

**The Challenging Patron Workshop:
Library Service, Safety, and Security at the Moments of Truth**

Dr. Steve Albrecht, PHR, CPP, BCC, CTM
author, new ALA book

Library Security: Better Communication, Safer Facilities

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Spend a half-day with one of the nation's leading experts on library safety and security. Dr. Steve Albrecht has trained thousands of library employees on the do's and don'ts of handling challenging, entitled, odd, or even threatening patrons, including the homeless, mentally ill, gang members, thieves, Internet hogs, and others who want to disrupt the library. His popular program offers practical and realistic tools which will make your facility a better, safer place to work. Enjoy Steve's real-life experiences as a law enforcement officer, mixed with his use of humor. Learn safe workplace behaviors, security measures, and how to activate your "high-risk" customer service skills. It's great for your next Staff Development Day.

Here's what Steve covers in this fast-paced and empowering program:

Our New Safety & Security Motto
Our Need for Consistent Security Themes
The "New" Library Environment
What is Workplace Violence?
Perpetrators of Workplace Violence
The List: Challenging Patrons (and Their Beasts)
Challenging Patrons Exercise
Real Codes of Conduct
Our Library Security Plan
Interacting with the Police
Creative Customer Service
Verbal Judo: The L.E.A.P.S. Model
On-Going Homeless or Mentally Ill Patron Management
Challenging Patron Role Plays

Call or e-mail Steve for the fees and to discuss your security concerns.