



Mifflin Community Library

6 Philadelphia Avenue, Shillington, PA 19607 · 610.777.3911
www.berks.lib.pa.us/smi · mifflincl@berks.lib.pa.us

POLICY

LIBRARY SECURITY POLICY & PROCEDURES Effective June 1, 2008

Policy

It is the policy of Mifflin Community Library to maintain a safe and orderly library setting that is conducive to study, reading and meeting and that preserves the resources of the library.

Disorderly acts are those that create inconvenience, annoyance, or alarm. Disorder in the form of fighting, threatening or violent behavior, unreasonable noise, obscene language, or display of a weapon will not be tolerated. Criminal acts such as theft or mutilation of library materials or robbery will be prosecuted.

The safety of library employees and patrons is of utmost importance. When dealing with a disorderly or dangerous person, it is essential that any action is to be avoided that will increase danger to staff members or to others in the Library.

The following procedures are to be followed when dealing with a disorderly person or when responding to a criminal act in the Library.

Procedures for Dealing with a Disorderly Patron or a Patron Suspected of Theft

If faced with an **aggressive individual** -

1. Encourage him/her to leave the Library.
2. If non-responsive to your request, discreetly dial 911. Advise dispatcher that you have a **disturbance or a violent thief** in the Library and ask to "**Please have an officer come as soon as possible.**"
3. Avoid cornering the subject and always be certain you have an "escape" route for yourself (i.e., do not get cornered behind the circulation desk--move into the area toward the director's office/side entrance).
4. Wait for the officer to arrive. Do not agitate an aggressive person. Request that the officer obtain proof of identity from the patron (including the person's mailing address) and ask for a copy of the official police complaint.
5. Officer will advise the party that he/she is being banned from the Library, will receive a written letter in the mail, that attempting to reenter will result in arrest for Defiant Trespass and that an appeal of the ban must be made in writing to the library Board of Directors to request an appointment.
6. Complete an incident report (Attachment A) as soon as possible. Give the report to the Library Director, who will notify all staff of the incident
7. Director will follow-up by mailing the disruptive patron or suspected thief a "defiant trespass" letter (Attachment B) via certified mail and attach a copy to the retained incident report.

If faced with a **non-aggressive individual** -

1. Encourage him/her to leave the Library.
2. If the individual is non-responsive to your request, discreetly dial 911. Advise the dispatcher that you

have a **disruptive person or suspect in a theft** in the Library and ask to "**Please have an officer come as soon as possible.**"

3. Take a photograph of the person, if possible.
4. Approach the person with another staff member. At least one must be paid staff. Decide in advance who is the spokesperson (it must be the paid staff member if one is a volunteer).
5. Request that the person accompany staff members to the desk area, away from the door. Avoid cornering the person or being cornered.
6. Attempt to obtain the person's name and address.
7. When the police officer arrives, advise him/her of the problem and request in a suspected theft that he/she check the person for stolen property. Request that officer obtain proof of identity (including current mailing address) from the patron. Ask for a copy of the official police complaint.
5. As deemed necessary (at the discretion/request of the "in charge" staff person)--the responding Officer will advise the party that he/she is being banned from the Library, will receive a written letter in the mail, that attempting to reenter will result in arrest for Defiant Trespass and that an appeal of the ban must be made in writing to the library Board of Directors to request an appointment.
6. Complete an incident report (Attachment A) as soon as possible. Give the report to the Library Director who will notify all staff of the incident. If a photograph was taken, turn it over to the Director.
7. As applicable, Director will follow-up by mailing the disruptive patron a "defiant trespass" letter (Attachment B) via certified mail and attach a copy to the retained incident report.

Procedure for Responding to a Robbery Attempt

If faced with an **attempted robbery-**

1. Remain calm and observant. Avoid actions that might increase danger to you, fellow employees or library patrons.
2. Avoid cornering the subject and always be certain you have an "escape" route for yourself (i.e., do not get cornered behind the circulation desk--move into the area toward the director's office/side entrance).
3. Comply with the robber's demands. Always cooperate. Never challenge or provoke him/her. The safety of employees and library patrons should be your first concern.
4. Observe the robber's physical features (voice, accent, mannerisms, clothing, other unique characteristics). Observe type of weapon if any.
5. Give the robber no more money (or information) than he/she demands.
6. If the robber leaves evidence (such as a note), do not touch it. Be observant of places within the Library that the robber may have touched any item or surface during the incident.)
7. Observe the direction of the robber's escape and, if possible, the description and license plate number of the vehicle used. **Never follow the robber out of the Library or put yourself in any jeopardy.**
8. Immediately following a robbery, lock the door to the Library, and post a sign saying the Library is "Temporarily Closed". (Call an ambulance if anyone is injured.)
9. Call 911 to report the **Robbery**. Ask to "**Please have an officer come as soon as possible.**"
10. If the Library Director is not on duty--notify (at home) and/or the Library Board President.
11. Obtain names and addresses of witnesses present. Ask them to remain until the police arrive if possible and not to touch any surfaces the robber touched where there may be fingerprints. Have all who observed the robbery complete an Identification Guide (Attachment B).
12. Refrain from discussing the details of the robbery before law enforcement personnel have questioned employees and other witnesses.
13. Wait for the officer to arrive and furnish them with all of the information your have pertaining to the robbery.
14. After the officer has ensured that it is safe, reopen the Library.
15. Complete an incident report (Attachment A) as soon as possible. Give report to the Library Director who will notify all staff of the incident and retain report.

Attachment A

MIFFLIN COMMUNITY LIBRARY
Incident Report

Date of Incident _____ Time of Incident _____

Location (within Library) _____

If Known:

Person involved _____ Phone _____

Address _____

Description of Incident:

Missing/Destroyed Items:

Police Called: Yes No Officer Responding: _____

Action Taken: _____

Other Agencies Involved (Fire Dept. etc.): _____

Witnesses (name, address, phone):

1. _____
2. _____
3. _____
4. _____
5. _____

Your Name _____ Date _____



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Dear

As a staff member and authorized agent of Mifflin Community Library, I am empowered to grant or deny access to our facilities located at 6 Philadelphia Avenue in Shillington, PA. Out of our concern for maintaining a safe and secure environment for our patrons, I am advising you to not enter or remain on the premises of Mifflin Community Library for a period of one (1) year [or period determined] from this date for the following infraction(s):

While we have no reason to believe that you will try to enter our facilities without written authorization, please be advised that any violation of this directive will be viewed as an actionable violation of the Pennsylvania Crime Code Section 3503(b) relating to Defiant Trespassers.

Sincerely,

Library Director

Enclosure: Code of Conduct Policy