Steering Committee Meeting 12-1pm
Present: Morgan Miller (president), Alexa Leinaweaver (Vice President), Janet Vogel (Secretary), Patty Sundberg, Sydney McCoy, Michael Cannon

Discussion of Library Programs for MLA Conference
Preconference – full day on mental health and homeless in the library
Conference programs
- Facilities 101 with Michael Gannon (Alexa does paperwork)
- Co sponsorship with PSD – dealing with mentally ill customers and staff
- Possible co sponsorship with APLSS about rising to supervision
- Merchandising
- Core values?
- Safety and Security

Discussion of the year’s program planning – planning our day long leadership day with two possible speakers (Morgan does paperwork), spring program about policy in June (Morgan does paperwork)

Full Meeting: 1-2:30pm
Present: Morgan Miller (president), Alexa Leinaweaver (Vice President), Janet Vogel (Secretary), Patty Sundberg, Sydney McCoy, Michael Cannon, Jamie McCloskey, Christina Huddleston, Nadine Rosendale, Kathie Roemer, Eileen Conklin, Susan Albizu, Bruce W. Hall

Library Security: The Basics & Beyond presented by Sydney McCoy, Branch Administrator, C. Burr Artz Library (FCPL) and a Frederick County Deputy (FCPL hires County Deputies to work in the C. Burr Artz Library for safety and security)
Sydney had an interactive presentation that focused on participation from the group. Some points of the presentation are recorded here.

Preventing Escalation:
- Assess the situation
- Be calm and non-threatening
- Non-judgmental stance
- Listen
- Use their name (if you know it)
- Clarify messages (be sure you understand what they are asking)

Keep ‘em Happy
- Hear the customer out
- Don’t argue

Behavior Policy
- Be sure to have one!
- What should it include?
- What should it not include?
• How much is too much?
• Is it enforceable?
Sydney and Morgan recommend looking at Baltimore County’s policy – take a look at a broad range of library policies to get a feel for what other libraries might have

It is important to take a look at your policy regularly because things can change. Example: e-Cigarettes are new. How are they handled in your library policy? Is it already broad enough to cover it?

Importance of Consistency in Enforcement
• All patrons should be treated equally
• Patrons travel from branch to branch
• Treat teens with same standards as adults (and vice versa)
• If it violates policy don’t ignore it

Incident Reports
What are they?
• A formal way to document safety and security issues
• A formal tool to pass issues up the line to administration
• In some situations, it’s a way to pass on situations to risk management and Police Departments

Tracking incidents and issues:
FCPL uses a blog to track issues so that all staff (at all branches) are aware of issues and can learn from each other. This also helps keep track of incidents with patrons to determine whether issues have reached a point where they need to be banned. A low-tech tool could be a written notebook. The nice thing about an electronic version is searchability.

Examples of behaviors that would result in banning:
• Public intoxication
• Illegal substances
• Lewd behavior
• Weapons
• Public outbursts, due to patrons with mental health issues
• Theft
• Tampering with equipment
• Domestic situations that occur inside the library (abuse, divorce custody issues, distraught patrons)

Benefits of tracking issues:
• Continue to learn
• Communication
• Networking Safety
• Staff Morale
• Awareness
• Support
• Emergency Preparedness (contact your local law enforcement for a safety walk through)

Suspicious Packages
Deputy talks about being aware of suspicious packages and the need to be aware of items that had been left behind. Check in corners, hidden places, as part of your Librarian in Charge patrol.

Questions/other notes:
Who is allowed to ban staff?
Librarian in Charge (at FCPL in regional branches: Library Associate III and up, at smaller facilities: LAII and up)
Do you provide phone service to someone who is banned? (discussion question)
It’s important for library staff to communicate with administration and advocate for safety and security issues. That is how FCPL got funding for hiring Deputies in the Central Branch.
Have good relationships with your local agencies so that you are aware of their services and can make referrals and also know what they are able to help you with.