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.