TODAY’S LIBRARY: HOW TO MAKE YOUR COMMUNITY HUB SAFE & SECURE
“Today, more than ever, security in your library is every staff member’s responsibility. Even in library’s with a security force, officers can only be in one place at a time – it is everyone’s responsibility to ensure a safe environment for the public, the staff and the collections.”

– Library Leadership and Management Association: BES Safety & Security of Library Buildings Committee
• Opened in 1939

• Two story building with atrium

• Urban location serving large geographic area

• Diverse population

• 200,000+ print volumes

• Art gallery

• Multiple entrances
• Founded in 1992
• Libraries 50% + of work
• Completed projects in more than 50 libraries
• Extensive research on school safety (2016)
• Extensive research on library safety with University City Library (2018)
• Welcoming environment

• Community involvement

• Creating a secure space without it looking like a fortress

• No absolutes – Every library requires a unique set of solutions

• Comprehensive approach
• Ongoing research
• Interviews
• Safety evaluation development
• Safety evaluation case study – University City
  • Identify vulnerabilities
  • Offer options for improvements
Thank you to our participants!

LIBRARY SAFETY INTERVIEWS
TOP 3 FINDINGS

1. Facility
   • Visual supervision
   • Egress
   • Access control

2. Training

3. Policy and procedures
• Centralized service desk

• Views to:
  • Entry
  • Restrooms
  • Stacks
  • Gathering rooms
  • Teen area
  • Public computers

• Where views can’t be obtained:
  • Low shelving
  • Staff service points

• Surveillance cameras
FACILITY – VISUAL SUPERVISION – ENTRY AND RESTROOMS
FACILITY – VISUAL SUPERVISION – STACKS
FACILITY – VISUAL SUPERVISION – GATHERING ROOMS
FACILITY – VISUAL SUPERVISION – SERVICE POINTS
FACILITY – VISUAL SUPERVISION – SURVEILLANCE CAMERAS
• Getting out, not locking down....

• Multiple exits out of spaces like:
  • Collections area
  • Children’s area
  • Service desk
  • Work room
  • Gathering spaces
• Meeting & study rooms
  • Lock when not in use
  • Card access

• Entries
  • Designate 1 public entry
  • Lock all others

• Workroom
  • Keep door locked
  • Use card access
  • “Wave” sensor

• Storage/Closets
  • Key only access

• Delivery door
  • Keep closed and locked
  • Install surveillance camera/doorbell or intercom/camera system
• Law enforcement
  • Regular presence at the library
  • Random walk throughs
  • Know when to call

• P.A. System
  • Know when, how and who uses the system

• Panic buttons:
  • Service desks
  • Each floor level
  • Portable/lanyard button for Director
  • Know when, how and who uses it and what happens next

• Partnering with local agencies
  • Schools, rally points, social services, homeless shelters, custody reunification site, evacuation and storm drills
• **Be prepared**
  • Have plans in place
  • Review with police, fire marshal, staff

• **Train staff**
  • With law enforcement
  • Role play various scenarios
    • If this happens, how would you react? If you are in this room, where would you go? If a patron does this, what would you do?
  • **Lessons Learned**
    • Discuss concerning incidents at monthly meetings. What happened? How did you react? Could it have been done differently?

• Have a clear, easily accessible, incident tracking system in place

• Maintain equity and empathy with all patrons
Evaluation:

- Interview
- Site evaluation

Layered Approach:

- Exterior grounds / parking lots
- Building perimeter
- Public spaces
- Work spaces
- Hallways/stairs
2. SITE

2.1.1 Are there evacuation sites (rally points) for intruder situations, fire, bomb threats?
   A. If so, where?
      *Police*

2.2.1 Do patrons and staff park in the same lot?
      *Separate staff area, but it's only loosely enforced.*

2.3.1. Are there any areas on site that are prone to transient activity or loitering?
       *Garden and library in general.*

2.3.2. Are there any areas on site that are prone to graffiti or vandalism?
       *Restrooms, art books, gallery sometimes has people knocking over book display*
2. SITE

2.1.1 Are dumpsters enclosed and away from building perimeter (10 foot minimum?)
   *Not enclosed, but away from the building*

2.1.2. Does the building perimeter incorporate use of bollards to separate vehicular
   traffic from building entries and glass walls where vehicles could breach the building?
   *At parking lot entry only*

2.1.3. Are natural climbing facilitators removed from areas where they may provide
   access to walkway covers, lower roofs, awnings and/or ledges?

2.1.4. Are ladders and roof access means secured to prevent access to walkway covers,
   lower roofs, awnings and/or ledges?
Options:

• 3’ – 8’ landscape rule

• Install fence/locked gate to enclose garden

• Add signage with garden hours
UNIVERSITY CITY PUBLIC LIBRARY EVALUATION – STAFF ENTRY ACCESS CONTROL
Options:

- Add lighting and surveillance cameras to garden area/staff entry
- Policy: don’t leave alone at night
- Add signage to redirect patrons
- Keep staff entry door locked
  - Install card access for staff
  - Require delivery personnel to be greeted before entering
Options:

• Keep all (5) doors closed and locked
• Install card access to center door
  • Install “wave” sensor and auto operator on workroom side
• Require key access to enter staff room and basement from the elevator
• Replace center doors with glass doors for visual connection to service desk
  • Consider one way film for privacy
• Use doorbell at service desk when help is needed
Options:

• Enclose exit stair

• Install alarmed panic bar on new door

• Install exit sign/emergency light in clearly visible area
Options:

- Lower shelving
- Relocate service desk
- Surveillance cameras
- Reposition computers
Options:

- Replace door hardware with key only access lockset
Options:

- Install P.A. address system
- Whistle protocol
- Relocate panic buttons & train when to use
- Review incident tracking procedures
- More hands-on training
BUILDING A SAFER ENVIRONMENT

1. Maintain Visual Command
2. Secure Staff Areas
3. Collaborate with Law Enforcement and Social Service Agencies
4. Train Staff and Enforce Policies Consistently
5. Remember: A library can be safe while remaining welcoming


International CPTED Association: Crime Prevention Through Environmental Design (Ongoing)