

Beyond the Panic Button: A Dialogue on Sustainability & Public Services Challenges

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LIBRARY

“Sustainability” in our library practice

2 dead, 4 injured in shooting at public library in Clovis, New Mexico: police



- Sustainability vs. Reactivity
- Public Services and Circ Desk Knowledge
 - What is Stress
 - How does it affect social relationships in the library?
 - How can we prepare?
 - What values inform our preparation?
 - What practices do we have in place?

Redefining “Problem Patrons”

- Homeless and Stigma
 - PIT Report 2017 Statewide counts 7,220 persons
 - Subdivided into Families, Youth, Chronically, Veterans
 - 45% self-reported having serious mental illness (schedule A disability), substance disorder, HIV/ AIDS, or were victims of domestic violence.
 - Ethnically diverse, but overwhelmingly Native Hawaiian or Pacific Islander (excl. veterans)

Male Female Trans Children

Where the Problems Originate: Stress!

- “Out of Control” behavior vs. “Predatory” behavior
 - Hunters and Howlers
 - Out of control behavior not concerned with impact of their actions
 - Predatory behavior seeks to manipulate impact on others, but not themselves
 - Premeditated disruptions
- Identifying someone out of control
 - Demographics irrelevant
 - Feeling isolated
 - Triggered by events
 - Low predictability

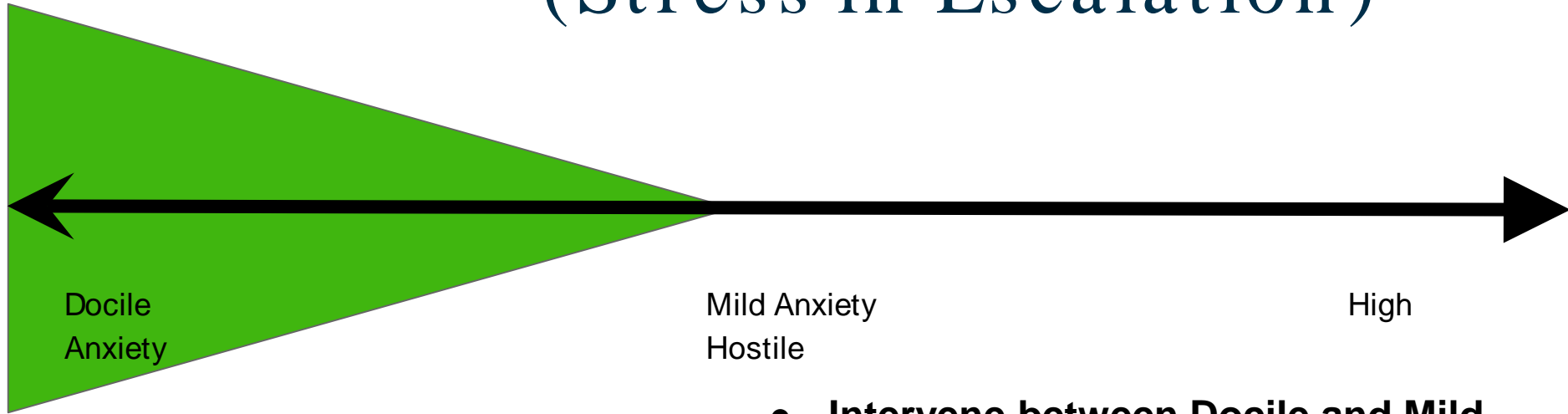
Types of Stress

- Eustress vs. Distress
 - Eustress = from positive events, i.e. birth of a child, purchasing a home
 - Distress = from negative events, i.e. violence, death of a loved one
 - Usually in response to strain on resources
 - Cannot use yourself as a gauge for affect or appropriate reactions
- Stress as “Energy in Motion”
 - Stress is felt in the body, and manifests in physical behaviors
 - Distress triggers “fight or flight” instinct for self preservation

Types of Problem Behaviors

- Smoking
- Soliciting/Panhandling
- Threats
- Intimidation
- Ignoring posted rules/Policies
- Domestic violence
- Sexual behaviors
- Trespassing into restricted areas
- Bringing vehicles/large items inside
- Restroom abuse
- Improper clothing
- Unattended children
- Animals
- Sleeping
- Contraband
 - food, weapons, drugs, child porn, fireworks!
- Eating

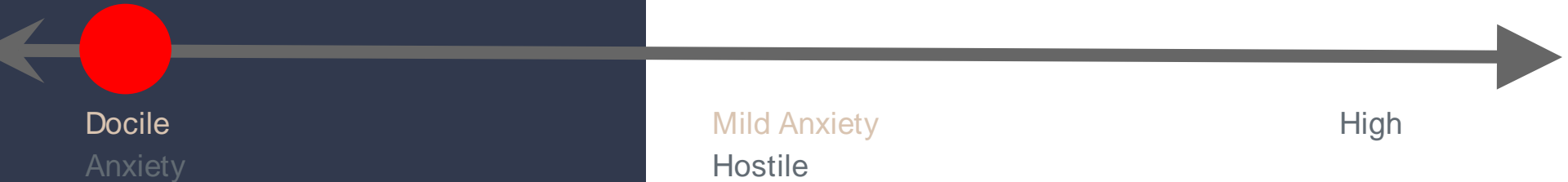
Continuum of Control (Stress in Escalation)



- **Intervene between Docile and Mild Anxiety stages**
 - AFTER you keep yourself safe!
(can't help anyone if you are hurt)


Docile Symptoms

- Large muscles are relaxed
- Face calm (relaxed brow)
- Hands limp
- Breathing regular / rhythmic
- Speech is melodic (iambic pentameter)



Mild Anxiety Symptoms

- Small muscles move
- Facial tension (squinting, lip biting, etc)
- Active hands
- Holding breath
- Speech slowed or speeding up
 - This is difficult because you don't know the person and often can't tell what is irregular for them
- Vigilance
 - Hyper-aware of surroundings, scanning, looking for more threats or more information



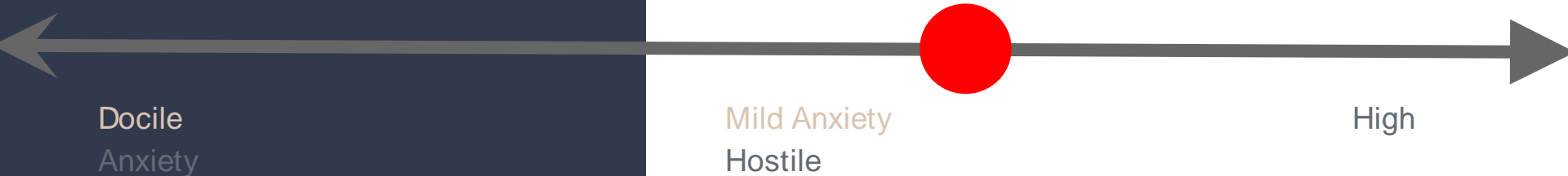
Docile
Anxiety

Mild Anxiety
Hostile

High

High Anxiety Symptoms

- Large muscles active
- Face tense (furrowed brow, lips tight)
 - Pressured speech, squeeze words out like a hose
- Breathing irregular, shallow
- Questions sound like statements, statements sound like questions
- Hyper-vigilance, details and speed?



Hostile Symptoms

- Large muscles activated
- Face muscles release
(shouting, raise voice, let it go)
- Breathing change / voice tone
- Pick a single victim and focus
(lashing out)



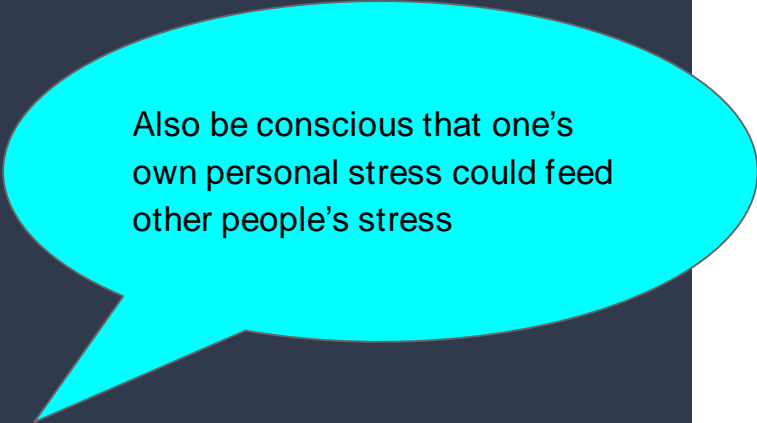
Docile
Anxiety

Mild Anxiety
Hostile

High

Why Escalation Happens

Losing Control to Gain Control



Also be conscious that one's own personal stress could feed other people's stress

- Ratcheting up behavior
- Others start to match them
- Escalation often because 2 parties are feeding off of each other
- Need to shift the way we think about these interactions
 - Law enforcement trained to gain control by overpowering their control
 - Non enforcement personnel should work to make the person feel in control again

De-escalation Strategies

HUMANIZE INTERACTION

L

isten

Listen more than speak

“L” Proximity

E

mpathize

Validate their feelings

A

ttend

Address a need

P

robe

CONTEXT & PHYSICAL ACTION

- Maintain consistency—Enforce your policies
- Assertive whisper
- Stay out of THEIR arm’s reach
- Move around
- Use proximity barriers (desks, book carts, furniture, tables)
- Stay in communal spaces
- Stay near witnesses

Survey Results:

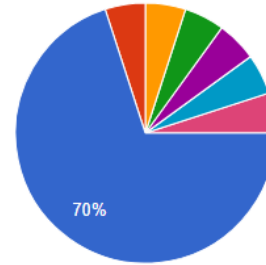
How have you been communicating to your patrons when rules have been broken?

- Make patron aware of the rules
- Librarian speaks to them to make them aware of rules
- Call Security
- Incident Report
 - Notify senior staff, Dean of Students and Campus Security
 - Let others know
- Ask Patron to leave
- Trespass Letter
 - Campus Security Serves them

Regarding Security Guards

Do you feel that security guards help to prevent future conflict in the library?

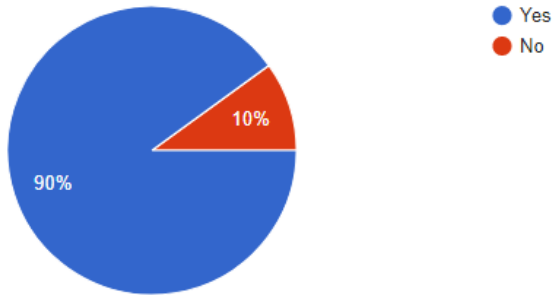
20 responses



- Yes
- No
- Occasionally
- Yes, but we would prefer to have one assign to the Library. We just have...
- They are not a fixture in the library, but patrons do see them checking i...
- My security is not stationed within the library but is on campus and is quic...
- It depends on the security guard an...

Do you have access to a security guard at your facility?

20 responses

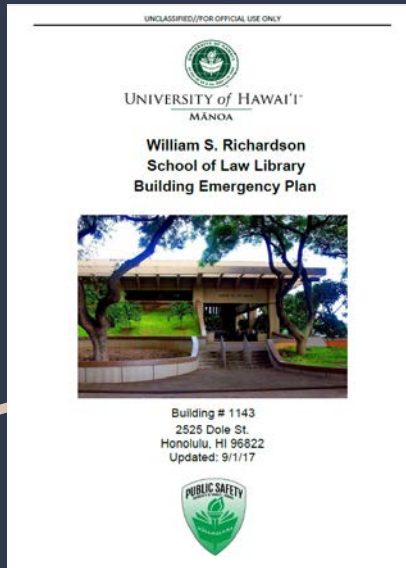


Beyond the Panic Button: Sustainability at the University of Hawai`i Law Library

We continue to work on our sustainability by keeping discussions and important topics alive so that we are reminded of who we are, what we do, and why we do it.



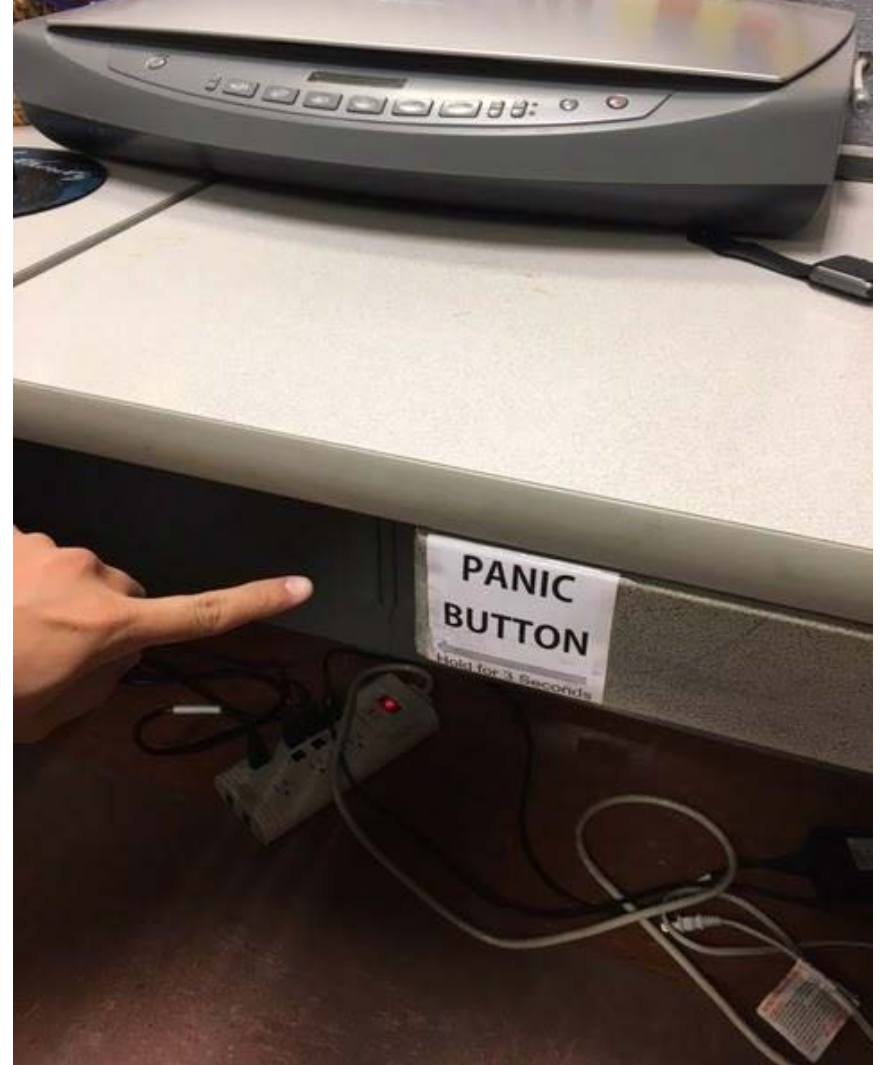
Law Library Emergency Plan (BEP)



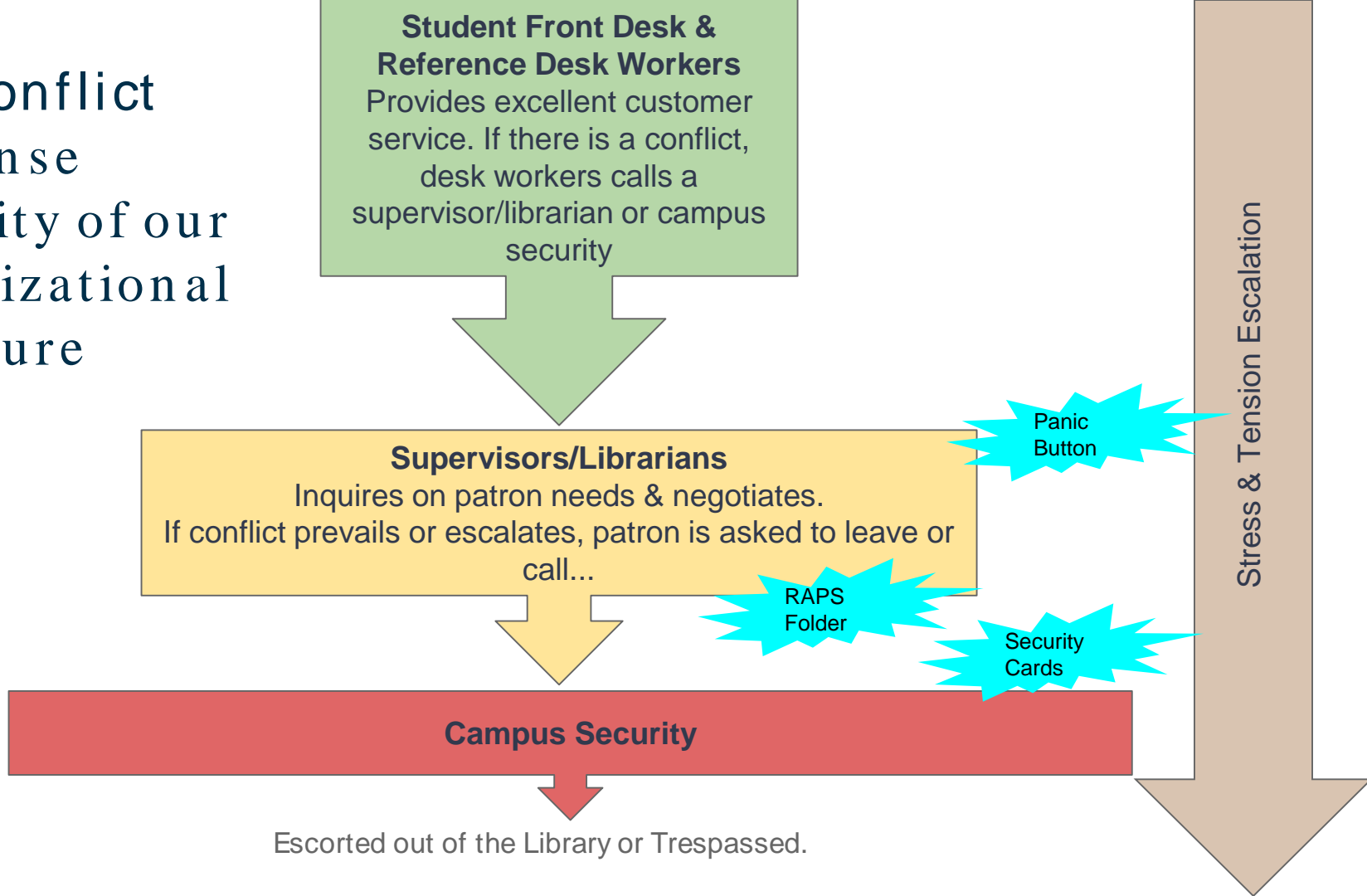
- Officially finalized and approved for implementation on 9/6/2017 by UH Department of Public Safety and Fire Office.
- Reviewed and updated annually.

Panic Button

- We have a “security” button that directly calls Campus Security when held for three seconds or we call 6911 Campus Security.
- It is hardly used
- We do not have a security guard.
- We have a conflict response procedure.



The conflict response capacity of our organizational structure



Dealing with difficult Patrons in the past and present

Past: many incidences

Present: greatly reduced

Types of difficult patrons:

Elderly that have mental decline, people with mental or stress related problems

Homeless - a huge problem depending on your location. For a while we had many.

- Common issues: Use restrooms to bathe, brush teeth, or wash clothes leaving restrooms in a mess.
- Other patrons and staff say they are: smelly, sleep on chairs and sofas; stay on public computers for long periods of time- sometimes all day; talk loud and sometimes argue with each other creating a scene where we have to intervene.

Distracting to students and to those doing research.

Preventative Measures - Being proactive instead of reactive

Richardson Way: Our basic core and belief and how we act

- We are one human family no matter where we come from or what individual cultural, religious background, beliefs or political views are
- We foster and encourage a spirit of excellence, inclusion, support and especially compassion.
- As an ohana or family our responsibility is to each other and to this planet.
- CJ Richardson was a very kind and compassionate man - we are asked to be the same.

Our Service practices:

- Always give Great Service
- Treat with Respect
- Follow rules- leave alone
- Humanize - refer to by name
- Give them our ear - listen

Physical Space:

- Create a safe and inviting environment.
- Problem areas in sight
- Public computers in middle of lobby
- Computers have no audio-legal research only
- Computer sign up = 4 thirty minute sessions

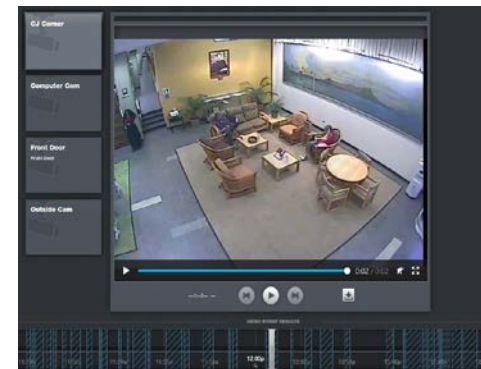
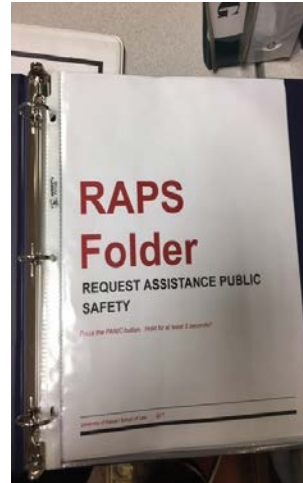


Conscious of stressful times

- Finals
- Study periods
- Papers and projects
- Tax Prep
- First week of school -
new students
- Bar Prep

Safety Procedures we added

- **RAPS folder-** (Request Assistance Public Safety) Folder contains information for quick reference, tips, forms etc.
- **Security cards-** for bystanders.
- **Upgraded security system and cameras-** video can be retrieved for after incident review.



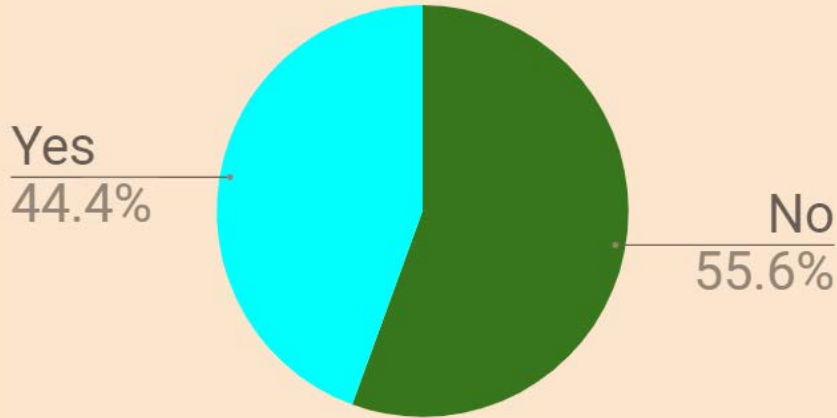
At the Law Library we believe that every choice we make- whether it's related to operations, program and service design, or outreach and partnership- all add up to tell the story of who we are as an institution and where our priorities lie.

Keep topic alive. Make your procedures a living document that is continuously reviewed and made better for sustainability.



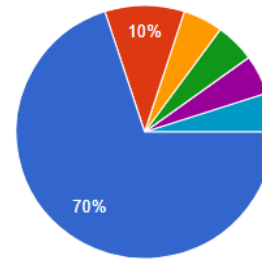
Whose Responsibility?

Does your library have an organizational structure or system in place?



Should Library School train future librarians to prevent and address stress, tension or conflict at the library?

20 responses



- Yes
- No
- Somewhat
- To an extent, library workers should never become physically involved
- It should be made as an available resource or supplement if they're interested, but it's not part of their job to resolve conflict.
- Maybe.

Our Recommendations for a Security Policy

Create an Inter-Departmental Security Committee

- Workplace and Patron Violence Incident Reporting System
- Perimeter and Internal Security Review
- Evacuation Efficiency Review
- Emergency Situation Drills
- Theft Control
- First Aid Resources/Training

Keep the Information Flowing

- Include information from Security Policy as part of New Hire documents and training.
- Keep updated Security Policy internally available on shared physical and digital filing systems
- Continue to innovate on safety philosophy & practices through staff discussion at relevant trainings & meetings

Possible Partnerships

- Law Enforcement
- Site Security Staff/ Contractors
- Homeless Advocacy Groups/Shelters
- Affordable Housing Agencies
- Public Health Programming
- Community Behavioral Health Organizations/Professionals
- Disability Service Organizations
- Child Welfare Services
- Domestic Abuse Shelters
- Legal Defense Organizations
- Elder Care Facilities and Dependent Abuse Responders
- Vocational Rehabilitation Offices
- Unions
- Legislative Advocacy Training
- Media Advocacy
- Ethnic, Cultural, Historical or Special Issue Community Organizations
- Library Associations or Professional Organizations

Although we're not equipped to address all issues that come through our doors, we can collaborate & build relationships with others who specialize on the issue.



A Librarian's Guide to Homelessness - HomelessLibrary.com

"Libraries are incredibly important to homeless people.. because of the books and access to quiet space.." - Ryan Dowd, Hess House Shelter

Concluding Thoughts

Sustainability means not being reactive. This includes:

- Knowing our patrons
- Knowing ourselves
- Preventative Measures

Suggested Reading and Resources

Books

- Albracht, Steve. (2015). *Library Security: Better Communication, Safer Facilities*. Chicago: ALA Editions.
- Cravey, Pamela J. (2001). *How-to-do-it Manuals for Librarians: Number 103. Protecting Library Staff, Users, Collections, and Facilities: A How-to-do-it Manual*. New York, London: Neal-Schuman Publishers, INC.
- Dettweiler, Kahikino N. et al. Tribute: Chief Justice William S Richardson (1919-2010). Honolulu: University of Hawaii Law Review, 2010.
- Kahn, Miriam B. (2007). *Library Security and Safety Guide to Prevention, Planning, and Response*. Chicago: ALA Editions. Shumann, Bruce A. (1999). *Library Security and Safety Handbook: Prevention, Policies, and Procedures*. Chicago: American Library Association.

Journal Articles

- Milburn, Norweeta G, PhD., Batterham, Phillip, MPH., Ayala, George, PsyD., Rice, Eric, PhD., Solorio, Rosa, MPH, MD., Desmond, Kate, MA., Lord, Lynwood, BA., Iribarren, Javier, PsyD., Rotheram-Borus, Mary Jane, PhD., (2010). Discrimination and Mental Health Problems Among Homeless Minority Young People. *Public Health Reports*, volume 125, 61-67.

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- Bridging the Gap & Partners in Care. (2017). *2017 Hawaii Statewide Point in Time Count: Topline Overview of Full Report*. Retrieved from <https://governor.hawaii.gov/wp-content/uploads/2017/05/2017-HPIT-Final-Topline-Overview-of-Report-FINAL-5-10.pdf>
- Bridging the Gap and Partners in Care. (2017). *State of Hawaii Homeless Point-in-Time Count January, 22 2017*. Retrieved from <http://www.partnersincareoahu.org/sites/default/files/2017%20Statewide%20PIT%20Report%20-%20Full%20Report%20-%20FINAL.pdf>
- Dowd, Ryan. "A Librarian's Guide to Homelessness." Homelesslibrary.com. May 2013. <https://www.youtube.com/watch?v=FYiEEhhrFh4&t=4s>