Safety Committee Meeting Minutes 6.21.2011

Safety Committee Charge: To develop and implement emergency and general safety procedures and protocols for Linscheid Library which are in accordance with those of the university.

Basic Needs:
- Evacuation procedures
- Integrate tornado procedures into other plans
- Lockdown procedures
- System for reporting and tracking problem behavior
- Call list/call tree/call pyramid
- Harassment
- Theft
- Clear division of responsibilities
- Security cameras—new monitor? Another camera at front entrance?
- Silent alarm/panic button?
- Investigate CPR-basic training through red cross
- Talk with Chief Miller about safety procedures seminar
- Ask Chief Miller to see if automatic defibrillator is anywhere on campus (i.e. the ones that are for untrained individuals)
- Quick Guide flash card specific to library procedures
- Student training for all procedures!!
- Unattended child procedures
- PA system

Outline for proposed procedures manual (in no particular order; number 1 indicates priority):

Medical Emergencies
Elevator Emergencies
Explosions
Bomb Threat
Utility Failures and Floods
Fire
Weather emergency (integrated) (view AL’s ppt?)
  1. Harassment/violent behavior/odd behavior/intimidating behavior
  → problem log, incident reports
  1. Theft—library property and personal property
1. Extreme violence ➔ lockdown

At the next meeting we will team-write the theft procedures. Action items for all: brainstorm theft procedures for the library. Action items for Chelsea: speak with Chief Miller about automatic defibrillator, safety procedures seminars given by Campus Police, and security camera situation in the library.
Safety Committee 7/6/2011

Everyone AI: Find 2 patron codes of conduct by next Tuesday 7/12 and send them out to the group. We will read these for the 7/14 meeting so that we can write a patron code of conduct at that meeting. [http://olc.org/LibrarySafetySecurityPoliciesProcedures.asp](http://olc.org/LibrarySafetySecurityPoliciesProcedures.asp) has many examples.

Chelsea AI: Do Campus Police have an incident report form for things like theft, etc.?

AB Action Item: Check with University Council to see if we are allowed to check bags with probable cause?

PB: Follow-up with Adrianna to determine how to deal with lost/stolen library equipment after we have checked all possible locations (like if you haven’t found it in one week, report it to campus police?)

- Work Plan Item: The Safety Committee will begin the process of developing policies and procedures to address safety issues in the library. The priorities for this year are to develop and implement procedures for dealing with harassment, violent behavior, and theft, and to create an outline of a proposed safety procedure manual.

- Chelsea reported that
  - University has new security camera system—we are getting new cameras at some point. Make sure the cameras are in public areas, including people mover and on front door, but not in private areas (bathrooms, offices). Will we get a login for this system so that we can view the stream and archived content?
  - Campus Police do not regularly do safety seminars, but if we have a specific topic in mind, they could probably come and talk with us. We will put this on the back burner for now.
  - There is no automatic defibrillator on this campus.

- [put this in patron code of conduct—please do not leave belongings unattended. We are not responsible for theft.]

- In preface of policy document make it clear that students should err on the side of caution when thinking about reporting activities to supervisor.

- Incident log:
  - Check to see about security of wikis
  - Make it simple
  - Google Spreadsheet?
  - Organization is important…
  - Have students tell supervisor first, then supervisor will record it
  - Make sure students write their own witness statement, too. -
  - Need to record follow-up, too.
Theft Policy:

Personal Property:
Although the library cannot be held responsible for lost or stolen property, we will cooperate with the appropriate authorities in the event of personal property theft.

Student workers should tell their supervisor if they have witnessed, experienced, or been told about a theft in the library. The supervisor will then contact the Campus Police and make an entry in the incident log.

Library Property:
When the security gates are activated, the student workers in the Circulation and AV Departments should follow these procedures:
1. Say to the patron, “Excuse me, do you have any library materials?”
2. If the patron says “no,” ask them to walk through the security gates again. If the patron says “yes,” make sure that the materials are properly checked out.
3. If the alarm is activated on the second walk-through, ask the patron if they would mind showing you the contents of their bag (if applicable). If the patron does not have a bag, they are free to leave.
4. Record the incident in the alarm section of the incident log.
• All action items from last week are carried over:
  o Chelsea AI: Do Campus Police have an incident report form for things like theft, etc.?
  o AB Action Item: Check with University Council to see if we are allowed to check bags with probable cause?
  o PB: Follow-up with Adrianna to determine how to deal with lost/stolen library equipment after we have checked all possible locations (like if you haven’t found it in one week, report it to campus police?)
• Put signs up saying where phones are allowed (student lounge and group study room) and some signs elsewhere saying that phones aren’t allowed
• Next reference meeting remind everyone that meetings should not be scheduled at the reference desk, and librarians’ should keep their voices low.
• Policy manual—state that when children are left unattended at closing, campus police will be called
• Patrick--AL said we should figure out steps to take in the case of theft of library materials which have been loaned for use outside of the library
• Angie--University council has advised that we do have the right to search patron belongings if they set off the library security alarm. She will follow up to get a more formal opinion on this matter.
• Chelsea--Campus Police has a voluntary statement form. They have been unresponsive about sharing this with us. They have no information as to when the library will be brought online with the new camera system.
• Worked on patron code of conduct. Next meeting (after AB gets back from vacation) we will draft our responsibilities to patrons.
Safety Procedures Committee Minutes 08/12/2011

Present: Angie B., Patrick B., Chelsea B.

AI: Patrick will ask Dana about adding a section about patron confidentiality in the Student Worker Handbook.

AI: Chelsea will insert hyperlinks into the Patron Responsibilities and send the document out to the committee to review and decide if the patron responsibilities can be broken into categories such as “Respect yourself,” “Respect the library,” and “Respect Others.”

We drafted “Our Responsibilities” and completed the theft policy.

During the next meeting, we will focus on designing an incident log.
Safety Committee
Present: Angie B., Jolene P., Chelsea B. 08/26/2011

AI for Jolene: Draft confidentiality statement for Student Assistant Handbook.

AI for Chelsea: polish the spreadsheet

Worked on incident log in Google Spreadsheets. It has six tabs: harassment, violence/threats, suspicious behavior, accidents, vandalism, and theft.

Google Docs login info:

Email address: linsheidlibrary@gmail.com

Username: linscheidlibrary

Password: Library2011

All supervisors and all librarians will have access to this account.

DB said patron confidentiality statement in Student Assistant Handbook is a good idea, and that we should write this section.

Jolene volunteered to draft it. We will review it at the next meeting.

AB and CB will bring the theft policy, patron code of conduct, and incident log to 9/8 librarian’s meeting for group discussion.
Safety Committee Minutes 09/09/2011
Present: Chelsea, Jolene, Angie

Revised and approved confidentiality statement for student training handbook.

AI for Jolene: Revise confidentiality statement, find location for it in the student training handbook, forward this info to Dana.

AI for Chelsea: Ask Burt if they would prefer us to try to get patron to leave, or if we should just automatically call them.

If a patron’s conduct makes a student worker feel uncomfortable or threatened, they should immediately go to their supervisor or a reference librarian.

We drafted the Inappropriate Verbal Behavior Policy.

CB will send out this procedures draft for JP and AB to make comments on, particularly where we may want to put examples of phrasing for informing patrons that their language is inappropriate. We will focus on Inappropriate Physical Behavior at the next meeting.
Safety Committee
9/21/2011
Present: Angie, Jolene, and Chelsea

AI for Chelsea: Ask Burt if they would prefer us to try to get patron to leave, or if we should just automatically call them

AI for Angie: Investigate pricing for a PA system.

CB sent out Inappropriate Verbal Policy. There were no revisions.

Confidentiality statement for Student Handbook has been approved.

9/29 all work so far will be presented at Lib. Meeting. Materials will sent out beforehand. We will emphasize that “clear communication and consistent enforcement of patron behavior is crucial to the overall safety of the library. Having boundaries creates an atmosphere of safety for patrons and staff.”

We drafted the Inappropriate Physical Behavior Policy.

CB will send this out, along with all other materials created thus far, for final review before presenting them at the Librarian’s Meeting. At Librarian’s Meeting we will discuss that lockdown procedures are next on the list and that we will need everyone’s cooperation in locking down their areas. After announcing this as our next step, CB will pass it over to Angie for her to discuss the need for a PA system, and potential pricing.

Next step is working on extreme violence/lockdown.
CB asked Burt if they would prefer us to try to get patron to leave, or if we should just automatically call them.

Burt’s response: If a patron is being verbally abusive or physically inappropriate, and does not respond to requests to cease the behavior, yes call us. You guys don’t need to deal with that aggravation. You have made the attempt to get the patron to calm down and or leave with no luck.

The job of campus police is to make for a safe environment for the students, faculty, staff and the community.

And by all means call us if there is ever a situation that you guys don’t feel comfortable with.

AB’s update on investigating PA system

- Has contacted Marcus Smith about harnessing out Campus IT
- Needs to follow-up
AB action item: Find image of cell phone sign and send to committee.

- Developed zone proposal.
- Also added rules about checking materials out 10 minutes prior to closing and locking the doors 10 minutes prior to closing.
February 27, 2012  
In attendance: Angie Brunk, Jolene Poore, Chelsea Baker

*Angie will lock into getting working phone in Special Collections.

Lockdown Procedures

Lockdown of Linscheid Library is advised in the following situations:

An individual with a weapon and intending to do harm to others with said weapon
Bomb threat aimed at buildings other than Linscheid Library
General riots or dangerous disruptions on campus
Other highly dangerous situations identified by the designated individual

Designated Individuals

Designated individuals make the decision to lockdown the library and communicate this decision to the rest of the library. They also facilitate communication with Campus Police. The designated individual should provide Campus Police with their cell phone number at first contact. The designated individual should have their cell phone with them as they participate in lockdown procedures.

1. The Library Director is the primary designated individual.
2. When Library Director is unavailable, the Assistant Library Director is the designated individual.
3. If designated individuals 1 and 2 are unavailable, the librarian at the Reference Desk is the designated individual.
4. If there is no librarian available at the Reference Desk, any staff member can be the designated individual.
5. If none of the above is available, the student worker at the Circulation Desk is the designated individual.

Checklist for Designated Individual

1. Use intercom system to announce lockdown code to the building.
2. 

Lockdown Codes

Danger outside

Danger inside

(perhaps also have codes to indicate when floors are locked down)

Steps of Action—Danger Outside the Building

Upon notification of lockdown, all outside doors should immediately be locked. The office closest to the outside door is responsible for locking it.

Main (west) doors—Circulation Department
February 27, 2012  
In attendance: Angie Brunk, Jolene Poore, Chelsea Baker  

All outside doors on first floor of Library Annex—Cataloging and Government Documents  

General Steps  
The individual responsible for locking down each area should encourage people to position themselves so they are under or behind heavy objects, and to minimize visibility. The individual responsible for securing each area should encourage patrons to take shelter in the innermost part of the designated area.  

All lights should be turned off, and all doors should be locked.  

Notify the designated individual when your area has been secured.  

Fourth Floor (during normal Monday-Friday business hours)  
If the Library Director is the designated individual, the Director will remain by their phone or carry their cell phone in order to communicate with Campus Police and the rest of the library.  
The Director’s Administrative Assistant will collect patrons from the fourth floor, lead them to the Director’s Office, lock the outside door, and turn off the office lights. If possible, patrons should be gathered in the inner rooms of the office suite.  

Fourth Floor (after 5 p.m. and on weekends)  
The Designated Individual should send a Circulation student worker up to Special Collections to usher the fourth floor patrons inside and turn out the lights. The Circulation student worker should stay in Special Collections and inform the Designated Individual that the floor has been secured.  

Third Floor  
The reference librarian on duty should gather patrons from the floor, and lead them to the Public Services Department. The reference librarian should turn out the lights, lock the doors, and notify the Designated Individual that the floor has been secured. The reference librarian should remain in the Public Services Department with the patrons.  
During times of on-call reference duty, the Reference Librarian has responsibility for securing the floor. When the Reference Librarian is unavailable, the Circulation Librarian takes responsibility, followed by the Circulation Assistant.  
Depending on the situation, the Instruction Room can also be used as a secondary location.  

Second Floor Main (Do students have key to closet?)  
The Periodicals Librarian should gather patrons from the floor, and lead them to the second floor closet. The Periodicals Librarian should turn out the lights, lock the doors, and notify the Designated Individual
February 27, 2012
In attendance: Angie Brunk, Jolene Poore, Chelsea Baker

that the floor has been secured. The Periodicals Librarian should remain in the second floor closet with the patrons.

When the Periodicals Librarian is unavailable, the Periodicals Assistant takes responsibility, followed by the student worker on duty.

Depending on the situation, the Periodicals Department Office can also be used as a secondary location.

**Second Floor Annex**

The Audiovisual Librarian should gather patrons from the Student Lounge and the Audiovisual Department, and lead them to the east storage room *check to see if this room has a name*. The Audiovisual Librarian should turn out the lights. The Audiovisual Librarian should lock the door to the storage room, the doors to the Audiovisual Department, and the doors between the Student Lounge and the Audiovisual Department. The Audiovisual Librarian should notify the Designated Individual that the area has been secured. The Audiovisual Librarian should remain in the second floor closet with the patrons.

When the Audiovisual Librarian is unavailable, the Audiovisual Assistant takes responsibility, followed by the student worker on duty.

Depending on the situation, the Equipment Room across from the Audiovisual Department can also be used as a secondary location.

**First Floor Annex**

The Cataloging Librarian should gather all individuals in the area, and lead them to the back storage area. The Cataloging Librarian should turn out the lights, lock the doors, and notify the Designated Individual that the floor has been secured. *check if there is cell service down there* The Cataloging Librarian should remain in the storage area with the other individuals.

When the Cataloging Librarian is unavailable, the Cataloging Assistant and Government Documents Assistant take responsibility, followed by the student worker on duty.

Depending on the situation, the break room can also be used as a secondary location.
6/13/2012
Present: Jolene Poore, Angie Brunk, Chelsea Baker

AI for Angie—look into the phone for Special collections

AI for Jolene—check with Jeannine to see if students have access to a key for the second floor closet.

AI for Chelsea—talk with Cataloging/gov docs folks about cell phone service, etc.

Worked on Lockdown Procedures.