

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

Dr. Steve Albrecht, SHRM PHR, ASIS CPP, ATAP CTM

author, 2023 Rowman & Littlefield book

The Safe Library: Keeping Users, Staff, and Collections Secure

author, 2015 ALA book

Library Security: Better Communication, Safer Facilities

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Spend time with one of the nation's leading experts on library safety and security. Dr. Steve Albrecht has trained thousands of library employees on handling challenging, entitled, eccentric, or even threatening patrons who may want to disrupt the library. His popular program offers practical and realistic communication, service, and de-escalation tools which will make your facility a better, safer place to work. Enjoy Steve's real-life experiences as a 22-year library security consultant, mixed with his use of humor. Learn safety and security measures, personal protection methods, and how to activate your "high-risk" customer service skills. Here's what Steve covers in this fast and empowering program, either via Zoom or in-person at your library:

Enforcing Our Code of Conduct: Knowing Dr. Steve's Essential Eight

Creative Customer Service Tools

Having "Crucial Conversations"

Dr. George Thompson's Verbal Judo: The L.E.A.P.S. Model

Our Ten Critical Core Service and Security Questions

Our List of 15 Challenging Patrons

Managing Homeless, Mentally Ill, or Substance Abusing Patron Behavior Issues

Using Space, Distance, and Proxemic Barriers

Setting Better Boundaries With Patrons

Preventing Sexual Harassment of Staff by Patrons

Safety and Security for Rural Library Locations

The Run-Hide-Fight Response to Active Shooters

Our Library Facility Security Plan

Safely Interacting with the Police

Challenging Patron Role Plays