Resource Library Safety and Security Issues Survey Results

July 2019

Fifteen librarians were invited to complete a thirteen-question survey of the safety and security issues in their respective libraries. Eleven responses were collected, and the findings are summarized below and compared to past years' data.

Question 1: How much of a concern are safety and security issues within the library?

|	Percentage		
	2017	*2018*	*2019*
Great concern – we deal with them daily.	50%	57%	36%
Moderate concern – we have issues periodically, but they do not take too much time.	50%	43%	64%
No concern – we are not experiencing big issues.	0%	0%	0%

Question 2: Has the level of concern changed in the past few years?

	Percentage		
	2017	*2018*	*2019*
It has improved.	28.6%	14.3%	36.4%
No change.	28.6%	35.7%	27.2%
It has worsened.	42.8%	50.0%	36.4%

Comments:

- We have a contract with a company who supplies us with security guards. The guards have to be trained by us, but they are not doing a good job. We are terminating our contract.
- The level has worsened, but we are more prepared to handle the situations.
- We had a group of youth in the past that caused tremendous problems. That group has moved on and we are back to a 'normal' level of problems.
- Thanks to establishing a security presence.

Question 3: How do you provide safety, security and supervision of the library? Do you employ security staff or contract with security company to provide building security? Select all that apply:
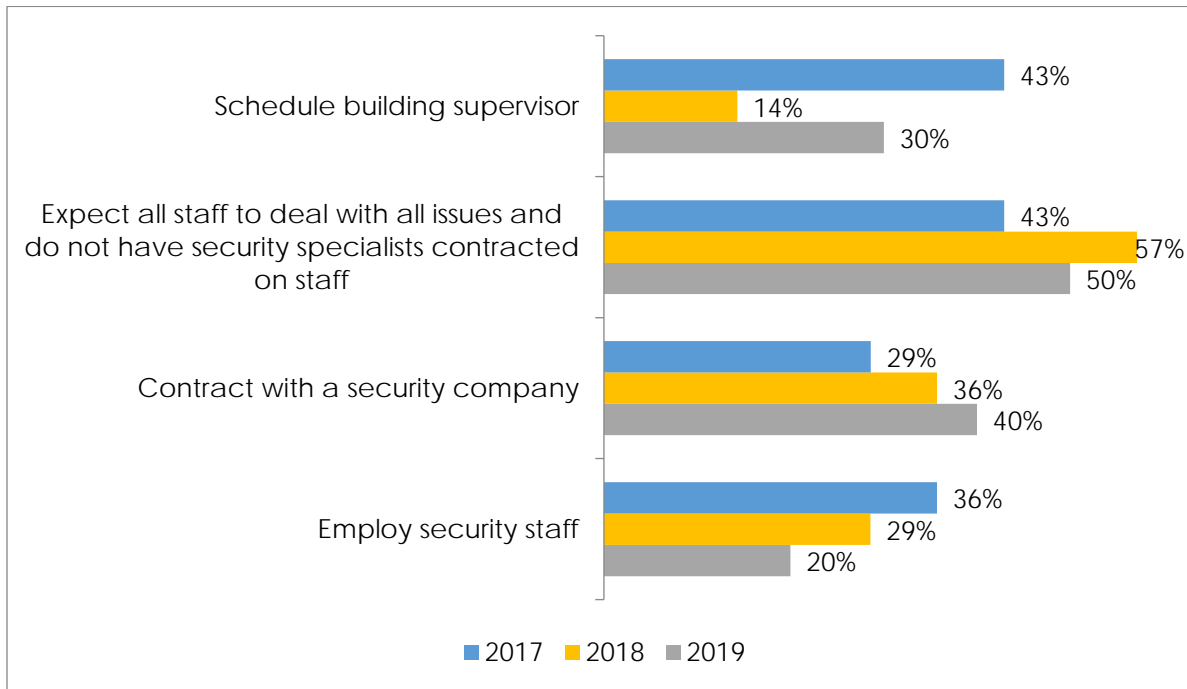
Other:
We rely on our library - social worker for leadership, but managers and public service desk staff deal with the issues. If we have concerns about dangerous behavior we call PD.

Question 4: Have you trained staff, or do you plan to train staff on the use of NARCAN?

	Percentage		
	2017	*2018*	*2019*
Yes	7.1%	0%	0%
No	78.6%	85.7%	81.8%
Plan to in the future	14.3%	14.3%	18.2%

Question 5: Do you survey the community about their perceptions of safety within the library?

	Percentage		
	2017	*2018*	*2019*
Yes	21.4%	7.1%	18.2%
No	78.6%	92.9%	81.8%

Comments:

- We have a formal reporting mechanism for customer complaints and comments. It is not a survey in the true sense.
- This is the area of our annual public survey with the worst responses - currently 15% are somewhat dissatisfied to not satisfied.

Question 6: What city departments or other agencies have you found to be the best partners in working through these issues effectively?
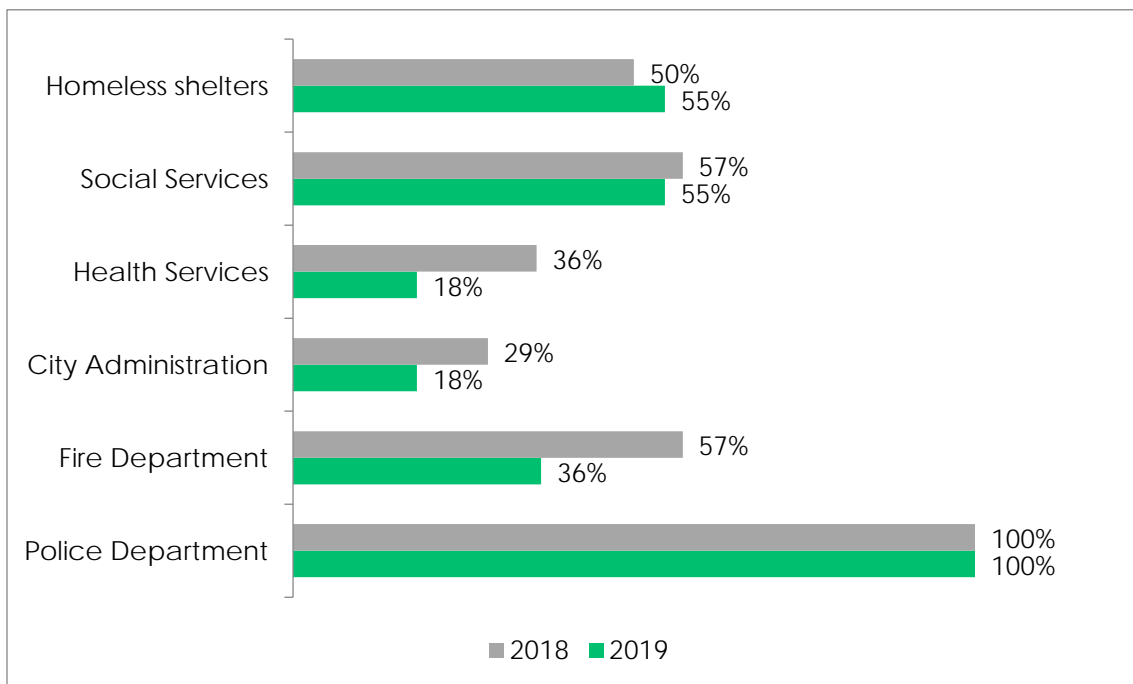
Others:
- Parks and Recreation.
- Two shelters in town: we have good relationship with one, not so good with other.
- Consultant for Ending Homelessness.
- We did visit with the School District a few years ago, they helped with identifying some of the youth.
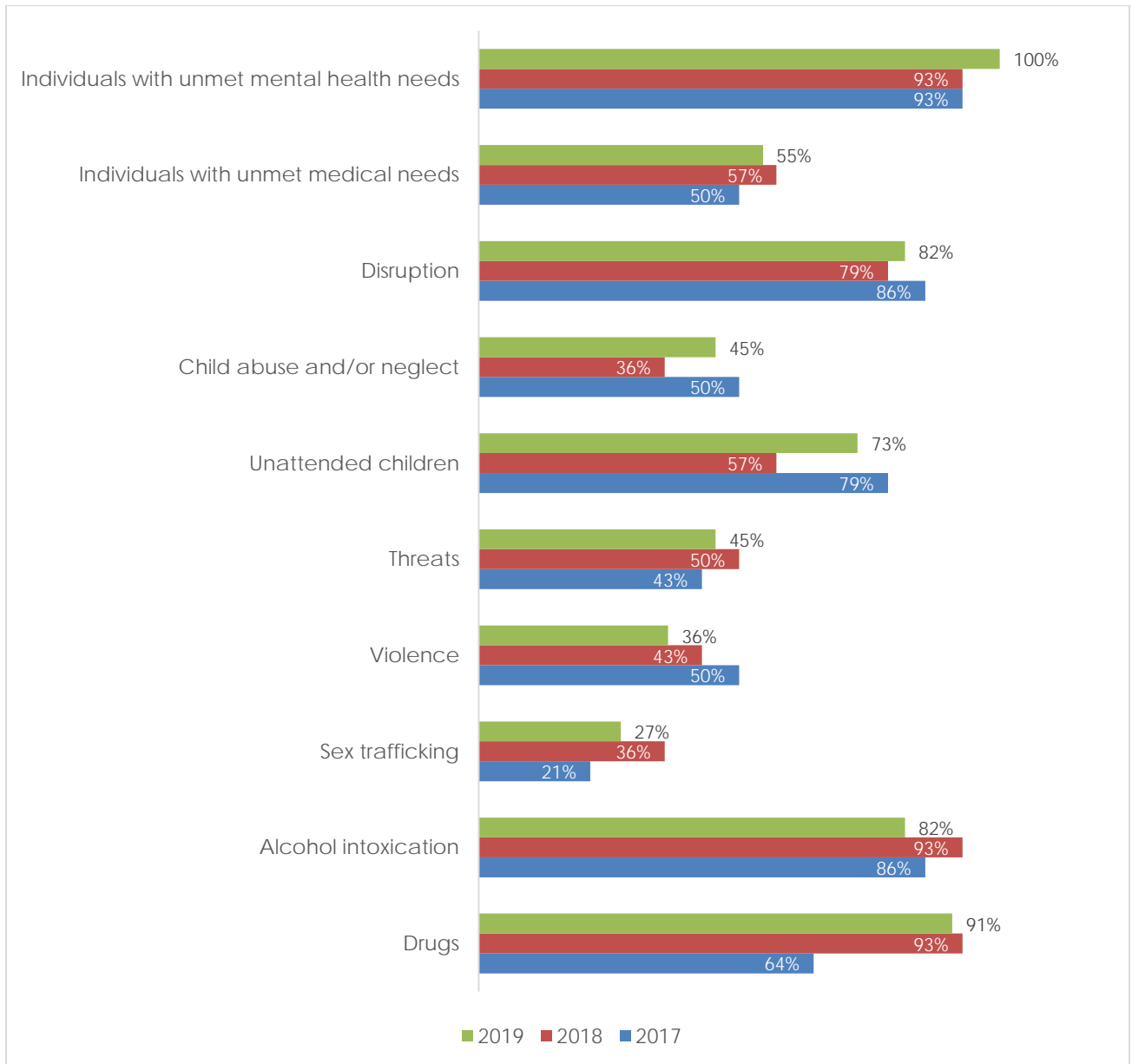
Question 7: Do you have day shelters in your community?

	Percentage		
	2017	*2018*	*2019*
Yes	57.1%	64.3%	72.7%
No	42.9%	35.7%	27.3%

Question 8: Is your community discussing Trauma Informed Care approaches to working with individuals in crisis?

	Percentage		
	2017	*2018*	*2019*
Yes	53.8%	69.2%	81.8%
No	46.2%	30.8%	18.2%

Question 9: What are the current serious issues you are facing? Select all that apply.

Issue	2019	2018	2017
Individuals with unmet mental health needs	100%	93%	93%
Individuals with unmet medical needs	55%	57%	50%
Disruption	82%	79%	86%
Child abuse and/or neglect	45%	36%	50%
Unattended children	73%	57%	79%
Threats	45%	50%	43%
Violence	36%	43%	50%
Sex trafficking	27%	36%	21%
Alcohol intoxication	82%	93%	86%
Drugs	91%	93%	64%

Question 10: Do you formally survey staff about security concerns or use more anecdotal/informal methods?

	2018	*2019*
Survey	7%	9%
Use anecdotal/informal method	93%	91%

Comments:

- We encourage staff to mention security concerns their supervisors and we try to address the problems.
- We use both methods.

Question 11: Do you collect data about security incident types, severity and frequency? If yes, please specify the procedure and/or tools used.

	2018	*2019*
Yes	93%	91%
No	7%	9%

Comments:

- Data in the sense that each security incident warrants a written report.
- Incident reports. When needed, statistics can be collected from them.
- We have an online Incident Form, a Google form.
- We create Accident / Incident reports for all disruptive occurrences; we periodically analyze these reports for quantitative data.
- We created an incident report tool in SharePoint. Info can be exported into an Excel spreadsheet to show trends (such as time of the year, type of incident and if emergency services were called).
- Any time there is an incident which involves kicking someone out of the library, it is noted. Longer term expulsions are also noted in this database. We are simply using Google Docs to record this data.
- Video, Incident Report database (internal).
- Custom designed Incident Reporting System software on library intranet.
- Internal log and security company log.

Question 12: Do you share security incident information with staff, authorities, media or via public record request (insurance or other)? If yes, please specify.

	2018	*2019*
Yes	93%	100%
No	7%	0%

- Managers are informed of all incidents. At times the police are called in. We have not had media or public records requests at least in the last three years.
- With staff or police if necessary.
- Staff, authorities, anyone who requests via public record requests.
- The incident form goes to all staff. We release info to the authorities about incidents.
- Accident / Incident reports are widely shared with staff; quantitative summaries have been shared with the library board.
- Staff, library board, city risk management team, police department.
- Shared among staff and with police if justified.
- With authorities, with parents if requested.
- All staff have access to the Incident Reporting System. Security personnel will provide information on request on a case by case basis.
- Yes, in accordance with laws and as appropriate.

Question 13: Do you have specific issues you have worked through successfully that you would like to share?

- If libraries haven't seen the Librarian's Guide to Working with the Homeless, by Ryan Dowd, it has been a very useful tool for us this last year. His "empathy-driven enforcement" system is useful for individuals experiencing homelessness and with teen patrons.
- Improved visibility within our library has lessened some problems lately - lowered shelving, changed entrance and washroom locations, improved security camera system.
- Ryan Dowd's book and the online training (including the monthly tips). Our library - social worker has made dozens of contacts and reduced the number of incidents and the level of severity.
- We cut ties with a security firm that had worked with the library for many years. They were the only security firm in our community. We have since hired a former police officer who has proven to be much better at forming relationships with troubled patrons and referring them to local services if needed (compared to the security guards formerly stationed at the library).