

A Selection of Resources for Library Security & Volunteers

VTLIB Public Library Directors' & Leaders' Summit – 11/9/18

SECURITY

Websites:

- De-Escalation Tips from CPI (PDF): <http://bit.ly/DeEscalation>
- ALA Live Security Videos (on YouTube):
 - <http://bit.ly/LibrarySecurity> (60 min.) – Hosted by Dan Freeman. 5/8/14. Topics include: code of conduct, working with youth, safety training, banning patrons, guns in libraries.
 - <http://bit.ly/LibrarySafetySecurity> (30 min.) – Hosted by Dan Freeman. 3/20/13. More a general discussion of the types of issues faced by libraries of various sizes, importance of staff development/training, simplifying code of conduct, building a culture of safety, using outside institutions (police, mental health facility) as part of security policy, banning patrons.
 - *Library Journal Article* - Safety First: Library Security (by Jennifer A. Dixon) – *Library Journal*. May 24, 2016 - <http://bit.ly/LJSafetyFirst>
- Active Shooter Training – DHS – Run, Hide, Fight: <http://bit.ly/ActiveShooterRHF>

Books:

- Owned by VTLIB:
 - *The Black Belt Librarian: Real-World Safety & Security* by Warren Graham. Copyright 2012. ALA. ISBN: 9780838911372
 - *The Library Security and Safety Guide to Prevention, Planning, and Response* by Miriam B. Kahn. Copyright 2008. ALA. ISBN: 9780838909492
- Other books not owned by VTLIB:
 - *How to Thrive as a Solo Librarian* edited by Carol Smallwood and Melissa J. Clapp. Copyright 2012. Scarecrow Press, Inc. ISBN: 9780810882133
 - *Managing the One-Person Library* by Larry Cooperman. Copyright 2015. Chandos Information Professional Series. ISBN: 978843346715

Safety Options for One-Person Libraries:

- Never work alone. Have a volunteer scheduled for when only 1 staff member is scheduled during library hours:
 - Recruit a list of volunteers
 - Have at least 1 scheduled to be at the library whenever only 1 staff person is scheduled
 - Have back-ups available
 - Have 1 trustee assigned to each day as a back-up
 - Keep the door locked if you are working alone after hours
- Self-Defense Training – see local parks & rec, local police, local martial arts classes, etc.
- Have a security expert come do a safety evaluation & education
 - Bill McSalis – former FBI agent. Used by several libraries in VT.
 - 802-578-6954; 2coolwood@gmail.com
 - Does a very thorough safety training – looks at rooms, talks about what to do to remain safe.
 - Actor – so he can do a convincing active shooter training.

- Local Police
 - State Police: <http://vsp.vermont.gov/stations>
- Security cameras – Have a clear policy around use, viewing footage, disposal of footage, etc.
- Panic Button – Rings through to a security company or the local police. Consider having a panic button you can carry with you.
- Have “code words” that you can use with other staff that let them know you need help.
- Have a list of people you can call during emergency situations.

Other safety tips:

- Never count money out in public.
- Lock away your purse/valuables. Never leave them where they can be seen.
- Keep aware of who is in the building at all times.
- Never allow yourself to be “trapped.” Have more than one way to get out from behind the desk or out of your office.
- Make sure to document every incident.
- Seek training for “dealing with challenging customers” – warning signs, how to de-escalate situations, tips for talking with agitated people, etc.
 - VT League of Cities and Towns - <https://www.vlct.org>
 - Howard Center (or similar mental health agency) - <http://www.howardcenter.org>

VOLUNTEERS

Websites:

- Get Involved – In CA: website for recruiting library volunteers with exciting job descriptions and ideas: <http://www.getinvolvedca.org>
- 10 Tips for Recruiting and Retaining Volunteers from the Orton Family Foundation of VT: <http://bit.ly/OrtonTips>

Books:

- Owned by VTLIB:
 - *Managing Library Volunteers* by Preston Driggers and Eileen Dumas. Copyright 2011. ALA. ISBN: 9780838910641
 - *Recruiting & Managing Volunteers in Libraries* by Bonnie F. McCune & Charlezine “Terry” Nelson. Copyright 1995. ALA. ISBN: 155570204X

Other Tips:

- Create good/exciting job descriptions to appeal to applicants.
- Create an application process.
- Do personal “asks” of specific people for specific tasks – and make sure to appeal to what matters to each person (i.e. use their language, speak to their interests/aspirations/goals, etc.).
- Find out what appeals to your potential volunteers and match tasks accordingly.
- Create a “wish list” of the variety of tasks volunteers could help with – everything from running programs to doing outreach to covering books to cleaning.
- Library volunteers need to be managed – including undergoing regular evaluations, having check-ins, and being offered rewards or symbols of appreciation (that are meaningful to each volunteer).