#critlib: library security and implications for libraries

Storify of the #critlib chat from 9/22/2015 on library security, moderated by @BNTdynomite. For more information about #critlib, including past & future chats, please see http://critlib.org

[The usual disclaimer: I tried to include all of Tweets from the chat and string Tweets from the same thread together as best as I could. Retweets, favorites, & tweets without the hashtag omitted on purpose. Lacunae, misreadings, or other mistakes my own.]

Suggested Readings –

*The Case Against More Guns on Campus* by Andrew Morse and Linsday Hammond, Chronicle of Higher Education: [chronicle.com/article/The-C...](chronicle.com/article/The-C...)

AL Live: Library Security by Mariam Peram, American Libraries: [americanlibrariestmagazine.o...](americanlibrariestmagazine.o...)

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**Introductions to start...**

Bethany Tschaep

BNTdynomite

Check, check, check....good evening #critlib. How are y’all tonight?

2 YEARS AGO

Bethany Tschaep

BNTdynomite

Let’s see who is on our chat tonight for #critlib. Intro yourself and where you are coming from tonight!

2 YEARS AGO

Bethany Tschaep

BNTdynomite

I’m the Online Instruction and Outreach Librarian for UHD Library in the heart of Houston TX.

#critlib

2 YEARS AGO
@BNTdynomite exited for my first #critlib discussion! #IU

@vaughancello91 Welcome! I’m excited for my first #critlib moderation!

Hello #critlib, joining the discussion from the IQ wall at IU. Doing well here! http://t.co/CknsjywU22

Hello #critlib, joining the discussion from the IQ wall at IU. Doing well here! pic.twitter.com/CknsjywU22

@thomthomthom That's not intimidating AT ALL. #critlib. #hihoosiers!

Hello #critlib! I'm Heidy, technical services librarian at a private liberal arts college.

Hi team! Kevin here. Academic instruction person tuning in from Denver. #critlib

Hi #critlib! I'm Diana. Current @PrattSILS student taking @jessicahochman's class. I work as an archivist and sci pubs editor @AMNH.
Hi #critlib, I'm Violet, cataloger/metadata person in Minnesota, poking my head in from time to time!

@violetbfox

2 YEARS AGO

Hello everyone! MLS student in Bloomington #critlib

@thomthom

2 YEARS AGO

@BNTdynomite I'm from #Houston! This will be an interesting #critlib with two #Texans on the start up! #texasrepresent!

2 YEARS AGO

I'm Charissa - undergrad experience librarian at Kansas State! Semi lurking, semi participating tonight #critlib

@CharissaPowell

2 YEARS AGO
Howdy #critlib, I'm an outreach librarian in OR, currently making dinner #critcarrots pic.twitter.com/aqBcYK3ft2

@KELLYMCELROY 2 YEARS AGO

Greetings from Eugene, Oregon! My name is Gina & I work at an academic library. #critlib

@GinaMurrell 2 YEARS AGO

Dear ... #critlib ... I work in a southern regional university library. Sometimes I even identify as a librarian.

@typewriterwritersball 2 YEARS AGO

Hi #critlib from Ohio (mostly listening tonight)

@eiratansy 2 YEARS AGO
Zinia
@zeezaps
Hi #critilb! I'm Zinia, student @PrattSILS.

Christina Bell
librarybell
Hi #critilb I'm Christina, an academic subject specialist in Maine. #eveninglibrarian on the #refdesk, so much lurking

Eamon Tewell
@EamonTewell
Hi #critilb, I'm at a late-night reference shift in Brooklyn, NY #lastcallforbathroomdirections

Maura Smale
mauraweb
Late to #critilb, Maura from an academic library in Brooklyn NY, prob mostly lurking tonight (chores, sigh).

Lisa Hinchliffe
@BNTdynomite
Howdy. Lisa, info lit coord from IL at my dining room table. :) This time with hashtag! #critilb

Annie Pho
@catladylib
Hi #critilb! I'm an academic librarian in Chicago. 👌
Hi #critlib this is Jenna in NYC. I'll be in and out tonight. Academic librarians, Fall Semester Nado, amirite?

2 YEARS AGO

Hi #critlib. This is Diana in MN - working an evening shift tonight so I'll be checking in when I'm able :)

2 YEARS AGO

Q1: What type of safety/security measures does your library employ? Does your library have a code of conduct/set of rules posted?

Q1. What type of safety/security measures does your library employ? Does your library have a code of conduct/set of rules posted? #critlib

2 YEARS AGO

A1. If we have a code of conduct for the library, it’s very well hidden. #critlib

2 YEARS AGO

No security guards either. I think campus security does the occasional walk through at night. #critlib

2 YEARS AGO

A1. For one thing, we have security guards, but only for late night hours, to check that folks have a student ID. #critlib

2 YEARS AGO
A1: I also almost never work the desk, so I’m sure there are many other things I am not aware of. #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber
@kellymce Same. #alienation #critlib

2 YEARS AGO

Kelly McElroy
@kellymce
@kevinseeber I mostly just feel ignorant! #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber
@kellymce #structural #critlib

2 YEARS AGO

Brian Rogers
typewritetypewriterwritersball
A1.1: We’ve a "Building Use and Conduct Policies" page on website. Needs a revamp. A security guard for 24 hour space. #critlib

2 YEARS AGO

Brian Rogers
typewritetypewriterwritersball
A1.2: Folks also go through various campus trainings to act as hub for various safe zones for the campus population. #critlib

2 YEARS AGO
A1.3: We also underwent emergency preparedness training to flesh out guidelines & made sure to understand our responsibilities. #critlib

A1.4: We've also security cameras throughout the building which we have ability to monitor. #critlib

A1: MPOW, in downtown Denver, has a uniformed security guard afternoons and evenings, along with building use policies. #critlib

A1.2 Former library had gates/swipe card access and security guards 24/5. #critlib

A1. Student patrols walk the library, as do uniformed police on occasion. I’ve never seen a code of conduct/set of rules posted. #critlib

@GinaMurrell1 are your campus police also OR state troopers? I was so surprised by that. #critlib
Gina Murrell
@kellymce I wish I knew! All I see are uniformed, stern-faced guys packing heat. #critlib

2 YEARS AGO

Maura Smale
@GinaMurrell1 Ooh, tell me more about the students. We have campus public safety patrols, but students cld be a good addition. #critlib A1

2 YEARS AGO

Gina Murrell
@mauraweb I'm not sure how much authority they have, but they're def students designated as security (by their neon smocks). #critlib

2 YEARS AGO

Charissa Powell
A1: I'm currently being trained and I feel like we have a LOT of security measures and processes. Also a code of conduct. #critlib

2 YEARS AGO

Charissa Powell
A1 part 2: also a security guard after hours to be with the student staff #critlib

2 YEARS AGO

Bethany Tschaepe
A1. We have policies, signage stating the "rules" posted around as well. #critlib #security

2 YEARS AGO
@BNTdynomite patron code of conduct posted online, various locks/guards/protocols for reporting issues, customer service guidelines #critlib

2 YEARS AGO

@BNTdynomite plus cameras, training on "problem patrons" as well as "five minutes to live," walk throughs #critlib

2 YEARS AGO

@BNTdynomite plus lots of computer security, logins required, etc; for 24/5 libs - ID required after certain hours #critlib

2 YEARS AGO

@lisalibrarian That reminds me: our our online policies posted, but seem to mostly be directed for usage not conduct #critlib

2 YEARS AGO

A1 AMNH has security desks that all visitors go through and a code of conduct posted on its website. #critlib

2 YEARS AGO

We have security/campus police, cameras, and some policies posted online. #critlib

2 YEARS AGO
A1 Main campus libs patrolled by campus security cadets, usually 2 ppl for ~15 floors #critlib

2 YEARS AGO

A1 campus has many libraries, potential for many codes #critlib

2 YEARS AGO

A1. We have emergency response plans and starting all staff training. Our Code of Conduct is for employees, not patrons. #critlib

2 YEARS AGO

A1 No guards, no credentials to get in, some open access computer stations #critlib

2 YEARS AGO

@schomj No credentials needed at my library either, with the exception of getting to the late night study space. #critlib

2 YEARS AGO

@schomj Interesting! re: COC. #critlib

2 YEARS AGO

@kevinseeber We do have many university policies and state laws though #critlib

2 YEARS AGO
A1. I don't believe that we a physical code of conduct posted, #IU just has the one online. Student Cadets keep tabs @ night #critlib

2 YEARS AGO

@vaughancello91 Do the cadets have uniforms?! #critlib #militarychinmymind

2 YEARS AGO

A1: We have rarely have security patrol inside the library building on campus. As for the code of conduct, I have yet to see one. #critlib

2 YEARS AGO

A1 We have campus public safety patrols w/rest of campus, no security at entrance (trying to make the case for it). #critlib

2 YEARS AGO

A1 cont Policies are posted throughout library & signs on tables/desks re: noise/food esp. I try to walk around too (I'm director). #critlib

2 YEARS AGO

A1: public librarian here. We have a city code of conduct and signs posted saying 'Respect your library & others' #critlib @BNTdynomite

2 YEARS AGO

Q2: How effective are these measures/policies in providing a "safe" library space/workplace?
Bethany Tschaeppe

Q2. How effective are these measures/policies in providing a “safe” library space/workplace? #critlib

Lisa Hinchliffe

@BNTdynamite for staff or patrons? #critlib

Thom Sullivan

A2 depends on what "safe" means & to whom, 24 he spaces w/o gender neutral bathrooms for example #critlib

Thom Sullivan

@thomthomthom 24 hour** #critlib

Thom Sullivan

#critlib A2 also doubt the effectiveness of notes like "a theft has been reported" which I see I. libs on campus

Bethany Tschaeppe

@kevinseeberr @schomj we recently had a drill involving campus and city police for hostile shooter scenario, but didn't involve lib #critlib
Heidy Berthoud
@heidylibrarian

@BNTdynomite @kevinseeber @schomj We had active shooter training in the library about two years ago. But no real follow-up plan. #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber

@BNTdynomite @schomj My last lib had "active shooter training" which included sheriff's deputies firing blanks for ~45 minutes. #critlib

2 YEARS AGO

Jessica
@scomj

@kevinseeber @heidylibrarian @BNTdynomite We've talked about doing that too, though firing blanks wasn't mentioned! #critlib

2 YEARS AGO

Jessica
@scomj

@kevinseeber @heidylibrarian @BNTdynomite The follow up plan seems kind of important? #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber

@kellymce @BNTdynomite @schomj It was a full-day thing. I had CPR/AED training two weeks ago which was MUCH better use of time. #critlib

2 YEARS AGO

Annie Pho
@catladylib

Q2 um I'm not sure. In some ways they protect students from harm, but also reproduce structural issues that exist within society. #critlib

2 YEARS AGO
Annie Pho
@catladylib
A2 have had our students call out campus "crime alert" descriptions as racial profiling. #critlib
2 YEARS AGO

Bethany Tschaep
@BNTdynomite
@catladylib That's interesting, how far did it go? #critlib
2 YEARS AGO

Annie Pho
@catladylib
@BNTdynomite it was during a #BlackLivesMatter protest so I don’t think the campus police were listening thb.😢 #critlib
2 YEARS AGO

Heidy Berthoud
@heidylibrarian
@catladylib This has happened on our campus too. #critlib
2 YEARS AGO

Brian Rogers
@typewritersball
A2: Hard to determine effectiveness until first point of failure. Not hearing about a problem doesn't equal absence of problem. #critlib
2 YEARS AGO

Bethany Tschaep
@BNTdynomite
@typewritersball absolutely. #critlib
2 YEARS AGO

Jessica
@schornj
Q2 Things are going to happen, you can’t control everything. #critlib
2 YEARS AGO
A2. I think a public library may never be a 100% safe place because we balance policing with providing access #critlib

A2.1 but pretty much no public service job will ever be 100% safe #critlib

A2.2 Staff training and being aware of/knowing the people in your library keeps you safe. Communication is key w staff & patrons #critlib

Q2. The Cadets are respected by students. I've been at the #IU libraries when rowdy kids have been kicked out. #critlib

The staff can signal they're "safe" but the library is inherently not a safe space. #critlib

@galvan_as do you mean inherently not physically safe? #critlib
@galvan_as Ha, no! Just was curious. In some ways, being in public *is* inherently unsafe. #critlib

2 YEARS AGO

Zinia
@zeezaps

why would students even need to carry guns on campus? #critlib

2 YEARS AGO

Kelly McElroy
@kellymce

A2: also, students don't necessarily think to let library staff know if something happens -- may directly call campus safety #critlib

2 YEARS AGO

Jessica
@schorne

@kellymce Or just post about it on twitter, etc. That's what usually happens here during the odd knife/gun incident #critlib

2 YEARS AGO

Bethany Tschaep
@schone

@schone @kellymce reminds me of ALA prez on using social media to assess what REALLY happens in the stacks. Don't remember who #critlib

2 YEARS AGO

Lisa Hinchliffe
@kellymce Hmm... I want students to call directly. In emergency, don’t want a time lag? #critlib

2 YEARS AGO
Kelly McElroy
@lisalibrarian sure, good point for an emergency. Sometimes it is a facility thing, or more minor, and it would be good to know! #critlib
2 YEARS AGO

Lisa Hinchliffe
@kellymc Oh, for those I understand. But, I would still rather the impulse be for immediate help. Lib can work w campus to funnel? #critlib
2 YEARS AGO

Gina Murrell
A2. I feel safe, but I think lots of students seem to exist in a bubble where they think nothing can happen to them or their stuff. #critlib
2 YEARS AGO

Gina Murrell
A2.2 I’ve personally seen students walk away from their laptops, book bags, etc., leaving them unattended. There’s a lot of theft. #critlib
2 YEARS AGO

Bethany Tschaepe
@GinaMurrell1 #critlib Students who have bags stolen while leaving them unattended act shocked we can’t recover them with our cameras
2 YEARS AGO

Gina Murrell
@BNTdynamite Amazing. I don't know if it's the result of being sheltered or what. They're young adults; we're not there to babysit. #critlib
2 YEARS AGO
@GinaMurrell1 I totally agree with this. This happens SO MUCH at #IU. Students don't think about what could happen. #critlib

2 YEARS AGO

@GinaMurrell1 @BNTdynomite Students at #IU leave expensive laptops, jackets, phones, purses, and ipods. #what #takeyostuff #critlib

2 YEARS AGO

@vaughancello91 @GinaMurrell1 @BNTdynomite Happens at MPOW too, always surprising to me. #critlib

2 YEARS AGO

A2- Every library I've worked in has had theft issues, unfortunately. Not sure if that's libraries or just the world? #critlib

2 YEARS AGO

@GinaMurrell1 I am always amazed at the trust students have. #critlib

2 YEARS AGO

A2 I've only been here little over a month so I'm not too sure yet #critlib

2 YEARS AGO
Christina Bell
librarybell

A2 We rely on campus security, and circ staff in particular are trained to handle all manner of issues #critlib

2 YEARS AGO

Christina Bell
librarybell

A2 This is a small & insular campus- students are shocked by a rare theft, & will report outside users for being in the building #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian

@librarybell We've had students report outside users as well. #critlib

2 YEARS AGO

Christina Bell
librarybell

@heidylibrarian #critlib Sometimes we have to say, those people belong here too. But if students feel unsafe, we have to respond

2 YEARS AGO

Heidy Berthoud
@heidylibrarian

@librarybell Students sometimes call campus security on their own. There was a bad incident last semester. #critlib

2 YEARS AGO

Bethany Tschaep
BNTdynomite

Q2. Follow up: how prepared do you feel YOU or your lib staff are to handle security/safety issues? I fear lack of training=issue #critlib

2 YEARS AGO
@BNTdynomite absolutely. I'm in a large urban library, & we attend training many times a year, talk often about safety/strategies #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian

A2. We rely heavily on campus security. I don’t know that training for circ staff on safety is that thorough, unfortunately. #critlib

2 YEARS AGO

Annie Pho
catladylib

A2 We've had active shooter training and other safety training. Sad reality of our society. #critlib twitter.com/bntdynomite/st...

2 YEARS AGO

Kevin Seeber
@kevinseeber

@catladylib Eh? Stats for active shooter are ~equal to being struck by lightning. Still waiting for lighting response training. #critlib

2 YEARS AGO

Annie Pho
catladylib

@kevinseeber I feel like no training could prepare someone for that situation. #critlib #cultureoffear

2 YEARS AGO

Annie Pho
catladylib

@kevinseeber basically the training was RUN AWAY. #critlib

2 YEARS AGO
Paula Gaetos
@catladylib When I worked high school library, we also had an active shooter safety training. Both w/ students on campus & w/o #critlib
2 YEARS AGO

Lisa Hinchliffe
@catladylib @kevinseeber FWIW, training is about only thing that can prepare. Need to have responses be automatic. #critlib #researchonthis
2 YEARS AGO

Kevin Seeber
@lislindsay @catladylib Feel like we devote much more energy to reaction that prevention. #critlib
2 YEARS AGO

Bethany Tschaepe
@kevinseeber @lislindsay @catladylib I'm interested in libs partnering with soc. workers as ways to serve than exclude users #critlib
2 YEARS AGO

Lisa Hinchliffe
@kevinseeber @catladylib We have also had walkthroughs consults that relate to prevention/establishing safest set-ups #critlib
2 YEARS AGO

Lisa Hinchliffe
@BNTdynomite @kevinseeber @catladylib Absolutely agree. Context here those is active shooter. #critlib
2 YEARS AGO
Brian Rogers
@writersball


2 YEARS AGO

Barnard Library
@barnlib

A2 was bothered that a sexual assault alert at my #womenscollege advised students not to walk alone. Rather see self-defense tips. #critlib

2 YEARS AGO

Kelly McElroy
@kellymce

A2: I’ve had the Cascadian subduction zone earthquake in mind lately, which is a diff’t kind of danger, but our lib is retrofitted. #critlib

2 YEARS AGO

Lisa Hinchliffe
@lisalibrarian

@kellymce Reminds me of an Immersion program in CA. Earthquake. We did a mini-training btwn it and the aftershock! #critlib

2 YEARS AGO

Lisa Hinchliffe
@lisalibrarian

@kellymce I was teaching the session and was like "so, for we midwesterners, what exactly does one do in an earthquake?" #critlib

2 YEARS AGO

Kelly McElroy
@kellymce

@lisalibrarian drop, cover, and hold on! #critlib

2 YEARS AGO

Q3: In what ways have these measure/policies infringed on personal privacy/rights or used to discriminate specific users (homeless/teens)?
Q3. In what ways have measure/policies infringed on personal privacy/rights? Used to discriminate specific users (homeless/teens)? #critlib

Heather Lowe
interliblowe

A3. City policies somewhat discriminate against homeless, but we don't enforce such policies in our library #critlib

Heather Lowe
interliblowe

Q3. Some would argue policies are too weak allowing for guns/knives in the library. I don't see it though. I feel safe #critlib

Bethany Tschaepe
BNTdynomite

@interliblowe Interesting! #critlib

Lisa Hinchliffe
lisa@liza.com

@BNTdynomite I think a lot of policies I've seen arguably violate freedom of expression/free speech. #critlib

Bethany Tschaepe
BNTdynomite

A3. When looking @ lib lit, referring to homeless people/teens as problematic really stood out to me #critlib
A3. Mechanisms underlying computer use could (in limited fashion) be used against patron. Less policy-driven, more incidental. #critlib

2 YEARS AGO

A3.2: I worked for a Catholic university across street from homeless shelter w/open door policy & zero training for staff. #critlib

2 YEARS AGO

A3 I’m at a private school that exists for the campus- our policies to the community/public indicate that campus folx get priority #critlib

2 YEARS AGO

#critlib A3 circulation policies require drivers license/ID for non-resident borrowers, presents issues for homeless, teens

2 YEARS AGO

@thomthomthom I agree, also children of recent immigrants may not be aware that they need some form of ID to have library access #critlib

2 YEARS AGO

@thomthomthom brings up a good point that the library is a space for all people. #critlib The #university setting brings up a class barrier

2 YEARS AGO
Bethany Tschaep
BNTdynamite

I see this also being an issue for undocumented or new immigrants #critlib
twitter.com/thomthomthom/s...

2 YEARS AGO

Eamon Tewell
@EamonTewell

A3 Beyond the personal level, I wonder about the impact of libraries' security & surveillance measures on the entire social fabric #critlib

2 YEARS AGO

Sveta Stoytcheva
oksvetasvet

[late to #critlib, but recently put on a working group for reviewing our procedures for banning patrons, so I'm lurking closely]

2 YEARS AGO

Diana Rosenthal
@diana05

.@oksvetasvet I'm interested in finding out more about actual procedures for banning patrons. Didn't know that existed! Do they help? #critlib

2 YEARS AGO

Kelly McElroy
kellymce@kellymce

A3: student fees pay for our overnight open hours, but checking IDs does seem like a security measure as well. #critlib

2 YEARS AGO

Kelly McElroy
kellymce@kellymce

And one that keeps non-campus people out, including homeless folks. #critlib

2 YEARS AGO
A3.2 As a matter of fact, there are visibly homeless in the library. They've got a right to be there, too, and staff let them be. #critlib

2 years ago

A3.3 We're a campus library but we're also open to anyone who wants to use our resources. The homeless don't seem to bother anyone. #critlib

2 years ago

@GinaMurrell1 I totally agree with this. If they want to use our resources, we should let them. #bringdownthebarrier #critlib

2 years ago

#futureoflibraries #critlib twitter.com/BNTdynomite/st...

2 years ago

Q3 We're pretty attentive to privacy for physical interactions, but user logins for 3rd party vendors/Eresources? Make me nervous. #critlib

2 years ago

#critlib Recent faculty meeting reviewed campus weapons policy- some profs were shocked we needed it! Basically no weapons allowed on campus

2 years ago
@librarybell We have a campus committee dedicated to new campus carry law and trying to figure out what we can/can't do #critlib

2 YEARS AGO

@librarybell Colorado had a state supreme court ruling that concealed carry on campus was ok. #critlib #libertarianstate

2 YEARS AGO

@InfAgit Hi #critlib, librarian at large urban public library skimming tweets to catch up. Has mental illness really not come up yet?

2 YEARS AGO

@InfAgit Not that mental illness = violence, but it’s the unpredictability that causes most potentially insecure situations we see IMO. #critlib

2 YEARS AGO

@InfAgit Talking about homelessness, but I think it’s the untreated emotional issues many experience that lead to it, + substance abuse etc. #critlib

2 YEARS AGO

@InfAgit it needs to! It's a big issues in large urban libraries #critlib

2 YEARS AGO
Heather Lowe
interliblowe
@InfAgit #critlib staff are often under trained to deal w mental illness. It’s the thing that stays with staff after they go home.

2 YEARS AGO

Melissa Morrone
@InfAgit
@interliblowe Sad but true. Don't want to perpetuate stereotype that PLs are full of mentally ill, but they use the library, too... #critlib

2 YEARS AGO

Kelly McElroy
kellymc
@InfAgit @interliblowe and staff often don't learn de-escalation that could help. #critlib

2 YEARS AGO

Lisa Hinchliffe
lisa
@InfAgit @interliblowe Mental illness is rising in college student populations rapidly. Not just a PL issue! #critlib

2 YEARS AGO

Diana Rosenthal
@diana05
@interliblowe @InfAgit Would be useful to learn how to recognize + help people with disabilities as part of MLS curriculum. #critlib

2 YEARS AGO

Brian Rogers
typewriterwritersball
@InfAgit - in limited experience, folks only care if students are impacted by patrons w/mental illness, but not library staff. #critlib

2 YEARS AGO
Bethany Tschaep

@InfAgit I am definitely interested in libs partner w/ soc. workers/counselors to help mediate potential situations in libs. #critlib

2 YEARS AGO

Diana Rosenthal

@BNTdynomite @InfAgit This is such a great idea. I wonder if any institutions would consider offering a dual degree program. #critlib

2 YEARS AGO

Heather Lowe

@InfAgit we just went through several weeks of mental health training for staff. Helped but it’s still unsettling more than unsafe #critlib

2 YEARS AGO

Heather Lowe

@InfAgit #critlib more than anything it opened up dialog. People are talking to each other, being supportive, calming situations down

2 YEARS AGO

Diana Rosenthal

Has anyone had special training in their jobs on how to address "problematic" patrons? Curious if # 1 step is getting security. #critlib

2 YEARS AGO

Zinia

@dianao5 ah, but how do we define "problematic"? #critlib

2 YEARS AGO
Maura Smale
mauraw@auraweb
@diana05 #critlib We occasionally have these issues, have begun to work more closely w/Counseling + Public Safety on campus.

Lisa Hinchliffe
lisalibrarian
@diana05 Yes we do. Step #1 is NOT security. And, also, re-framed as "problematic circumstances" rather than "problem person" #critlib

Lisa Hinchliffe
lisalibrarian
@diana05 FWIW, we have one community patron w/mental illness who has been using lib since at least 1993 when I was LIS student #critlib

Maura Smale
mauraw@auraweb
@zeezaps @diana05 #critlib For us problematic = repeated aggressive or otherwise disturbing behavior toward staff/other patrons.

Gina Murrell
GinaMurrell1
@diana05 I'm not aware of special training being offered on how to deal with "problematic" patrons at the library where I work. #critlib

Diana Rosenthal
@diana05
@GinaMurrell1 Do you think special training is necessary? I would want to consider some potential responses. #critlib
@diana05 On a personal level, I would be open to it if it was offered. It's easy to panic in situations that are unfamiliar/scary. #critlib

Lisa Hinchliffe
@diana05 @GinaMurrell1 Training very helpful. De-escalation strategies. Customer service, etc. Safety. #critlib

Maura Smale
@GinaMurrell1 @diana05 Yes, I felt like it was useful when we've done it, at least to get the convo started. Am hoping to do more. #critlib

Vaughan Hennen
At the main library of #IU, I haven't seen a large percentage of homeless, in contrast to the @mcplindiana library. #critlib

Rebecca Ciota
#critlib Active shooter training @ my lib made some staff talk negatively about other staff w/ mental/emotional disabilities.

Rebecca Ciota
@CiotaRebecca #critlib If we have these trainings, we have to make sure the right language is used - or work environ can become hostile.
@CiotaRebecca Which prob could lead to situations escalating due to such tensions #critlib

@BN'T'dynomite I worried about hostile working environ. I was offended by the things said, and I wasn’t one of the subjects of convo #critlib

A3 Regardless of policies in place, internalized biases can cause us to monitor some groups more closely than others. #critlib

Remembering incident from my undergrad where a black student was arrested for being "disruptive" in the library #critlib

@oksveta I remember that too...and my new campus had something similar last semester. Not good. #critlib

FWIW, any library that's a FDLP member is required to have an open door. #critlib #govdocs
Q4: What local/state/federal laws or outside groups does your library deal with that may interfere with providing a safe and inclusive space?

Bethany Tschaeppe
BNTdynomite

Q4. What local/state/fed laws/outside groups does your lib deal w/ that may interfere w/ providing a safe and inclusive space? #critlib

2 YEARS AGO

Maria the Librarian
ShinyDoom

I heart #critlib because it reminds me how tough but rewarding working in a library can be.

2 YEARS AGO

Bethany Tschaeppe
BNTdynomite

This is where intersection of wellness, libs, and #critlib starts to emerge for me. Wellness=6 dimensions twitter.com/lisalibrarian/...

2 YEARS AGO

Lisa Hinchliffe
lisalibrarian

@BNTdynomite side note - I wrote an article w Melissa Wong on wellness wheel as basis for programming in ac libs - might interest #critlib

2 YEARS AGO
Bethany Tschaepe

@laisalibrarian I loved that article and wish we had more like it to use as ways to prevent/serve help mitigate "problems" #critlib.

2 YEARS AGO

Lisa Hinchliffe

@BNTdynomite Thanks! Wasn't wishing for compliments but it is rewarding to know it was a useful piece! #critlib

2 YEARS AGO

Violet Fox

@violetbfox @laisalibrarian Will you share the title & URL please? Seems very relevant. #critlib

2 YEARS AGO

Lisa Hinchliffe

@violetbfox Wellness Wheel and academic library services article ...
tandfonline.com/doi/abs/10.108... #critlib #sorrywasnotyetenlightenedaboutOA

2 YEARS AGO

Kelly McElroy

@lisalibrarian @InfAgit @interliblowe my dad juuuust sent me this: wsj.com/articles/more-... #critlib

2 YEARS AGO

Melissa Morrone

@BNTdynomite Me too. We don't have a social worker on staff but some PLs do. #critlib

2 YEARS AGO
Melissa Morrone @InfAgit

@BNTdynomite Also, how to be proactive (rather than purely reactive) fighting lack of options for ppl with emotional disabilities? #critlib

2 YEARS AGO

Sarah T. Roberts ubiquity75

@InfAgit SF Public hired a full time social worker several yrs back to help meet needs of its patrons. #critlib

2 YEARS AGO

Sarah T. Roberts ubiquity75

@InfAgit youtu.be/o0cBLhs5Jko #critlib

2 YEARS AGO

Sarah T. Roberts ubiquity75

@InfAgit I believe so. Watch that clip, though; the (new?) director implementing anti-homeless policies. #critlib

2 YEARS AGO

Kevin Seeber @kevinseeber

@InfAgit @BNTdynomite Denver Public has a social worker on staff, my lib a mile away doesn’t, though we share patrons. #critlib

2 YEARS AGO

Heather Lowe interlibblowe

@InfAgit @BNTdynomite #critlib we had a social worker and it put the rest of staff at ease be they always know they have backup

2 YEARS AGO
Heather Lowe
interliblowe

The social worker is also a direct link to other city services. Bc they know people personally, we get better responses #critlib

2 YEARS AGO

Diana Rosenthal
@diana05

@kevinseeber @InfAgit @BNTdynomite Does the social worker help train librarians? Or are their jobs totally separate? #critlib

2 YEARS AGO

Heather Lowe
interliblowe

@diana05 @kevinseeber @InfAgit @BNTdynomite #critlib they help train at my library

2 YEARS AGO

Kevin Seeber
@kevinseeber

@diana05 @InfAgit @BNTdynomite Not sure they're "separate." More like social worker there to complement library services. #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber

@diana05 @InfAgit @BNTdynomite Core idea is meeting need where it is. Very #critlib IMO.

2 YEARS AGO

Diana Rosenthal
@diana05

@kevinseeber @InfAgit @BNTdynomite Very #critlib, indeed! Having access to an MSW's opinion sounds so valuable. #critlib

2 YEARS AGO
Heather Lowe
interlibolving

Yes! That seems like what we've always been abt in libraries! Why should we exclude those w mental illness? #critlib twitter.com/kevinseeber/st...

2 YEARS AGO

Jessica
@schomj

Q4 We just this year had a policy change to allow people to record preferred name in computer systems, so people aren’t deadnamed #critlib

2 YEARS AGO

Jessica
@schomj

Q4 But none of our public bathrooms are truly accessible and the funding for that is low priority :( #critlib

2 YEARS AGO

Sveta Stoytcheva
oksveta@oksveta

@schomj there's not a single gender neutral restroom in our library :/ #critlib

2 YEARS AGO

Charissa Powell
CharissaAPowell

@oksveta same here :/ #critlib

2 YEARS AGO

Brian Rogers
typewriterballoons

A4: when my city had its recent shooting, feds came calling for information. could lead to privacy concerns. #critlib

2 YEARS AGO
Rebecca Ciota

#critlib Wondering about librarians w/ patron populations who frequently open/conceal carry. How does that affect your library?

2 YEARS AGO

Bethany Tschaep

A4. TX just passed Campus Carry AND Open Carry laws in pub spaces. HUGE implications for PLs and ALs #critlib

2 YEARS AGO

Bethany Tschaep

A4. Consolation prize (?) = we get to designate gun free zone as public university #critlib

2 YEARS AGO

Maura Smale

@BNTdynomite #critlib That's good to hear! Open carry laws flat out terrify me.

2 YEARS AGO

Maura Smale

@BNTdynomite Yeah, can you make the case for needing a stress-free gun-free zone in the library too? #critlib

2 YEARS AGO

Zinia

@zeezaps

@mauraweb i agree, why would one need a firearm in a library in the first place? #critlib

2 YEARS AGO
@zeezaps @mauraweb One's "I have a right to Open Carry" is another's "I have a mental illness & loaded weapon." #critlib 1/3

2 YEARS AGO

@zeezaps @mauraweb Which is to say, it's not a potato/po-tah-toe issue. One can be a sane, responsible gun owner and still 2/3 #critlib

2 YEARS AGO

@zeezaps @mauraweb make others around you unsafe, uncomfortable, and upset by packing heat openly in the library. 3/3 #critlib #columbine

2 YEARS AGO

@BNTdynomite @zeezaps @mauraweb So glad these discussions are happening! Important to balance rights, privacy, and safety for all. #critlib

2 YEARS AGO

#critlib twitter.com/CSUPoliceSafet...

2 YEARS AGO

@ShinyDoom @zeezaps @mauraweb Some local discussions have been to drop everything & leave when people open carry as protest #critlib

2 YEARS AGO
Vaughan Hennen
vaughancello91

A4 I don't understand the need to have #opencarry. Has anyone seen these on their campus or in the library? #texas #whut #critlib

2 YEARS AGO

Rebecca Ciota
C iotaRebecca

#critlib Nearby public library has policy of asking patrons to leave if they "smell." Policy has potentional to be discriminatory.

2 YEARS AGO

Thom Sullivan
thomthomthom

@C iotaRebecca Our academic library has similar line about "offensive bodily hygiene" idk what offensive means #critlib

2 YEARS AGO

Rebecca Ciota
C iotaRebecca

@thomthomthom #critlib That's frightening. Women not shaving legs? Men with long hair? Can be a way of policing gender lines.

2 YEARS AGO

Melissa Morrone
@InfAgit

.@C iotaRebecca Ack, the "smell" issue. So fraught, as you say, but also odor can impact many others' use of the library. #critlib

2 YEARS AGO

Melissa Morrone
@InfAgit

.@C iotaRebecca The goal would be to target the behavior and not the person, but...obviously this is easier in theory than reality. #critlib

2 YEARS AGO
Q5: How do we balance safety/security or dealing with “problematic” users without infringement on individual rights and dignity?

Bethany Tschaep

Q5. How do we balance safety/security or dealing with “problematic” users w/o infringing on individual rights & dignity? #critlib

2 YEARS AGO

Kevin Seeber

A5- Not sure if "balance" is really possible? Feel like we should err on side of rights and dignity. Still, there are issues. #critlib

2 YEARS AGO

Brian Rogers

A5.1: Listen. Observe. Take reports seriously. Don’t wait until problematic users threaten staff or patrons. #critlib

2 YEARS AGO

A5.2: More often than not I’ve seen people lean on rights/dignity because it's easier than dealing with legitimate problems. #critlib

2 YEARS AGO
A5.3: And understand that problematic users need not be discrete or acute in their behavior for it to cause detrimental impact. #critlib

2 YEARS AGO

A5.4: & finally, libraries are not a panacea for society's failings/trappings. Be open, be inclusive, but don’t be haphazard. #critlib

2 YEARS AGO

A5. Relationships. The better you know the people in your library, the easier it gets to deal with delicate issues like hygiene #critlib

2 YEARS AGO

A5. When we really made roaming reference and talking to people a priority, behavior issues plummeted #critlib

2 YEARS AGO

The security guard closing up the library said we should be open 24 hours--having a third place & shelter can mean security too #critlib

2 YEARS AGO

@EamonTewell I think librarians should talk w the security guards more. Partner w them - they know stuff! #critlib

2 YEARS AGO
Bethany Tschaep
BTdynomite
YES our campus is open 24/7 including study rooms, but because of layout main lib area is closed latenite #critlib twitter.com/EamonTewell/st...

2 YEARS AGO

Vaughan Hennen
vancello91
Here is a little gem I found about #opencarry publiclibrariesonline.org/2015/07/can-i-...
#critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian
One of our stranger problems is dogs in the lib and students being afraid of dogs. Dog owners then offended if we ask dog to leave. #critlib

2 YEARS AGO

Bethany Tschaep
BTdynomite
@heidylibrarian How does this work with service/therapy dogs? We have several on our campus #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian
I should add that these are not service animals. Just pets that didn't want to left at home. #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian
@BNTdynomite It has not come up with service/therapy dog. These are just pets that came w/ their humans and growl/bark at people. #critlib

2 YEARS AGO
Kevin Seeber
@kevinseeber
@heidylibrarian @BNTdynomite Yeah... that's not ok. #critlib #catperson

2 YEARS AGO

Lisa Hinchliffe
@heidylibrarian
Not sure students. I'm quite afraid of dogs (attacked as child). I don't go to the dog stress reliever event! #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian
@lisalibrarian We have had several (non-therapy/service) dog incidents, and no policy against pets in the library. #critlib

2 YEARS AGO

Lisa Hinchliffe
@heidylibrarian
I'm not against the events. But, I am very glad there are signs, etc. #critlib

2 YEARS AGO

Kevin Seeber
@kevinseeber
@heidylibrarian @BNTdynomite Yeah, all of my lib's have had "no pets" policy. Service animals were totally fine, but not pets. #critlib

2 YEARS AGO

Jessica
@schomnj
A5 We agonize about asking patrons to leave if they're aggressively watching porn. Can't imagine doing that over smells #critlib

2 YEARS AGO
Jessica @schomj

A5 We did have discussions about how to handle foot washing before a campus washing station was installed, though #critlib

2 YEARS AGO

Gina Murrell @GinaMurrell1

A5. Discretion is key. Handle a situation as quickly/tactfully as possible. Send a text/email to students & staff as a follow-up. #critlib

2 YEARS AGO

Melissa Morrone @InfAgit

A5. Part of this is encouraging community among staff. When a patron was creepy to a colleague, others wd walk out w/ her at close. #critlib

2 YEARS AGO

Diana Rosenthal @diana05

A5 What about offering classes at the library that target some of the more common problems, but not actual users? #critlib

2 YEARS AGO

Thom Sullivan @thomthomthom

A5 #critlib felt very uneasy abt recommended reading saying cops should come at various hours to keep "problematic patrons" on their toes

2 YEARS AGO

Bethany Tschaep @BNTdynomite

@thomthomthom Also way which they suggest dealing with those populations #critlib

2 YEARS AGO
Zinia
@zeezaps
A5: positive language works better than singling out users... #critlib
2 YEARS AGO

Sveta Stoytcheva
oksveta@oksveta
A5 training, self-reflection etc to make sure policies are enforced fairly across user communities.
#critlib
2 YEARS AGO

#critpitches!

Kelly McElroy
kellymc@kellymce
My #critlib pitch is: are you interested in helping coordinate the second-ever radical librarians track at @AlliedMediaConf? LMK!
2 YEARS AGO

Lisa Hinchliffe
lisalibrarian
My #critlib pitch. You may know I'm running for ALA president (@lisa4ala) - if you have ideas on the future of ALA, please be in touch!
2 YEARS AGO
Annnnd here's my cat! #critcat #critlib #kthxbai pic.twitter.com/1hGRoo66uQ

THANKS, @BNTyhnomite!

Look at the time! Thanks, @BNTyhnomite, it's been great! #critlib

Gotta run and get my kid off the tee vee and into bed -- thanks for an awesome #critlib @BNTyhnomite and all!

I haven’t had much to say tonight at #critlib but want to congratulate @BNTyhnomite on an excellent topic & questions.
@barnlib Aww, thanks! This was a great experience! #critlib

2 YEARS AGO

Heather Lowe
@interlib
@heatherlowe

Thanks for the great chat! Stay safe. Stay grounded in core library values. Keep talking to one another. #critlib #librarieshelplibraries

2 YEARS AGO

Diana Rosenthal
@diana05

Thanks for my first #critlib experience, everyone!

2 YEARS AGO

Lisa Hinchliffe
@lisahinchliffe

@diana05 welcome to #critlib - glad to have you with us!

2 YEARS AGO

Kevin Seeber
@kevinseeber

Thanks @BNTdynomite! Great questions and great answers. #critlib

2 YEARS AGO

Heidy Berthoud
@heidylibrarian

Great #critlib tonight!

2 YEARS AGO

Zinia
@zeezaps

Thanks #critlib! Great questions!

2 YEARS AGO
Thanks for another great #critlib chat! And thanks, @BNTdynomite, for being a kickass moderator!!

@kellymc One of my three. #critlib #criticalpets pic.twitter.com/peTmJnPj5i

Thanks @BNTdynomite for moderating this weeks #critlib! we had many side convos abt the topics here @HermanBWells!

Thanks #critlib again for making this a great 1st time mod for me! Lots of great convos! Goodnight y'all!
Lisa Hinchliffe
@lisalibrarian

@BNTdynomite You did an awesome job! #critlib

2 YEARS AGO