Special Populations
Not “problem” patrons

- Homeless
- Latchkey
- Disabled

What populations do you have?

No “class” of user should be singled out for different treatment
Shared Populations

Also seen with:

- Multi-purpose libraries/partnered libraries:
- Public & school; academic & museum, other

- Do you have any experiences with partnerships?
Privacy & Confidentiality
The right to be left alone

“Most comprehensive of rights, and the right most valued by a free people.”

Supreme Court Justice Louis Brandeis, Olmstead v. U.S., 277 U.S. 438 (1928)
Privacy, & ALA

- Privacy is essential to the exercise of:
  - free speech,
  - free thought, and
  - free association.

- Confidentiality –
  - when a library has personally identifiable information and
  - keeps that information private on their behalf.
Privacy

All the President’s Men (1976)
Privacy

FBI “Library Awareness Program”

Designed as a counterintelligence effort

1980s
“Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001”

USA Patriot Act

- **250,000** NSL requests since 2002
- Prior to the USA PATRIOT Act, there had been a cumulative total of **8,500** requests.
- Although numbers are down from the 2003-2006 time period, there were still **16,511 requests in 2011**.
- In addition, **1,745 FISA** (Foreign Intelligence Surveillance Act) applications were approved in 2011, none of which were rejected by authorizing authorities.
  - This figure reflects a **10.5 percent increase** in applications over the previous year.
What if America wasn’t America?
The FBI has not been here

[watch very closely for the removal of this sign]
Is there ever a reason to disclose?

Justification for disclosure of library records:

- Public safety – response to request relating to investigation of specific crimes.

- Legitimate national security concerns (911?)
What Libraries Do

- Policy in most libraries requires staff attempt to eradicate past circulation records to preserve confidentiality of customers

- **All staff must** be familiar with library policy on disclosure of library records

What does your library do?
Security
Library Security

- In-house Issues
  - Staff assumes responsibility for the security of the building and contents
    (especially at opening & closing)

- Significant Issues
  - Notification to proper authorities about crimes/transgressions or facility problems
Security

- Staff notifies authorities in the event of theft and other problems.

- Staff contacts medical personnel in the event of emergencies
  - Campus authority
  - City/count authority
  - School building authority
Security & other issues

- Key control
- Alarms
- Bugs, mold, etc.
- Disaster preparedness planning
Disaster Preparedness

- Libraries will have policies and written procedures for dealing with security, safety, medical emergencies, and disasters.
Security

- Do you have any security stories to share?
Conflict Resolution
And so…

- What about “problem patrons”? 

[Image of a man pointing]
Conflict Resolution

Problem Patrons –
- Contentious personalities
- Chronically bad attitudes
- For these people, attempts at fair treatment may be unappreciated
- Let’s take a look…
Let’s be part of the solution...

And not just another stereotype...!
Customer Relations, cont.

- Coping with angry patron is not win-lose!
- Both parties should win
- Both parties should have self-respect intact
- Patron should feel better about the library after the situation is resolved
- Hold to library policies, procedures, & principals
Some questions, some discussion, then some role-playing!
Now on to Public Relations!....