calm and keep everyone safe, regardless of the reason, is probably the main focus.

00:48:29 Jonna Underwood Sheridan County Library: For those of you who use Teams, how does that work? Do you have it open all day and then communicate with each other? I think that's a good idea...

00:49:46 Cara Orban - Montana State Library: Replying to "For those of you who..."

You can minimize the window and set up notifications so that you don't have to monitor it, and you can also mute the chat when needed.

00:50:51 Adam: We do have teams open all day, but keep it minimized. It sends messages in the top right corner of the computer when a chat is sent to me so I know to open teams up and see whats going on.

00:52:42 Cara Orban - Montana State Library: What kind of staff training would be helpful?

12:50:00 From Kathleen - Belgrade Community Library to Everyone:

Don't be afraid to call 911, even if it's for mental health, if someone is becoming dangerous to themselves or others. They will likely try to deescalate the situation, but will have tools to help keep everyone safe, including dispatching medical response (I spent about a year training as an EMT with our department)

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00:50:51 Adam: We do have teams open all day, but keep it minimized. It sends messages in the top right corner of the computer when a chat is sent to me so I know to open teams up and see what's going on.

Thanks

12:51:36 From Kathleen - Belgrade Community Library to Everyone:

Theses were just brief notes I took from a training; maybe useful?

12:51:43 From Sarah Peterson, Miles City Public Library to Everyone:

Replying to "Is there a way to co..."

Do other libraries have a Narcan policy?

12:51:56 From Adam to Everyone:

I want to have a emergency and disaster preparedness that goes through how to go through common situations in our libraries and what to expect from those who respond. It's been tough to work on though because we are county and I have to get in touch with county departments for answers.

12:52:09 From Jaime Ewan Three Forks Community Library to Everyone:

Replying to "Crisis Intervention Team Training (CE).docx"

Thank you for the information

We just had Narcan training and have supplies of Narcan in the library.

12:53:40 From Adam to Everyone:

We have Narcan at the front desk, but the Health Department trains new employees.

00:54:00 Adam: Who can help:

I don't think it is just a single response. I've had multiple ways fail depending on circumstances.

12:54:11 From Cara Orban - Montana State Library to Everyone:

Replying to "Is there a way to co..."

When I took First Aid training a few months ago we were taught how to administer Narcan. I was wondering how many libraries are willing to take that on.

12:54:18 From Cara Orban - Montana State Library to Everyone:

Replying to "Is there a way to co..."

Or do you call 911?

12:54:32 From Adam to Everyone:

We have no policy around it.

Where does one get Narcan training?

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12:54:57 From Kathleen - Belgrade Community Library to Everyone:

I haven't had to use any of it yet, but I'm a strong proponent for training anyone who's interested in hands-only CPR, Stop the Bleed, Narcan, CIT, self-defense, etc. It can give so much confidence, rather than being afraid because you don't know what to do.

12:55:07 From Bobbi deMontigny to Everyone:

For those curious about Teams, if you don't already have it / are looking into it, you can find nonprofit discounts at <https://techsoup.org>

12:55:09 From Jaime Ewan Three Forks Community Library to Everyone:

We do not have Narcan

12:59:12 From Rachel Wahlstrom- Meagher County City Library to Everyone:

Great Book!

00:55:18 Adam: More staff would help us

12:59:21 From Colet Bartow - Montana State Library to Everyone:

<https://www.thesafelibrary.com/handout.html>

12:59:43 From Kathleen - Belgrade Community Library to Everyone:

Yes! Role-play scenarios are GREAT for developing skills! :)

13:00:07 From Kathleen - Belgrade Community Library to Everyone:

Plus, it's great for building teams

13:03:03 From Jaime Ewan Three Forks Community Library to Everyone:

Thank you for all of the information! Have a great day!

13:03:04 From Kathleen - Belgrade Community Library to Everyone:

Thanks so much for hosting this and for everyone's input!

13:03:09 From Rachel Wahlstrom- Meagher County City Library to Everyone:

Thank you!

13:03:31 From Bobbi deMontigny to Everyone:

<https://forms.office.com/g/DdXgrz8deX>

13:03:59 From William Talbott - Sheridan Public to Everyone:

Thanks!

13:04:28 From Colet Bartow - Montana State Library to Everyone:

<https://youtu.be/cwwqiVd13wY?feature=shared>