CONTRA COSTA COUNTY LIBRARY COMMISSION

AGENDA ATTACHMENT 5

MEETING DATE: Thursday, August 24, 2017
AGENDA ITEM #: 12.A.
ITEM: SAFETY AND SECURITY UPDATE

RECOMMENDED ACTION:

No action is recommended.
Safety and Security Update

Contra Costa County Library Commission
May 25, 2017

4 Key Elements

- Patron Conduct Policy
- Patron Incident Tracking System
- Library Staff
- Local Law Enforcement and/or Security Services
Patron Conduct Policy (PCP)

“The Contra Costa County Public Library seeks to provide materials and services to the public in an environment that is safe, pleasant and conducive to comfortable library use. No one may engage in conduct that interferes with anyone else’s ability or right to use and benefit from library facilities.”

- Adopted by the Contra Costa County Board of Supervisors April 21, 2015

Patron Conduct Policy (PCP)

- Unacceptable Behaviors (a few examples)
  - Refusal to follow reasonable direction of staff
  - Harassing, threatening, assaulting, fighting, challenging to a fight or making verbal, written, or implied threats of violence
  - Blocking entrances, exits, aisles, or walkways

- Children Unattended Policy
- Suspension Policy
  - Written suspension for severe or repeat misconduct
  - Applies to all libraries
  - Communicated with all staff
Patron Incident Tracking System (PITS)
patrons, services or facilities
Increase communication among staff at 26 locations
Facilitate library response

Library Staff

• Stay Aware
• Personal Safety is the Priority
• Approach People in Pairs
• Keep Safe Distances and Stay in the Public Area
• Immediately Call 9-1-1 When Needed
Library Staff

- New Employee Training
  - 1.5 hour module on security
  - Including PCP and PITS
- Special Training as Available
  - Active Shooter
  - Working with the Mentally Ill
  - Warren Graham a.k.a. “Black Belt Librarian”
  - Workplace Violence

Security Services

- Antioch - Random checks and on-call assistance via contract
- Brentwood - Random checks, walk-throughs, and on-call via City
- Prewett - On-call assistance via contract
- San Pablo - Random checks, walk-throughs and on-call via property manager
- Walnut Creek - On-site all open hours via contract
Trespass Authority

- Bay Point
- Crockett
- El Sobrante
- Kensington
- Pinole
- Rodeo
- Walnut Creek
- Ygnacio Valley

Coordinated Effort

- County Administrator’s Office
- County Counsel
- County Risk Management
- Employee Assistance Program
- City Contacts
- Local Law Enforcement and Sheriffs