

Please circle your best answer.

1. How would you define your Library's current Code of Patron Conduct?

- a. don't have one or don't know if we have one
- b. needs improvement
- c. adequate
- d. excellent

2. To keep staff and patrons safe, would you say your Library has:

- a. no security policies and procedures
- b. poor security policies and procedures
- c. adequate security policies and procedures
- d. excellent security policies and procedures

3. How would you define yourself on most days, as you deal with all type of patrons?

- a. not afraid of any patrons
- b. somewhat afraid of some patrons
- c. afraid of some patrons
- d. very afraid of some patrons

4. How would you rate the level of support you receive from supervisors/trustees when dealing with challenging patrons?

- a. no support
- b. needs improvement
- c. adequate
- d. excellent

5. How would you define your Library's relationship with the police, in terms of visibility and response?

- a. no relationship
- b. needs improvement
- c. adequate
- d. excellent relationship

6. How would you rate the library's emergency evacuation plans for patrons and staff?

- a. don't have one or don't know if we have one
- b. needs improvement
- c. adequate
- d. excellent

7. How would you rate the number of lockdown or shelter-in-place drills done at your library?

- a. don't do them or don't know if we do them
- b. needs improvement
- c. adequate
- d. excellent

8. In the rare event of an active shooter situation in our Library, I'm familiar with the concept of "Run-Hide-Fight."

- a. True
- b. False

9. If you were ever concerned about a troubled co-worker (depressed, hostile, bullying, threatening), how would you rate the HR services that could be provided for that co-worker?

- a. no services
- b. needs improvement
- c. adequate
- d. excellent

10. How would you define the availability of community or social services (homeless outreach, churches, charities, elder care, mental health support) near your facility to help with challenging patrons?

- a. don't know about such services
- b. no services
- c. needs improvement
- d. adequate
- e. excellent