

The background of the slide is a repeating pattern of purple squirrel silhouettes. Each squirrel is shown in profile, sitting and holding a nut in its paws. The pattern is arranged in a grid-like fashion across the entire slide.

LIBRARY SAFETY

NFLS, October 2022
Al Hughes, Brown County Library

I'm the Library Safety Guy!

- *The 'hush' lady.*
- *The rule lady.*
- *The 'cool' lady.*
- *Just checking, lady!*

- **Procedures** (review/update/create)
- **Training** (coordinate/develop/conduct)
- **Outreach** (strategic partnerships)





Who is your library safety guy?

All of us!!!

Physical and 'Literal' Library Safety



- Emergency Procedures (Fire, Severe Weather, Active Shooter)
- Theft Prevention (Cameras, Deterrents, Signage)
- Facilities Safety (Water Damage, Building Access, Gas Leaks)
- Incident & Injury Reports (Staff, Visitors)
- Medical Emergencies (CPR/AED, Welfare Checks, First Aid)
- Law Enforcement & Calling 911 (Privacy, Best Practices)
- Physical Safety (Situational Awareness, EAPs, Staff Privacy)

Library Behavior Guidelines

Welcome to Brown County Library!

Everyone has an equal right to access library services and facilities.
Please behave in a manner that does not interfere with other library patrons.

For a safe, positive experience, please:

- Supervise children in your care at all times
- Keep personal belongings with you
- Wear appropriate attire (shirts, pants, footwear)
- Keep ringtones quiet, and use appropriate voice levels and language for the setting
- Be careful with food and drink - please clean up after yourself
- Check out all materials before leaving the library

The library does not allow:

- Sleeping or laying down
- Smoking or vaping on or within twenty feet of library property
(please put tobacco products away when in the library)
- Misusing library materials, furniture, or equipment
- Disruptive, illegal, harassing, or unsafe behavior, including theft
- Possessing or being under the influence of alcohol or illegal drugs
- Soliciting, campaigning, or panhandling
- Weapons or weapons likeness, except as authorized by law or county ordinance

Staff are happy to assist you with any questions.

The Library's Appropriate Behavior Policy is available at the Service Desk or
online at BrownCountyLibrary.org

THANK YOU FOR VISITING THE BROWN COUNTY LIBRARY

Enforcing Library Policy

- What are your library rules?
- Recognize 'violation behavior' to address it.
- What is the rule for? **Context matters.**
- Everyone is welcome, certain behavior is not.
- Address inappropriate behavior – not how people are using the library.
- Remember your **WHY**.
- **Customer Service: say YES to a safe library!**

Navigating Patron Interactions

X Avoid situations that feel unsafe.

Maintain a safe distance (arms-length).

o Approach on an angle.

o Get on their level.

o Take a buddy.

o Keep the desk between you.

} Dealer's
Choice

Use open posture. Eye contact.

✓ Friendly. Customer-service oriented.

Physical touch: offering assistance vs.
handshakes.

Be explicit / literal

DE-ESCALATION & CUSTOMER SERVICE

Treat everyone with dignity.

Patrons do not have to earn your respect. They are entitled to it.

Best Practice: BE PROACTIVE

- Relationship Building.
- Redirection.
- Address it early.

Take your time.

Ask vs. Tell (Escalate to Order)

Manners (Please/Thank you)

Consider:

- What is your objective?
(Willing Cooperation)
- What do you want to say? (How)
- Who do you want to say it to?
(Audience)
- Anticipate reactions (be considerate),
modify your body language, choose
words that will help them
understand your message

Professional Communication

(Brown County Sheriff's Office)

REACT

Request Cooperation

Explain Reason

Allow Choice

Check Decision

Take Action

- **Greeting/Intro:** “Good Afternoon, I’m...”
- **Explain Contact:** “The reason I’m here is I saw you...and I wanted to make sure you’re okay.”
- **Gather Information:** What is your name? Is this your first warning? Are you okay? What is going on? Is there any reason for...?
- **Resolution:** Make decision, be prepared for reaction (minimize negative reactions); be polite, disengage to take the next steps

Maintaining (Healthy) Boundaries

Addressing Harassment (internal vs. external)

- **'Borderline Comments'** – let them know.
- **Overt harassment** – *address it*; adjust method to comfort level.
- Patrons experiencing harassment – discretion; case-by-case.
- Assisting patrons who ask for help – assess the situation.

Insulate yourself...

- Serving vulnerable populations.
- Confronting increased antagonism in customer service.
- Protecting personal space.

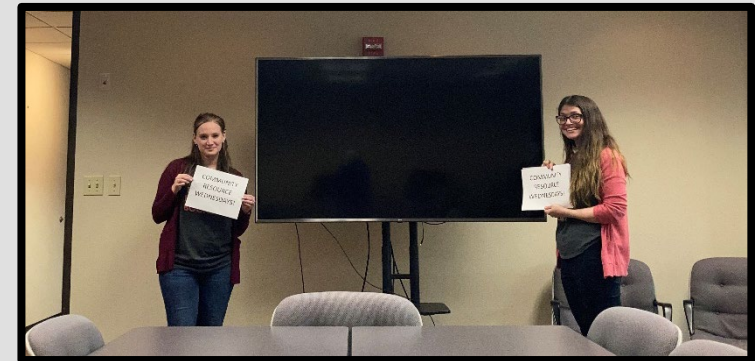


Get Everyone Involved!

- Community Partnerships
- Who is already here?
- Define your library's role
- Get a seat at the table(s)

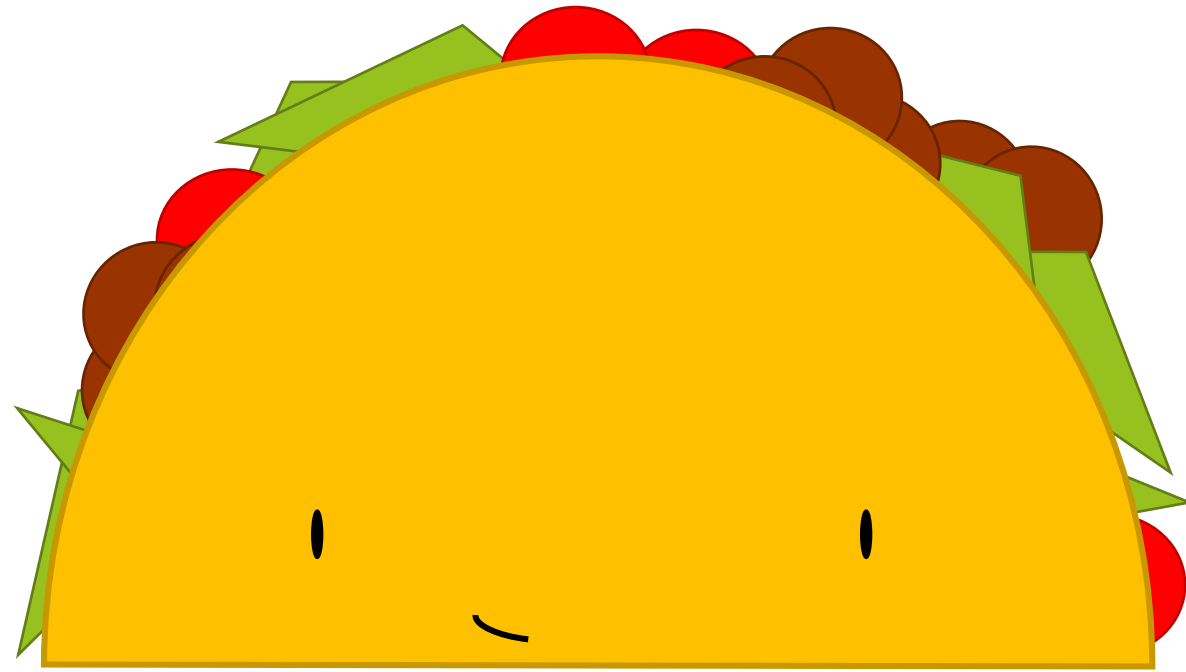
Community Resource Wednesdays at BCL

- Cultivate a list of community resources, services, and providers
- Identify dedicated time/place/tools and communicate a schedule
- Wednesdays, 10am-12pm
 - Display Table & Signage
 - Reserved Table & Seating
 - Private Meeting Space (presenting capabilities optional)



Frequently Asked Questions

- Asking Someone to Leave
- Silent Treatment or Claims of Unfairness
- Warning(s)
- Getting Positive Identification
- Inappropriate Computer Use
- **Food and Drink in the Library**
- **Dress Code / Inappropriate Imagery**
- Unattended Children
- Unattended Items



Let's talk about it!

Sharing is Caring!

- Emergency Procedures?
- Library Behavior Policy?
- Role-Playing Exercises /Discussion Breakouts?
- Forms: Violations Report, Incidents, Ban Letters, etc.?
- Addressing Inappropriate Behavior – Procedures?
- General questions...?

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