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.