Keeping Patrons Safe: using benchmarking to enhance library security

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This presentation includes interactive polls.

To join, please text **rennaredd974** to **22333**

or visit **PollEv.com/rennaredd974**

Clemson University

Public Land-Grant University

Located in foothills of Blue Ridge Mountains

Clemson, SC

18,599 Undergraduates

4,507 Graduate Students

7 Colleges

80+ Majors

110+ Graduate Degree Programs
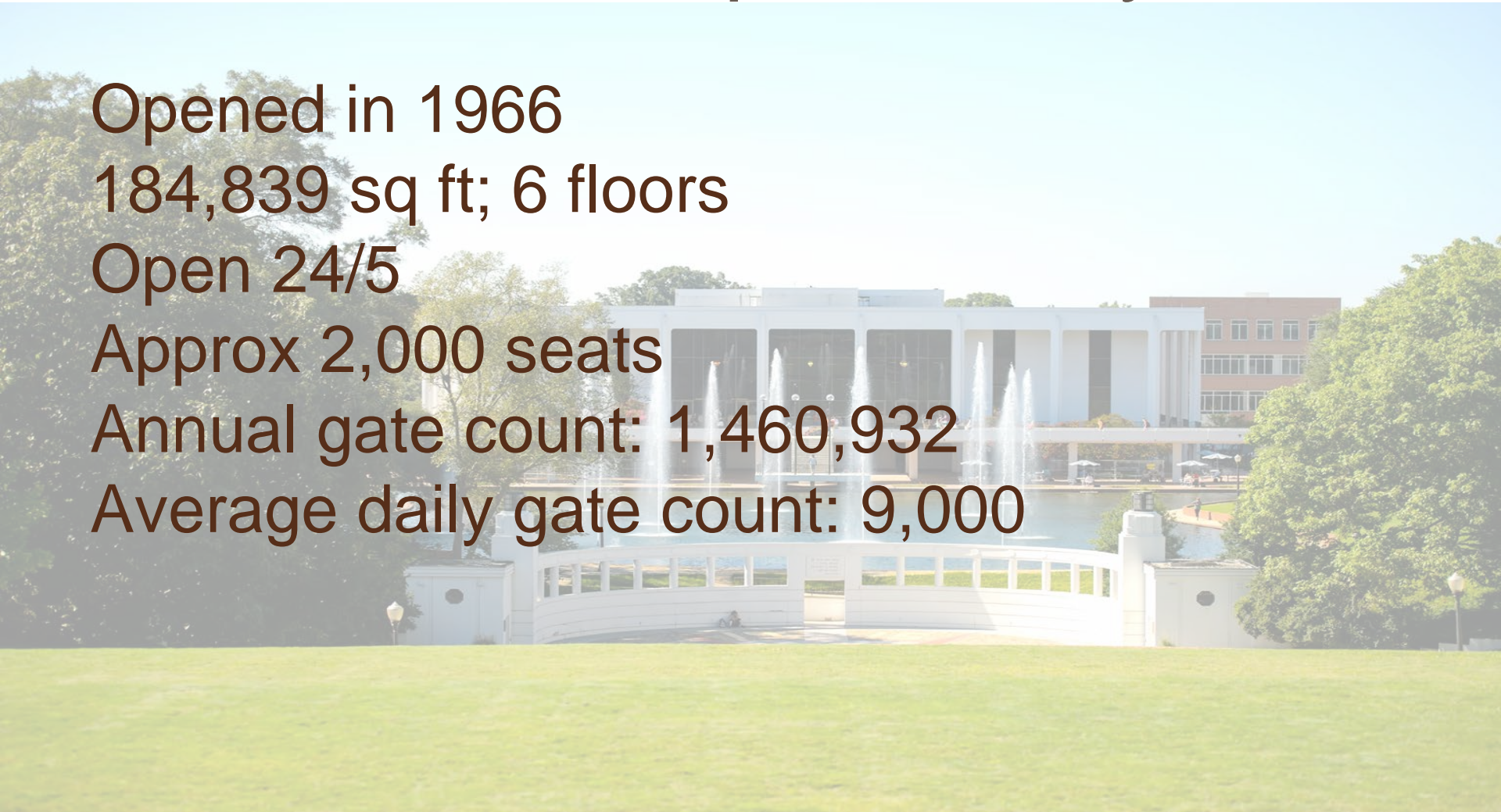
R.M. Cooper Library

Opened in 1966
184,839 sq ft; 6 floors
Open 24/5
Approx 2,000 seats
Annual gate count: 1,460,932
Average daily gate count: 9,000

Public Services Council

Make recommendations and decisions for library services using assessment, evaluation, observation, and statistics

Recommend changes and revisions to policies that impact library services and users

Explore library service innovations, strategies & trends that address needs of library users

PSC Members:

Christopher Chapman
Fredda Owens
Micki Reid
Chris Vinson
Tara Weekes

Why tackle security?

What are some security concerns at your library?

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Project Objectives

- Compare our security policies and strategies with our peers

- Analyze how other libraries address security concerns

- Gather new ideas on how to secure our patrons, employees, and collections

- Create a list of recommendations to enhance and strengthen security efforts

Method

- 18 Academic Libraries
- 2 Libraries per PSCM
- Investigate via websites
- Email person responsible for security and request phone interview
- Ask 12 questions

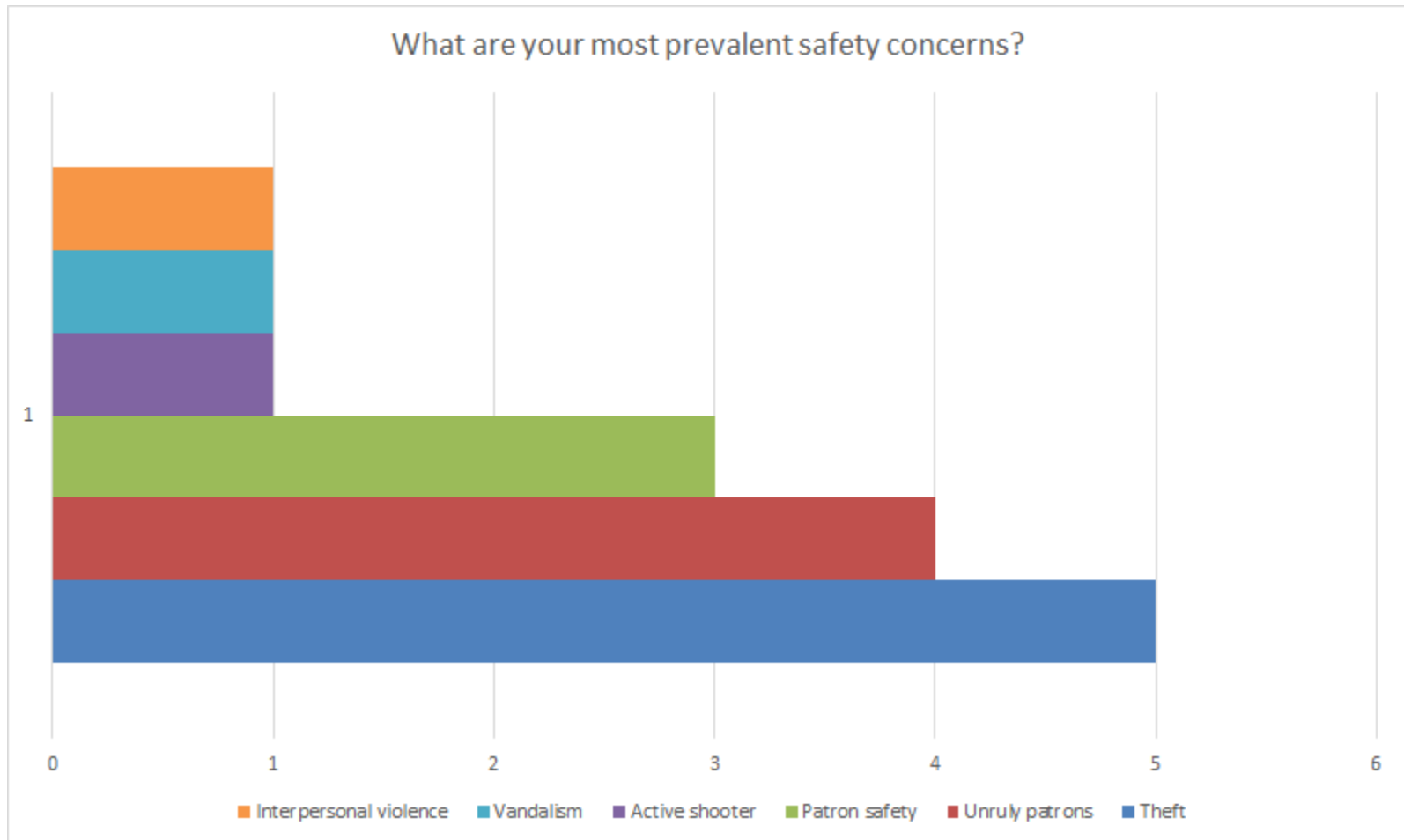# What kind of technology do you use to protect people and collections?

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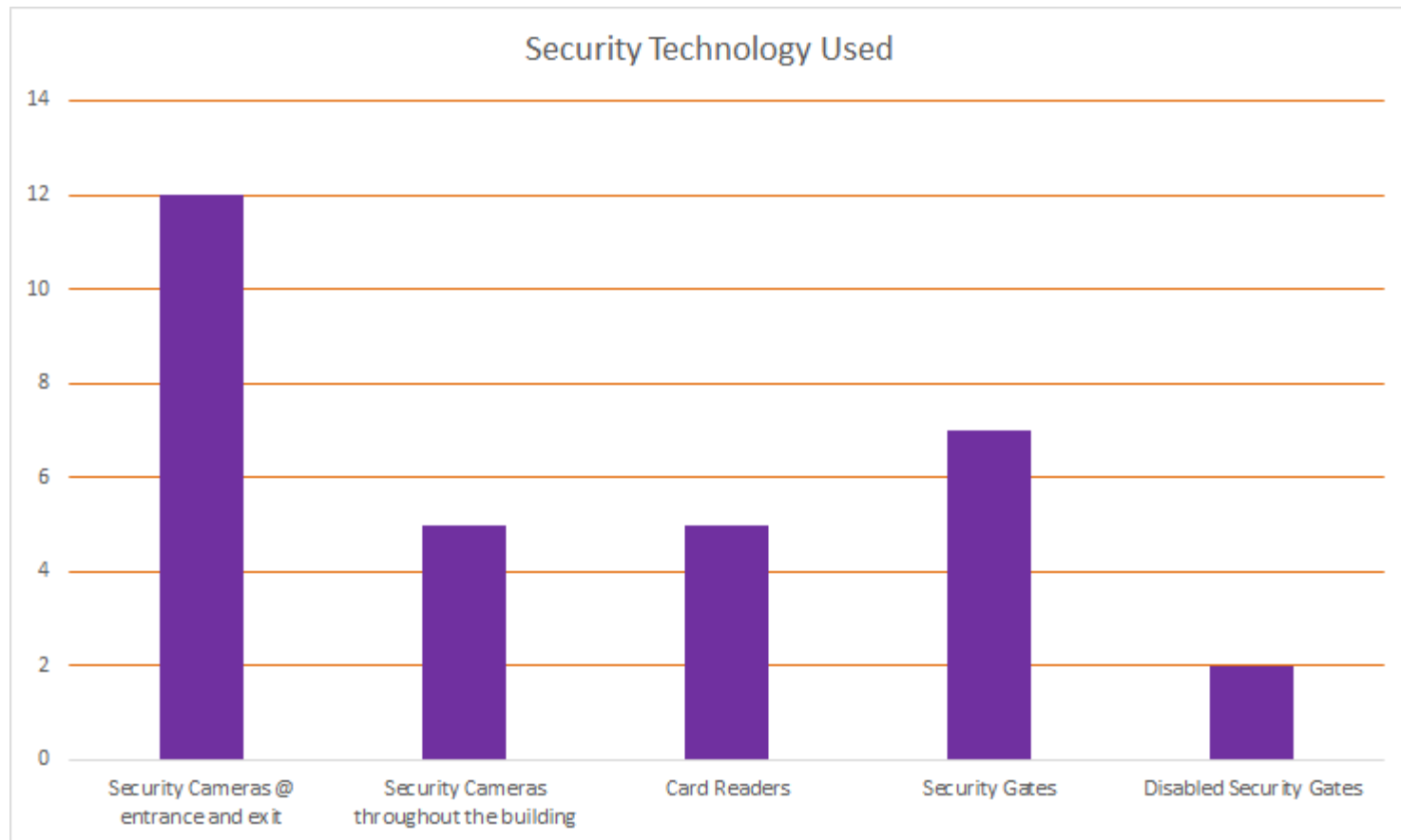
or visit **PollEv.com/rennaredd974**
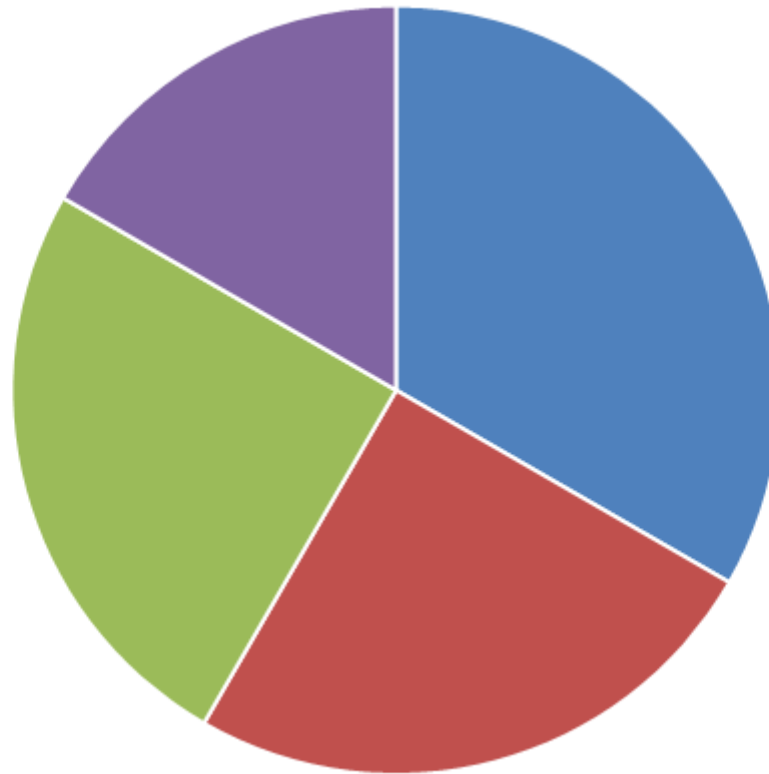
What we learned from our peers

What are your most prevalent safety concerns?

Legend: Interpersonal violence, Vandalism, Active shooter, Patron safety, Unruly patrons, Theft

What we learned from our peers

Security Technology Used

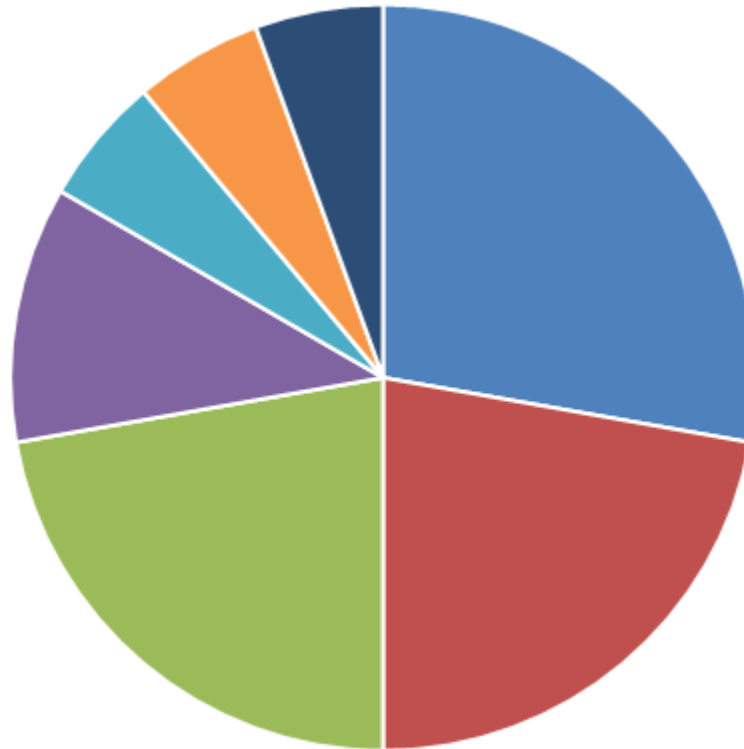# What we learned from our peers

Current Security Staffing Models

- Students - 4
- Combination of library staff & security officers - 3
- None - 3
- Campus Police Officers - 2

What we learned from our peers

How are you addressing these concerns?

- Staff Training - 5
- More patrols of the building - 4
- Working with campus PD - 4
- Producing documentation - 2
- Adding signage - 1
- Adding cameras - 1
- Installing turnstiles - 1

Staffing
Technology
Communication
Training

Recommendations & What we've done so far...

Staffing

- Two security employees on duty
- Reduce students; increase staff
- "Security" apparel
- Supplement or replace contract security with library staff position
- Establish a campus police substation or increase CUPD officer presence

Technology

- Add additional security cameras
- Consider installing a "panic button" at Library Services and Security Desks
- Install a PA system or text system for alerts in the building

Communication

- Create a security blog for employees
- Discontinue walkie talkies and invest in radios recommended by CUPD
- Use the Student Code of Conduct to create behavior guidelines for Libraries
- Write a Library Visitor Policy

Training

Security Staff

- Investigate public officer training
- Prepare contract officers with basic knowledge of library services
- Review and update emergency procedures manual

All Employees

- Emergency procedures
- Conflict resolution, de-escalation, and situational awareness
- CPR and First Aid

What about the $$$$$?

Contract Security Budget   increased $10,000 for a total of $45,000
Radios $214
Shirts/caps for 3 officers $1,600
Additional security camera $2,000

VIDEO
SURVEILLANCE
IN USE
CLEMSON
or information about the library go to:

Next Steps

Wish List (more, more and more of everything)

- #1 PA system ($40K to $100K)
- More (and better) cameras
- Better computer equipment for monitoring
- More safety briefings
- More student education
- More general training including mock drills or exercises
- Specific training on how to spot and effectively handle patrons with emotional or behavioral issues

Conclusions

- We learned a lot from talking with peers
- Process worked well, involved all public services managers
- Security team feels supported and has clear recommendations for future
- Employees and students are noticing our efforts to improve

Thank you!

- Florida State University
- Kansas State University
- Mississippi State University
- NC State University
- University of Alabama
- University of Arkansas
- University of Georgia
- University of Mississippi
- University of Missouri
- University of South Carolina
- Virginia Tech
- West Virginia University

Questions?

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