

**Kalkaska County Library Board of Trustees
Special Meeting Agenda: Library Safe Practices Workshop
1.12.17 at 8:00a.m.
Minutes**

1. Call to Order by Bull at 8:01a.m.
2. Attendance/Introductions: Bull, Reeves, Parker, Ottgen, Coville, Valez, Seijas-Prieto
3. Call for Public Comment: none
4. Adoption of Agenda: Safe Practices at the Library
 Presentation of KCL Safe Practices by Bull (**see attached**)
 Presentation of Active Assailant by Coville (**see attached**)
5. Items for Future Agenda/Discussion
 - a. none
6. Call for Public Comment: none
7. Adjournment at 8:58a.m.

Respectfully Submitted,
Deb Bull
Recording Secretary

KCL Safe Practices

Due care and caution

- Toner scam alert – we do not purchase toner, it is free with our contract: NEVER purchase toner over phone!
- Keep cash drawer locked.
- Keep keys under staff control at all times.
- Avoid being sole staff member in the building; keep doors locked if you are first to arrive.
- Do not enter building alone if there is someone waiting at door – stay in car, use another entrance if possible, wait for other staff members to arrive.
- Guard against people wandering into staff areas: keep staff room half-door closed, keep shared door downstairs closed.
- Don't leave dangerous items in public areas: cleaning solutions, paper-cutter, tools.
- The library cannot ban guns, but if a patron's behavior causes you or another patron to feel apprehensive or concerned, or someone else appears apprehensive or concerned call the Kalkaska Village Police. They will question the person to discover if they have the legal right to open- or conceal- carry in Michigan.
- Be observant of patrons account messages, there can be important messages – be sure to delete them when necessary
- Privacy: NEVER share patron, staff or Board contact information (addresses, phone numbers).
- Patron borrowing privacy: when leaving messages related to material NEVER share book/movie titles, not even with parent or spouse. Though it may seem silly in some cases, it is simply good practice: never means never. This includes law enforcement: a Search Warrant is required before we can release data.

Facility Care and Safety

- Teen Posters' dual purpose – stowaways
- Protect passwords for copier & computers
- Counterfeit money pen: in cash drawer, for use on \$50 and \$100 dollar bills
- Building safety
 - Salt sidewalks
 - Shovel midday during snowstorms
 - Men's room water **must** be kept at a trickle dripping (straw diameter) in sub-freezing weather
 - Furnace filters
 - Heat traces un-plugged in Spring, plugged-in in the Fall (two sets by back door, one set on East wall)
 - Remove icicles where practical
 - No food/drink by patrons allowed. Beverages may be left on coat rack, food is not allowed.

Tools for protecting yourself, patrons, the library

- Complaint forms
- Incident reports
- Book Challenge forms
- Other staff members
- *Black Belt Librarian* (required reading for all staff members)
- Closing duties/Opening Duties list, policies and manuals
- Village police department 258-9181 or County police 258-8686 (non 9-1-1 situations)
- 9-1-1

Minor issues – non life-threatening

Tools:

- Incident Forms: **complete incident reports immediately.**
- Patron complaint form – always call another staff member (strength in numbers) secondary staff member is to be an observer: hair & eye color, weight, height. Do not engage, just observe.
- Another staff member. When in doubt, TWO staff members if there is one available – recognize that emotions will hinder your memory. Be aware that you may be challenged in court, so try to be very cognizant of what you are observing.
- Book challenge forms: hand patron designated form, do not engage, do not discuss or speculate about the material
- Village police (non-911 call)

Situational conflict

- Parental/guardian material borrowed dispute = library is not like a school, there is no “in loco parentis” in public libraries – we are not the book police, it is strictly between the parent and the child. There is legitimate consideration for politely engage (NOT challenge) a child who, for instance, wants to take home an item (book or DVD) which is clearly “adult” when they are clearly well under age., ie: “Do you have permission from home to take out adult material”? (If yes: “Okay, because if your parent gets angry, we are not the blame for letting you check out adult material, that is between your parent and you, not us – we are not the book police.”)
- Serious complaint, insistence that you “do” something: simply hand them complaint form and step back and do not engage, call another staff member.
- Computer banning: nudity
 - First time = warning. Hand copy of policy letter to offender, document in an incident report and notify Director, who will send out an email notifying staff.
 - Second time= 30 day ban. Hand copy of policy letter to offender, document in an incident report and notify Director, who will send out an email notifying staff. Note on the staff calendar, also.
 - If they return within 30 days or there is a 3rd incident = call the police. Document in an incident report and notify Director, who will send out an email notifying staff. Note on the staff calendar, also.
 - Call the police immediately if any banned person returns within their year.
 - Exception: Child pornography: call the police immediately.
- Patron appears under the influence: call 9-1-1, preferably from the back room.
- Never give patrons rides, jump-start their cars, watch their bags, lend money, or perform other ‘favors’.
- Library phone is not for public use – calls to Public Transit is an exception. Folks may be allowed a stern “One time only, not for public use” exception.

Imminent Threats – potentially life-threatening

Tools:

- 9-1-1
- Hit the call bell repeatedly – yell if necessary
- Incident Forms **Complete incident reports as soon as crisis is resolved/immediately**

Situational Danger requiring ambulance or 9-1-1

- Unattended (or poorly attended) patron appears ill, ie: vomiting, dazed, delirious, exhibiting stroke or epilepsy-like symptoms: do not wait or hesitate, or allow yourself to be distracted by pleas to wait or call someone else (family member, friend)
- Patron violence (furnishing, computers, patron-on-patron violence)
- Robbery: hand over money with no argument or hesitation
- Tornado – shelter in basement
- Fire, smoke, similar call 911 FROM OUTSIDE the FACILITY – do not stop to retrieve personal belongings, render assistance to patrons or staff – that is emergency professionals’ responsibility.

Active Assailant

Usually looking for soft target with large groups of people.

Phases of an Incident

1. Risk Assessment
2. Run-Hide-Fight
3. Law Enforcement Response
4. Secure Triage
5. Debriefing

Pre-Incident Indicators

1. Paranoid Ideas
2. Delusional Statements
3. Changes in personality or performance
4. Disciplinary problems
5. Depressed mood
6. Suicidal ideation
7. Nonspecific threats of violence
8. Increased isolation
9. Odd or bizarre behavior
10. Interest in or acquisition of weapons

Any awareness about a possible threat must be communicated!

ALICE Training

1. Alert
2. Lockdown
3. Inform
4. Counter
5. Evacuate

***RUN, HIDE, FIGHT**

1. Do not panic
2. If able to hide – must be absolutely quiet – lights out
3. Fight back – throwing things etc.