

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

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author, 2015 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, drug users, 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, personal protection methods, and how to activate your "high-risk" customer service skills. It's great for your next Staff Development Day or In-Service Training Day. Here's what Steve covers in this fast and empowering program:

The "New" Library Environment

Our List of Challenging Patrons: From Pets to Pedophiles

Opiate Users and Narcan

Managing Homeless and Mentally Ill Patron Behavior Issues

Enforcing Our Code of Conduct

Changing the Ratios of Confrontation

Using Space, Distance, and Proxemic Barriers

Setting Better Boundaries With Patrons

Defining Workplace Violence

Domestic Violence in the Library

The Run-Hide-Fight Response to Active Shooters

Our Library Facility Security Plan

Interacting with the Police

Creative Customer Service

Verbal Judo: The L.E.A.P.S. Model

Challenging Patron Role Plays

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