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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What we learned from our peers

What are your most prevalent safety concerns?

- Interpersonal violence
- Vandalism
- Active shooter
- Patron safety
- Unruly patrons
- Theft
What we learned from our peers

Security Technology Used

- Security Cameras @ entrance and exit
- Security Cameras throughout the building
- Card Readers
- Security Gates
- Disabled Security Gates
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
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
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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