Public Patrons - Challenges and Opportunities
Introductions

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Rules

Policies & Staffing
Staffing
Physical Spaces
Policies
Poll Questions

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Patrons
Poll Questions

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Unconscious / Implicit Bias
Sexual Harassment
Discrimination

“A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.”
— Article V, Library Bill of Rights

"As service workers, library staff are expected to provide excellent customer service in the face of racist and sexist abuse. The philosophy of 'The customer is always right' has caused a lot of damage to library workers. An inability to set appropriate and consistent boundaries because of institutional policies, culture, and support leave staff vulnerable to abuse."
—2022 Urban Library Trauma Study Final Report
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Trends
Training & Resources
Poll Questions

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Security Personnel
Poll Questions

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Keycard Access
Poll Questions

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Panic Buttons
Formal Training vs On Your Own

Library Security: Training For Worst Case Scenarios And Everyday Conflicts

Library managers and staff need to be prepared for worst case scenarios like active shooter events, as well as having practical, effective responses to everyday behaviors. How can you get those wild kids to settle down? What do you say to the client with overpowering body odor? How ready are you for a tornado, fire, earthquake or other disasters?

After laying a groundwork of common sense, consistent responses, we will discuss policies, procedures, internal communications and ways of gaining community support.
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Collaborations
Technology
Best Practices for Law Libraries

- Establish clearly defined and well-communicated behavior policies for public and staff
  - Make sure they are reviewed by legal counsel
  - Make sure they describe the enforcement measures, including due process and fair warning
- Establish regular training
- Document all security incidents
- Audit the library’s assets and its protection systems on a regular basis
- Use physical barriers and lock and key security and/or card systems
  - Make sure there is a system of control over these
- Use cameras and alarms as needed
  - Make sure you address privacy concerns/issues
- Use security personnel as needed
- Have simple emergency plans
Best Practices for Law Libraries

• Alarms / Panic Buttons
  • Have a written plan outlining the use of these alarms and the expected response
  • Coordinate with the responders to anticipate actions on the part of the responders and prevent employees and visitors from getting in harm’s way in an emergency