A Naked Guy Walks Into Your Library…

American Library Association LLAMA/SASS webinar
“A Person of Interest…Safety & Security in the Library”
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Nancy Relaford
“Now there really are morals to this story.

First, all library employees should be trained in security measures. I admit that I hesitated to call the police. In retrospect, it should have been my immediate reaction.

Without training, response time is delayed as staff try to scramble in deciding the right plan of action.”

“So a Naked Guy Walks into the Library …”
Legal Reference Services Quarterly, 23: 4, 77 — 79
University of California, San Diego
• California public university
• Libraries open to the public
• 30,000 students
• 250 Libraries employees
• 7,000+ enter Libraries daily
• Geisel Library 500-1500 users
• UCSD Police dept on campus

UC San Diego Libraries
• Strong administrative support for training and security
• Katie Spencer – Head, Libraries Training Program
• Nancy Relaford – Head, Libraries Safety & Security Department
• 4 FTE Library Security Officers
“Awkward Patron Situations” training

• Discussing options in a calm environment prepares library staff to take quick, effective action under stress.

• Security training combined with customer service training – reality is not either/or.

• Scenario-based training, like a disaster tabletop exercise.

• Scenarios escalate from mild to “just call police.”
Training format

- Mixture of presentation, small group discussion, and whole group discussion.

- Participants talk through a series of stressful scenarios and brainstorm possible strategies and responses.

- Facilitators keep discussion on track, draw solutions from the group, suggest strategies, provide any “right” answers, and refer to policies and procedures.
Scenario topics

- Unreasonable request – saying no and offering options.
- Lonely chatty patron – setting limits.
- Challenging patron – referral to supervisor.
- Delusional/problem patron – observation, documentation.
- Vaguely threatening patron – calling for help/backup.
- Medical emergency – immediate response, personal safety
- Serious disruption, criminal behavior – when/how to “just call police.”
Sample scenarios

- A retired faculty member likes to socialize at the service desks, chatting for a long time while other patrons approach but hesitate to interrupt. She’s nice and seems lonely, so you don’t want to hurt her feelings. What do you do?

- A patron stumbles toward the Information Desk looking pale and unsteady. Before you can say anything, she vomits onto the countertop and telephone. Then she faints, hits her head on the desk, and now she is lying on the floor bleeding. What do you do?

- A man walks past the Reference Desk several times, talking loudly to himself and scattering marshmallows on the floor. Then he stops in front of the desk, shouts “I want to show off my beautiful body!” and takes off all of his clothes. What do you do?
Facilitator: Medical Emergency scenario information

Obviously an immediate response is called for. The following should be done:

- **Stay calm.**
- **Use your judgment** – if the situation seems life-threatening, call 9-1-1, then Security.
- **In Geisel Library: Use the 2-way radio** and call Security Officers to come to the location immediately for a medical incident.
- **In other library buildings:** contact the person responsible for security or call 9-1-1.
- **Keep yourself and others away from any bodily fluids** as much as possible.
- **Assist the patron as appropriate** – reassure her, keep her still, offer tissues and water, try to assess whether she has more serious symptoms (severe abdominal pain, loss of consciousness, etc.), ask if she would like us to call paramedics or a friend/family member.
- **Call Facilities** and/or Campus FM as soon as possible (the Security officer will probably do this). Facilities or FM will arrange for cleanup.
- **Contact your supervisor** or other staff who can start preparing to resume services, possibly at another location.

Other points to consider:

- **Get help from other people**, including any friends who may be with the patron. Bystanders will often want to help out – you can ask them to keep others away from the area, take a message to another desk or office, help you assist the ill patron, etc.
- **Remember anything the patron tells you** about her symptoms, name, age, other medical conditions, etc. and be prepared to provide this information to security officers, paramedics, or other responders.
- **You may need to close the Service Desk** until it can be cleaned up, forward calls to another telephone, relocate services to another desk temporarily, etc.
Facilitator: Medical Emergency scenario information (continued)

[Prompt if necessary:] **What do you do when faced with a blood spill?**

- **Protect yourself before offering assistance** (Security officers are first responders for injuries)

- **Comfort the Victim and wait for trained emergency responders**

- **If you provide assistance:**
  - Wear clean, leak-proof disposable gloves
  - Be aware of personal cuts or broken skin before putting on gloves
  - Do not be careless about treating a bleeding injury
  - Keep blood off of you while you control bleeding
  - Treat all contact with blood or bodily fluids as if it is pathogenic

- **Clean-up considerations for blood spills**
  - If the total blood spill is smaller than an 8 ½x11 sheet of paper, custodial or FM staff can perform cleanup.
  - For any blood spill larger than a piece of paper, call UCSD Police and they will contact EH&S staff who are trained and equipped to handle potentially infectious bodily fluids.
  - Vomitus, sputum, tears and other low risk fluids **absent of blood** should be handled with caution; use protective equipment and standard safety procedures.
  - If **blood is visible in vomit or other body fluids**, treat as a blood spill!
Facilitator Notes

Facilitator: Naked Patron scenario information

Response: Immediately contact Library Security and/or UCSD Police.

Contact numbers: Library Security Officers: Use the 2-way radio or call 858-822-0338 or 858-534-0134.
   UCSD Police: Emergency 9-1-1 / Non-emergency (or cell phone) 858-534-HELP (534-4357).

Reason to call Security: Lewd behavior and indecent exposure (a crime). This person may be mentally unstable and/or under the influence of alcohol or drugs, and a possible threat to himself or others.

Violation of Library Use and Conduct Code: #1. Users may not engage in disruptive activity or in any behavior that interferes with the ordinary use and operation of the Libraries.

During the incident:
• Stay calm.
• Use your judgment – if you fear for your own safety or that of others, call 9-1-1 immediately.
• In Geisel Library: Use the 2-way radio and call Security Officers to come to the location immediately.
• In other Library buildings: Call 9-1-1 for UCSD Police
• When calling Police: speak slowly and clearly; state your name, location and that you have an emergency; and describe the person and his/her behavior as clearly and concisely as possible.
• Try to keep yourself and others away from the person without jeopardizing your own safety.
• Do not try to confront, argue with, or physically restrain the person.
• [Prompt: what else can/should you do (or not do) while waiting for Police/Security and after they arrive?]

After the incident:
• Be prepared to give your contact information and describe the incident to Police officers. You may be asked to write a witness statement. If so, keep a copy for yourself.
• Keep notes – depending on the incident, you may be called to testify in court months later.
• Take care of yourself and your co-workers – people may have immediate or delayed reactions to emergency incidents; ask for help if you need it (time off the public desk, leave early, FSAP, etc.).
Documenting and reporting security incidents

• Final topic after scenario discussions

• How to document and report incidents

• Why documentation is important

• Who, What, When, Where, etc.

• Objective vs. subjective description
Designing your training

Know your policies and procedures
- Patron conduct/behavior code, written policies and emergency procedures, library and campus emergency contacts and phone numbers, etc.
- Facilitators’ notes include the information to be covered for each scenario.
- Handouts provide take-away information to supplement participant notes.

Create relevant but non-specific scenarios
- Gather stories from your staff if time allows.
- Develop composite patron types and generic situations for scenarios.
- Avoid identifying or criticizing real people (staff or users).

Collaborate with police and other expert resources
- Develop and maintain good relationships with your local responders.
- Solicit information and advice for when and how to call police.
- Invite police to provide training on related topics.
Related training for library staff

- Personal Safety / Self Defense / R.A.D. (Rape Aggression Defense)
- CPR/AED
- Observation Skills
- Active Shooter Response

Resources

- ASIS International http://www.asisonline.org
- IFCPP (CIPS/CIPM certification) http://www.ifcpp.org
- National Conference on Cultural Property Protection http://natconf.si.edu
“[I]f I can deal with a naked patron, I can deal with anything that a library can throw my way.”

- Jennifer S. Murray

Thank you!

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