



RESPONDING TO SECURITY INCIDENTS

All Staff Development Day, February 16, 2015

ABOUT ME

- Rawlings Library Manager
- Security Coordinating Responsibilities
 - Monitoring incidents
 - Reinstating suspensions
 - Contact for video footage and images
 - Utilizing and updating security tools
 - Advising on security issues and training
- Email me anytime: Janina.Goodwin@pueblolibrary.org
- Call me anytime: 562-5621 (or – extension 621)
- **TEXT ME ANYTIME: 719-217-1360**

WHAT WE WILL COVER

- Specific Security Incidents
 - Reviewing different types of incidents
 - Security tools
 - New tools are coming your way!
- Security Communication
 - Communication Log vs. Incident Report
 - How to complete an Incident Report
- Active Shooter
 - Run Hide Fight Video
 - Recap of Important points

TYPES OF INCIDENTS

Criminal

- Active Shooter
- Armed Robbery
- Bomb Threats
- Crime/Vandalism/Graffiti
- Fighting
- Hostage
- Intoxication/Under the Influence
- Rape/Sex Assault
- Theft
- Visible Weapons
- Workplace Violence

Behavioral

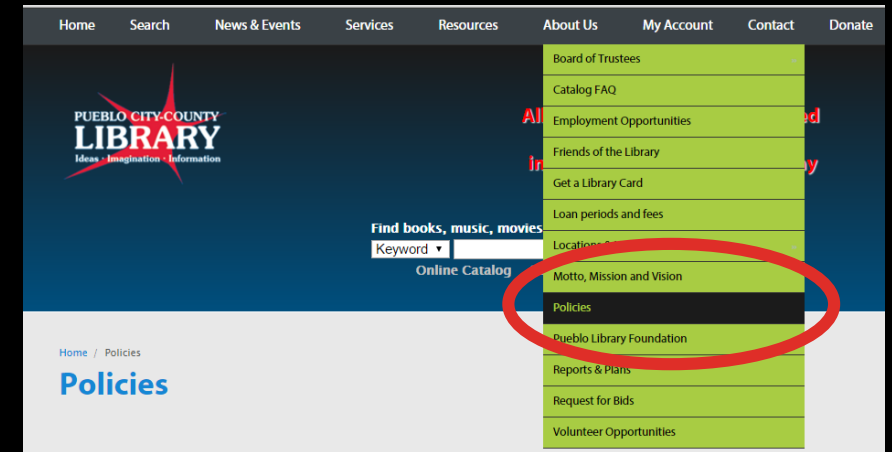
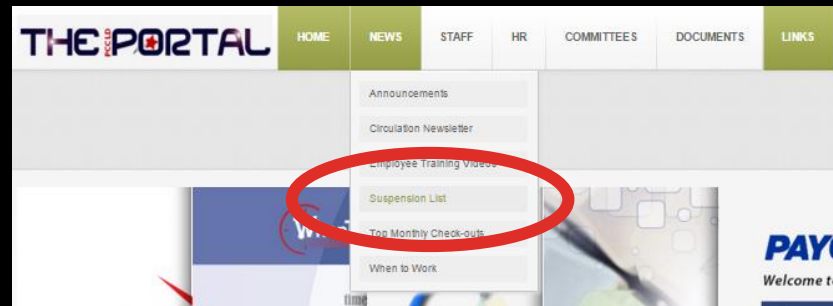
- Animal Control
- Harassment/Sexual Harassment
- Insect Infested Materials
- Missing/Lost Child, Kidnapping
- Unattended/Abandoned Children
- Unruly Patrons

Medical

- Bodily Fluids/Blood-born Pathogens
- Death on Property
- Injury/Sudden Illness/Medical Emergency
- Mental Health Crisis

SECURITY TOOLS

- Customer Service Guidelines – Rules of Conduct
- Security Hot Topics at Staff Meetings, monthly
- Suspension List
- Incident Reports



- Emergency Guidebook
- Security section on The Portal – all security information in one place!

EMERGENCY GUIDEBOOK

- Topics include:
 - Building related emergencies: fire, severe weather, gas leaks, ...
 - Criminal incidents: assault, theft, intoxication, ...
 - Behavioral incidents: abandoned children, unruly customers, animals, ...
 - Medical emergencies: illness, injury, bodily fluids, ...
- Some topics require consultation with Law Enforcement, Medical personnel, Facilities department
- Will be reviewed by Administration, Public Service Managers & Safety Committee
- Training will happen at Staff meetings
- Annual Re-evaluation
- Email me your thoughts, suggestions, or ideas!

COMMUNICATION LOG

- Housed locally at each loc/dept
- Staff are aware and can access it
- Used to communicate *any* concerns
- Read by each staff member
- Each entry date/time/staff initial
- The Communication Log should:
 - document situations addressed by any staff
 - Objective/factual – no opinions or assumptions
 - tracks 1st Level Offenses and Consequences
 - reveal patterns and trends

VS INCIDENT REPORT

- Incident Reports are emailed to Executive Director, COO, CFO, Rawlings Manager, Public Service Managers - may be emailed to specific staff involved in incidents
- May be reviewed by judges, lawyers, law enforcement, as necessary
- Information is stored centrally and accessible by Executive Director, COO, Rawlings Manager
- Incident Report Form is accessible by all staff, easily (link on Portal)
- Incident Reports are required for any request for security footage to be saved for future investigation or use
- Incident Reports should document the following:
 - Requires documentation
 - Future reference
 - Resulting in suspension
 - Vandalism/Property Damage
 - Medical or Injury related incidents
 - Law Enforcement, Paramedics, etc

WRITING INCIDENT REPORTS



The screenshot displays the "THE PORTAL" website interface. At the top, there is a navigation bar with the following menu items: HOME, NEWS, STAFF, HR, COMMITTEES, DOCUMENTS, and LINKS. The "LINKS" menu is open, showing a list of links: Add Event/Room Reservation, Claims Return Form, Employee Suggestions, Events Calendar, Gmail, Incident Report Form (highlighted with an orange circle), PCCLD Website, PayChex, Reference Counts, and Room Reserve Calendar. Below the navigation bar, there are several content tiles for "PUEBLA LIE", "When To Work", "Gmail", "PAYCHEX", "SERVICE DESK", and "E REQUEST".

COMMON CHARACTERISTICS OF WELL WRITTEN INCIDENT REPORTS

On the contrary, well written incident reports will:

- Be presented in a clear and well organized manner,
- Be complete,
- Be thorough,
- Be factual/objective,
- Be grammatically correct, and
- Be able to paint a detailed picture to parties unfamiliar with the situation.

COMMON CHARACTERISTICS OF POORLY WRITTEN INCIDENT REPORTS

Typically, poorly written incident reports will:

- Not present thoughts in a clear and organized manner,
- Not contain enough detail,
- Not be factual/objective,
- Not contain proper grammar, punctuation and spelling, and
- Not paint a clear image to an individual who wasn't there at the time of occurrence.

USE NORMAL LANGUAGE

- Some people think they should use fancy jargon in incident reports - the opposite is true! Use everyday English rather than complicated “police terms.” Lots of different people may read your report (supervisors, police, juries). It needs to be understandable to lots of different types of people, so the less jargon the better.

THE 4 WS

- **Who:** Who were the people most involved? Who else witnessed events?

Appropriate description: Caucasian Male, late 20s, approximately 5' 10", Slender, Red shirt, ball cap, black pants, neck tattoo

Too much information: Total thug look - red baggy shirt with skull design, brand new black and silver ball cap, and saggy black jeans showing the top of his boxers, prison tattoo

- **What:** What actions and events happened?

Appropriate description: I heard a loud noise from the 1st floor, where I encountered a female who was visibly upset and causing a disturbance...

Too much information, not clear: I was showing someone where to find a book in the non-fiction section by the cookbooks when I heard a loud noise coming from the stairs. I looked at the person I was helping and it was clear that neither of us knew what we heard. I headed to the stairs and realized the noise was coming from the first floor where a crazy lady, who I had seen in the library earlier in the day and had a funny feeling about, was screaming loudly at everyone...

- **When:** What date and time was the incident? Please try to narrow down the time-frame.
- **Where:** Where exactly did the incident take place?



- It is important to be objective. Do not give your opinion about who was at fault – it will actually make your report weaker. You must stick to facts – the things you saw with your eyes, heard with your ears, etc.

BE PROFESSIONAL

- Remember lots of people may read the report. Don't judge anyone in the report. Don't use slang or rude words. Also, sometimes these situations frustrate us but we should not put emotional, angry or frustrated language into these reports. Once you've identified people once in the report, refer to them as "Mr." or "Ms." when you mention them again.

Resources:

<http://www.securityguardtrainingihq.com/how-to-write-a-detailed-incident-report-security-guard-training-security-guard-training-ihq/>

<http://blog.zenput.com/security-guards-mobile-forms-incident-reports>

THEFT REPORT 1

Location: Rawlings Library- Outside front step with a group

Date/Time: February 9, 2015 12-12:30 pm

Describe Incident:

5 foot long skateboard. Were with friends, longboard- no one saw what happened. Longboard Larry written on board.

THEFT REPORT 2

Location: Rawlings Library Courtyard

Date/Time: Sat. July 12th between 10:30 and 11:30 am

Describe Incident:

Patron left his bike propped against the wall behind the bike rack in the Rawlings Library Courtyard at about 10:30am. He did not lock the bike. He described his bike as a black Mongoose with white chain and pegs on the back. He noticed it was gone shortly after 11:05 am and notified staff around 11:30 am after looking for it. Informed patron we have locks for checkout.

WHICH REPORT WAS BETTER?

GET OUT YOUR CELL
PHONES! 😊

- https://www.polleverywhere.com/multiple_choice_polls/cnOYuKb1RV3v3sq

ACTIVE SHOOTER INFORMATION

Run, Hide, Fight video <https://www.youtube.com/watch?v=5VcSwejU2D0>

- Be aware of your surroundings at all times along with any possible dangers
 - Blocked exits, broken locks, poorly lit areas
- Know your exact workplace address (Street address)
- Have an escape plan, same as in a fire.
 - Look for at least two exits for any facility you visit or work in.
 - Work as a team to pre-plan for these types of incidents. For instance, what is a safe location to assemble once you escape?

RUN

- Use your escape plan! Get out at the first sign of danger.
- Leave belongings behind
- Take others with you if possible.
 - You may need to leave wounded behind.
 - You cannot help others if you become a victim yourself.
- Try to prevent others from entering
- Keep your hands visible
- Follow orders of Law Enforcement
- Call 911 when safe to do so.
 - Keep in mind in a crowded location that others may be doing the same.

HIDE

- Find a place to hide where shooter is less likely to find you.
 - Plan this out ahead of time in your workplace.
 - If possible determine a place that will not trap you.
- Stay out of the shooter's view
- Lock the door, barricade with heavy furniture if possible.
- Hide behind heavy objects (desks, file cabinets, etc.)
- Remain quiet. Silence your cell phone ringer and other sources of noise.
- Dial 911 if possible.
 - If you cannot talk just leave the line open
 - ***You cannot text 911!!**

FIGHT

- As a last resort to save your life you may need to attack the shooter
 - Act as aggressively as possible!
 - An attack by a group is more effective than by a single person (Remember United Flight 93)
 - Improvise weapons (chair, laptop, paperweights, sharp objects)
 - Throw things
 - Yell and shout, try to disorient the shooter
 - Commit to your actions!

IF YOU REACH 911 BEFORE LAW ENFORCEMENT ARRIVES

- Provide the following information, if known:
 - Exact address of incident location (Critical)
 - Number of shooters, descriptions, their location
 - Number and type of weapons seen
 - Number and location of potential victims.

WHEN LAW ENFORCEMENT ARRIVES

- They will probably enter in teams.
 - May be in standard uniform or SWAT style attire
 - May be armed with rifles and shotguns
- They won't usually know what the shooter looks like.
 - Be prepared for them to be shouting orders and pushing people to the ground.
 - Keep your hands empty and in plain sight
 - Follow their orders to the letter. Save your questions for later.
- Understand that rescue of the wounded will not occur until the scene is secured.

Expect to be taken to a safe location and held there for identification and debriefing

FOLLOW-UP BY MANAGEMENT AND OTHERS

- At assembly point/ safe location perform an accountability check of all employees to determine if anyone is missing and potentially injured. Inform Law Enforcement of any person unaccounted for.
- Determine a means for those who are safe to notify their families.
- Address notification to families of casualties. Coordinate this with Law Enforcement.
- Provide for physical and psychological care for all involved (including yourself!).

LOCKDOWN

- A Lockdown is a process to secure an area from a threat. It can include containing an incident in it's area of origin. If Law Enforcement directs that we have a lockdown – we will comply.
- If a Lockdown is announced all exterior doors are secured and other buildings or areas within the vicinity may be affected. Movement of those inside is restricted and visitors are prevented from entering.
- Your Actions:
 - Cease normal operations
 - Clear all hallways
 - Secure doors
 - Shelter in Place until directed otherwise by those in authority or All Clear is announced.

RESOURCES (BECAUSE LIBRARIANS BORROW)

- Department of Homeland Security <http://www.dhs.gov/active-shooter-preparedness>

Western Region Health Emergency Preparedness Coalition – Active Shooter Powerpoint (John A. Cassin, MPA, CEM, ENP; Jerrold Seldes, CHSO)



**The safety and security of Library staff,
customers, and materials is my priority.**

**Please feel free to contact me anytime about
your concerns.**

Thank you – questions?

(Thanks to Andrew for helping with the
Incident Reports information)