

## **Black Belt Librarian Brainstorming**

### **Things we're doing well**

- Security Lounge door
- Approach & ask if help needed
- Monitors
- Lower level - door to Atrium locked
- Tech door lock
- Fob on back door
- Children not being left after 9 pm
- Mirror in hall
- Cameras can track problem people
- Exterior cameras
- Blog for documentation
- Service desk positions, provide visibility
- Clear system of in-charge Red Dot – including Cell phone
- Planned children's lock
- Security training & awareness
- Able to call from service desk to back room
- Written policies
- Ability to kick people out – anyone can do
- Good rapport with police
- Emergency procedures
- Closing procedure
- Signage
- Background checks volunteers & staff
- Staffing practice – don't leave people alone in areas
- Option to be escorted to Ramp
- Better at banning people now
- Admin open door

### **Things we could do better**

- \*\*\*Monitor security gate better (training)
- \*\*Do more role playing (training)
- \*\*Improved problem handling /phraseology (training)
- \*\*Inside & outside building signage re video surveillance, esp. at self checks & security checks (building change)
- \*\*Develop awareness of surroundings (training)
- \*Easier visuals in blog – process to add photos (technology & training)
- \* Visibility - mirrors 2<sup>nd</sup> floor non-fiction & 1<sup>st</sup> floor fiction (building change)
- Workroom security
- People on bridge before opening
- Security for Circ area
- Latch on gate by Circ area
- Gaps in closing procedures
- Circ desk position
- Children's desk positioning
- Self checks don't desensitize well
- "Staff Only" signs not good
- Should acknowledge people more – greet, eye contact
- Work space reconfigured
- Single exits from some workspaces
- More staff participation – all are obligated
- Multiple nametags with and without names
- Locking gates / turnstiles
- Open service desks allow patrons to walk behind
- Lack of semi-private space
- Video surveillance not accessible, esp. for review / search
- Potential problem log
- Consider secret shoplifter
- Monitor, LIC or maintenance should patrol atrium weekends & eves
- Safety / security committee