

**Ohio Library Council  
Library Safety & Security**

**Ohio Public Library Survey  
April 2008**

Number of possible completions: 251  
 Number of completed surveys: 98 (39%)

Surveys completed by:

Director 90 92.0%  
 Assistant Director 3 3.4%  
 Other: 4 4.5%

[Clerk-Treasurer/Fiscal Officer (2); Human Resources;  
 Coordinator; Security Manager]

**Survey Results**

**1. What types of safety and security issues have you dealt with in your library during the past three years? (check all that apply)**

<b>Incidents</b>	<b>Number</b>	<b>?: question</b>	<b>?: total resp.</b>
Theft of library materials – by patrons	90	13%	92%
Unsupervised minors	82	12%	84%
Unruly teens	80	11%	82%
In appropriate computer use – by patrons	79	11%	81%
Vandalism of library property	76	10%	78%
Disruptive adults	59	8%	60%
Mentally ill, homeless patrons	55	8%	56%
Medical emergencies	47	7%	48%
Dealing with registered sex offenders	46	7%	47%
Computer network security	27	4%	28%
Drugs, assaults, stalking	23	3%	23%
Theft of library materials – by staff	12	2%	12%
Violent crimes, felonies	11	2%	11%
Inappropriate computer use – by staff	9	1%	9%
Incidents on the Bookmobile	1	.1%	.1%
Other: (see below)	7	1%	7%

- ✓ Disgruntled patrons registering for a library card
- ✓ Fraud
- ✓ Identity theft involving a person's library card
- ✓ Inappropriate actions by patrons
- ✓ Miscellaneous
- ✓ Sexual acts on library property
- ✓ Theft of personal belongings of staff and patrons by patrons

**2. Of those checked in question 1, what are the three most critical issues for the library?**

<b>Rank</b>	<b>Incidents</b>
1	Unruly Teens
2	Theft of library materials – by patrons
3	Unsupervised minors
4	Inappropriate computer use – by patrons

5	Disruptive adults
6	Vandalism of library property
7	Mentally ill, homeless patrons
8	Dealing with registered sex offenders

3. Does your library have policies AND procedures on how to deal with safety and security issues?

Response	Number	Percentage
Yes, policies and procedures	63	65%
Policies, but no procedures	25	26%
No policies	9	9%

4. Do you believe those policies and procedures adequately address the three most critical issues for the library (selected in question 2)?

Response	Number	Percentage
No	55	58%
Yes	40	42%

5. How often does your library conduct staff training on library safety and security policies and procedures?

Response	Number	Percentage
Occasionally	49	51%
Once a year	18	19%
Not offered	15	15%
With every new hire during employee orientation	10	10%
Every six months	5	5%

6. What types of security measures are used in your library? (check all that apply)

Response	Number	:%: question	:%: total resp.
Monitors, cameras	43	25%	44%
None	29	17%	30%
Alarm gates	27	16%	28%
Building security by design	26	15%	27%
Off-duty police	12	7%	12%
Other: (see below)	11	6%	11%
Library security employees - unarmed	11	6%	11%
Lock boxes	10	6%	10%
Contract security guards – unarmed	4	2%	4%
Library security employees - armed	0	0%	0%
Contract security guards - armed	0	0%	0%

- ✓ After hours security alarm
- ✓ Alarm system
- ✓ Buddy system when staff need to talk with an offender (2)
- ✓ Card access control
- ✓ Contact local police
- ✓ In process of purchasing cameras
- ✓ Keyless entry system for staff only areas
- ✓ Security system for hours not open
- ✓ Staff observation, call police if needed

- ✓ Telling staff what should be done if it happens

7. Does the library system have buildings in which only one staff member is on duty at a time?

Response	Number	Percentage
No	71	73
Yes	26	27

8. What types of information/education would you like from the OLC on library safety and security issues? (check all that apply)

Response	Number	:%: question	:%: total resp.
Sample policies and procedures	80	21%	82%
How to effectively conduct staff training	68	17%	69%
How to select appropriate security technologies/equip.	48	12%	49%
Crisis management	47	12%	48%
Effective community awareness programs	46	12%	47%
Implementation of security measures	43	11%	44%
Incorporating security into building design	36	9%	37%
How to establish relationships with local authorities	19	5%	19%
Other: (see below)	3	1%	3%

- ✓ Hiring security personnel
- ✓ Inclusion in new directors' training, management workshop
- ✓ Staff training opportunities from OLC

9. What is your preferred mode of receiving information/education on the topics you've selected in the previous question? (check all that apply)

Response	Number	:%: question	:%: total resp.
<u>Handbook/manual</u> : a collection of policies/procedures, implementation/training suggestions, etc.	77	36%	79%
<u>Safety &amp; security seminar</u> : a day-long seminar with session on staff training, dealing with problem patrons, security policies and procedures, materials security, building design, etc.	55	26%	56%
<u>On-site audits</u> : security experts who will visit libraries to assess security issues and provide recommendations	41	19%	42%
<u>Online learning</u> : online education modules, utilizing streaming video where appropriate, on topics referenced above.	41	19%	42%

10. Who has primary responsibility for library security (i.e., supervision of contract or library security officers, inspections, logging incidents, etc.)?

Response	Number	Percentage
Director	71	73%
Facilities Manager	10	10%
Other (see below)	9	9%
Assistant Director	5	5%
Security Manager	2	2%

- ✓ Branch managers

- ✓ Circulation Manager supervises library monitor staff; building security falls to Facilities Manager
- ✓ Currently the Youth Services Manager deals with the police officers; not always a good thing.
- ✓ Department heads Rotate, Admin. monitors
- ✓ Everyone from Director to every staff member
- ✓ Fiscal officer/security director
- ✓ It's splintered with no real authority center
- ✓ Librarian Staff On Duty
- ✓ Senior Librarian

**11. For purposes of classification, what is the level of state funding for your library system?**

Response	Number	Percentage
Less than \$400,000	25	27%
\$400,000 up to \$1 million	24	26%
\$1 million up to \$2.5 million	23	25%
\$2.5 million up to \$9 million	19	20%
\$9 million or more	3	3%

**12. What is the total number of employees (FTE) in your library system?**

Response	Number	Percentage
1 - 9	30	33%
10 - 19	22	22%
20 - 34	13	13%
35 - 50	9	9%
50 - 99	14	16%
100 - 250	3	3%
250+	3	3%

**13. What is the total number of buildings in your library system?**

Response	Number	Percentage
1	49	50%
2	16	16%
3	4	4%
4	4	4%
5 - 9	16	16%
10+	5	5%