Today’s Presenter

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Owner, Melissa Munn Consulting
Library Safety and Security

A Holistic Approach
Bachelor in Criminology - theory based which gives an insight into what motivates humans to commit crime.

10+ years working with marginalized and vulnerable populations – insight into the value of relationships to meet your goals.

11+ years in library leadership. Understanding the role of the library in the community and the challenges for staff in managing spaces.
When you think about library safety and security, what are the things you or your staff are uncertain how to handle?
Illegal

Low Level

Uncomfortable
Tension Points

• First Amendment vs Workplace Violence/Anti-Harassment policies

• Hate Speech/Conduct
  • Be sure to understand the specifics about hate speech
  • How does this contradict our right to harassment free workplace?
  • How do we identify behavior that is actionable?
  • Do we respond to the impact on staff or the legal right of our patrons?
Other Tension Points

- Photography/Filming in the library
- Service animals
- People experiencing homelessness
- Mental illness/Substance use disorder
Philosophy

Holistic
Overall Goal
Relationships
Prepared
Toolbelt
Trauma Informed
Holistic

“Relating to or concerned with wholes or with complete systems rather than with the individual parts”
Organization
Spaces
Humans
Organization
Removing Barriers

- Requirement of ID/Library card:
  - Computer
  - Check out
  - Reserving rooms/spaces
- Fines/Fees
- Policies
- Transportation
Policies/Practices

Laws vs Policy vs Practice
Meeting Room Use
Confidentiality
Exclusion Policies
Library Use/Behavior Policies
## Behavior Policies

<table>
<thead>
<tr>
<th>Simple</th>
<th>Broad</th>
<th>Observable</th>
<th>Targeting populations</th>
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"Kiftsgate Court, Chipping Campden, Gloucestershire - No Entry – sign" by Elliott Brown is licensed by [CC BY 2.0](https://creativecommons.org/licenses/by/2.0)
Excluding Patrons

<table>
<thead>
<tr>
<th>Whole Picture</th>
<th>Inform/Warn/Ban</th>
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<tbody>
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<td>• Take into consideration the totality of the circumstance</td>
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<td>• &quot;What is happening right now – what do I need to address?&quot;</td>
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<td>• Always room for exceptions</td>
<td>• Let them know</td>
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<td>• Give patrons the opportunity to make the right choice</td>
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<td>• Follow through</td>
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Incident Response

Reporting

Who has access - impact

Follow up with Staff

Communication Plan
Spaces
Physical Spaces

• What environmental changes can we make to create a welcoming and safe library?
  • Sight lines
  • Restrooms
  • Exterior modifications
  • Inclusive spaces
  • Furniture
• Accessibility/Universal Design strategies

"Library Reading Lounge" by Jeremy Levine is licensed by CC BY 2.0
Managing Public Spaces

- Focus on the behavior vs policing the space
- Be present on the floor
- What are staff empowered to do?
- Trauma Informed Approaches
- Human Centered Engagement
Trauma Informed Approaches

- Staff wearing name tags
- Gender neutral restrooms
- Behavior expectations posted/readily available to patrons
- Sensory friendly tools: noise canceling headphone, or checking out laptops
- Trauma informed programs: stress reduction, mindfulness tools, coping skills
- Staff care: training for managers and incident debriefing

Shift to Healing Centered Engagement – how can that look in your library?
Questions?
Humans (Staff)

#336 Anti-Racism by Yasmeen (CC BY-NC-ND 2.0)
Trust

- Listen
- Empower
- Two Way Street
Training
Regardless of cultural differences, all people want:

To be treated with **dignity** and **respect**
To be **asked** rather than told to do something
To be told **why** they are being asked to do something
To be given **options** rather than threats
To be given a **second chance**

*Verbal Defense and Influence*
“Hi, my name is Melissa, I work for the library.

I noticed that your voice was carrying across the library and I could hear you at the desk.

Could you please keep it a little quieter, so others are not disturbed?”
Training

Boundaries

Trauma Informed

De-escalation

Mental Health

Opioids
Tips for De-escalation

• Self-awareness, what are you bringing to the interaction?
• Behavior is communication
• Recognize our buttons
• Over/under responding – escalates the situation
• Understanding the power dynamic
Building Relationships

- Patrons
- Team
- Social Services
- Schools
- Civic Organizations
- Police
Police Partnerships

- Mission Clash
- Clarify Language
- Each is Different
- Understand Laws
- CPTED (Crime Prevention Through Environmental Design)
Staff Support

- Practicing own healthy boundaries
- Promote healthy work life balance
- Acknowledging harm
- Trust staff regarding impact
Provide avenue for them to access support

Time away from work

Understand what motivates staff

Shifting mindset on resilience
• Healthy boundaries
• Empowered supported staff
• Universal Greeting
• Presence on the floor in all spaces
• Get to know your patrons, learn their names
• Know the leader of the group
• Understand your resources/partners
“The most important asset of any library goes home at night - the library staff.”

–Timothy Healy
Public Health Crisis Management Playbook
for Archives, Libraries, and Museums

oc.lc/realm-playbook

REALM PROJECT
REopening Archives, Libraries, and Museums
Questions?

Thank you!

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