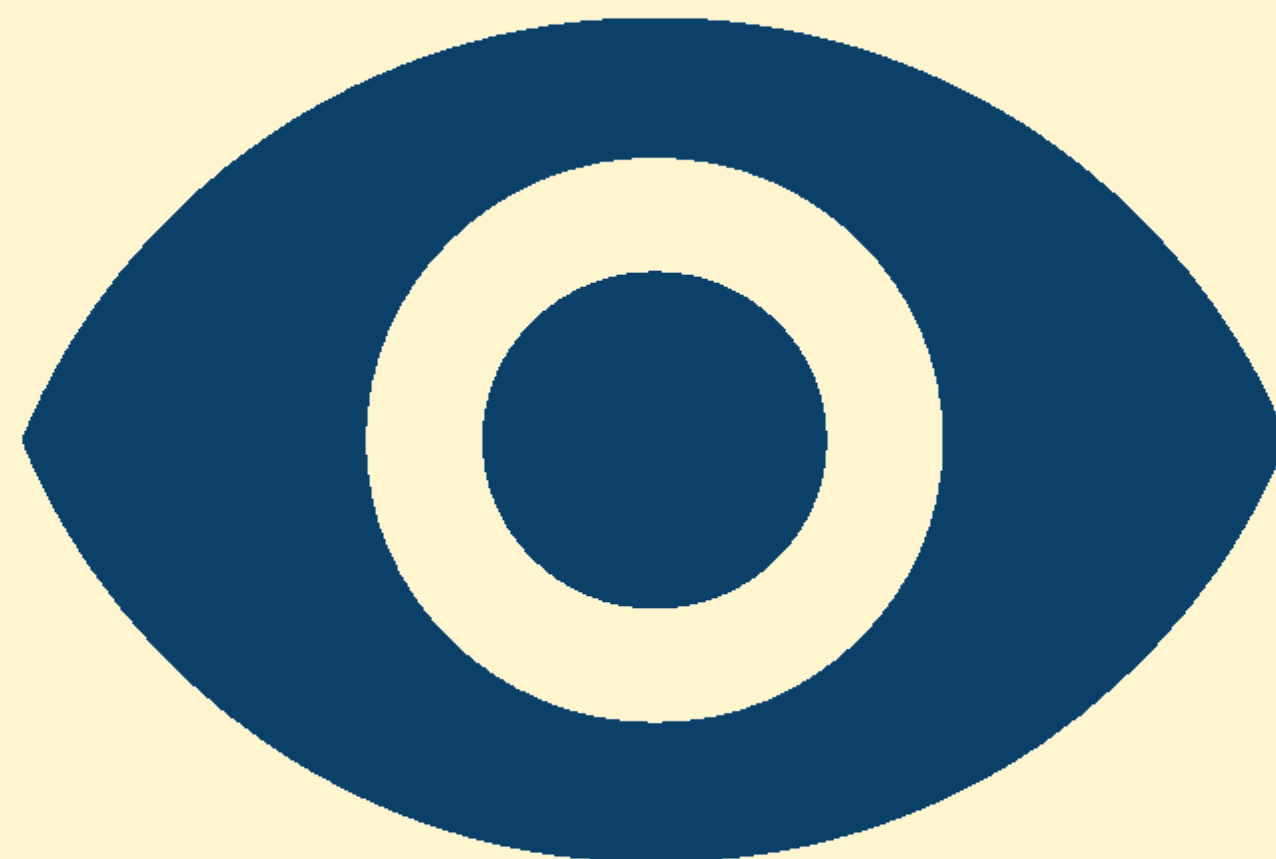


The Human Element: Advocating for Library Security

Liliana Acevedo



Nothing changed.



Normalization of Deviance: abnormal risks become ordinary

Shocking

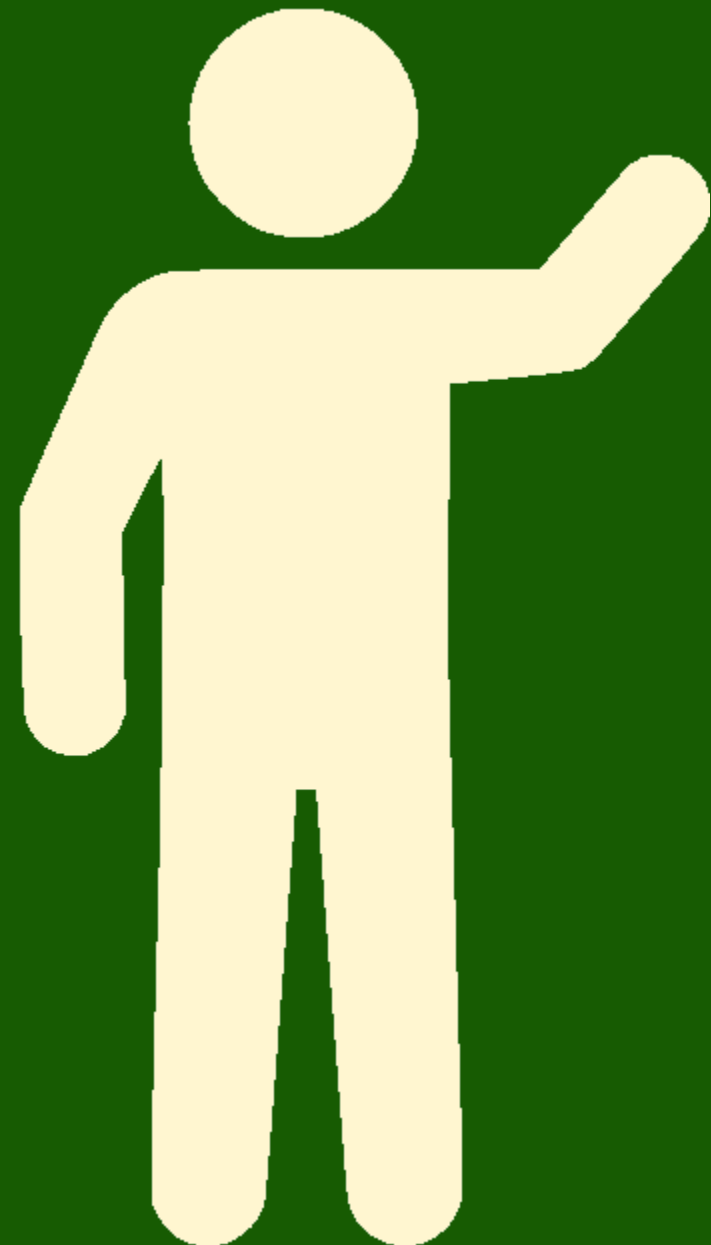
Concerning

Annoying

Normal



Hi, I'm Liliانا!



- Suburban Florida
- Public Library
- Circ + Tech desks

What has to happen
for policy to change?

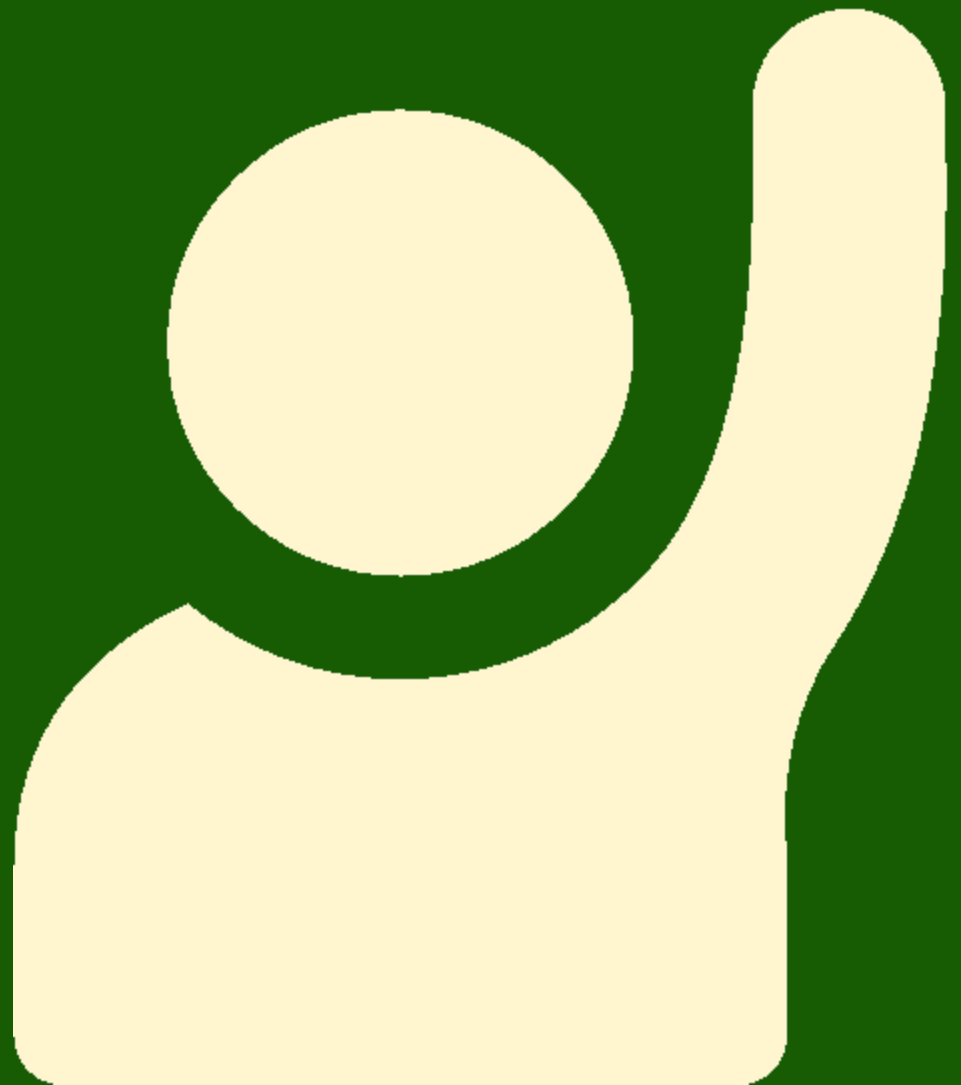


Workers
deserve
safety.

Raise your hand if you are an
administrator!



Raise your hand if you are a front line
staff member!



We don't experience risk
equally.

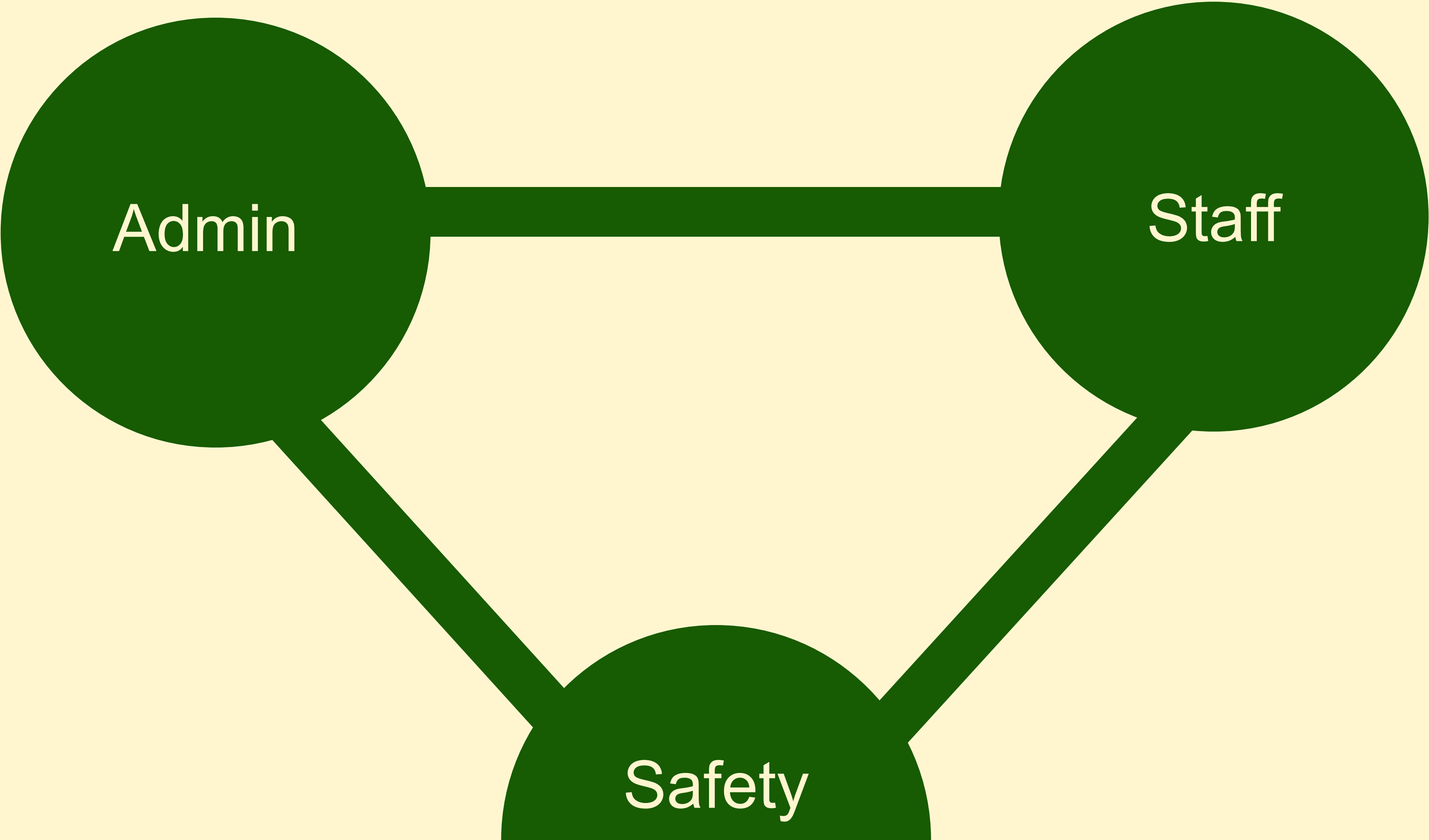


Safety is shaped
by the system
admin designs.

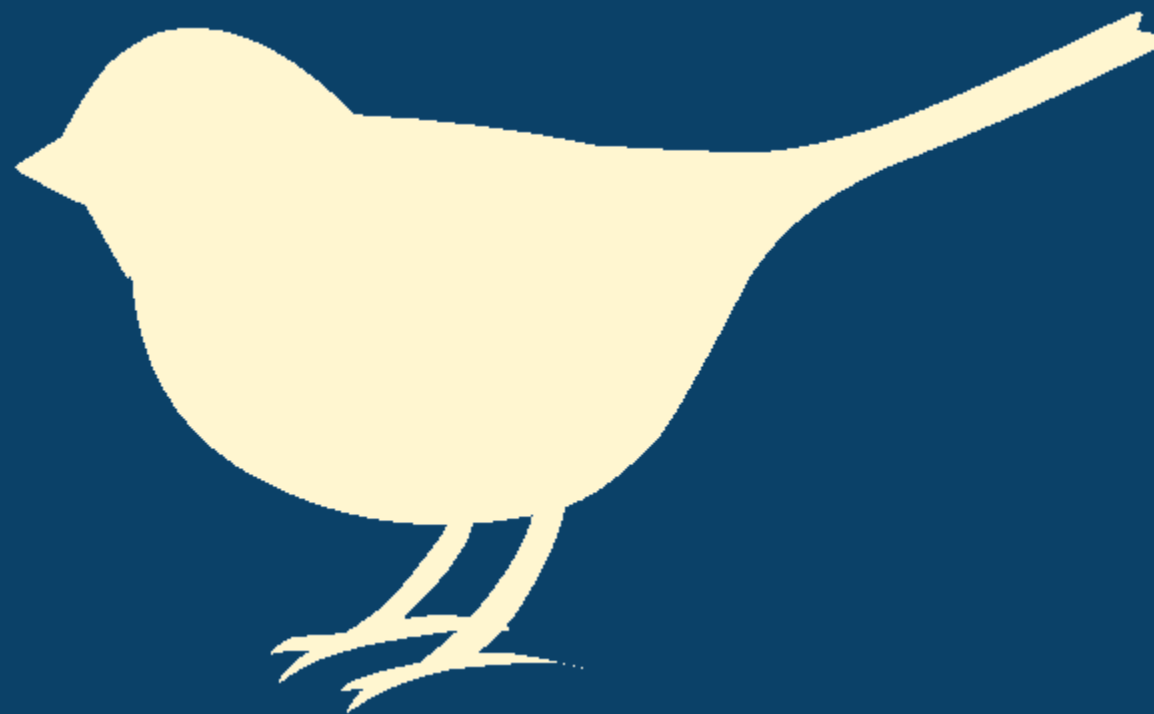
Physical Safety?

Or our Jobs?





We CAN leverage staff
experiences into better
security measures.





Our Road Map

1. Understand Staff
2. Learn Why Stories Matter
- 3. Use Risk Assessments**
- 4. Leverage Our Stories**

A graphic consisting of several concentric circles. The outermost circle is a dark blue, and the inner circles are a lighter blue. The circles are centered on the page and create a tunnel-like effect.

Staff are Not
Blank Slates.

1 in 3 women and 1 in 4 men



Staff know the
warning signs, patterns,
and causes.



Raise your hand if you
have ever felt unsafe at
work.



Types of Violence and Harassment

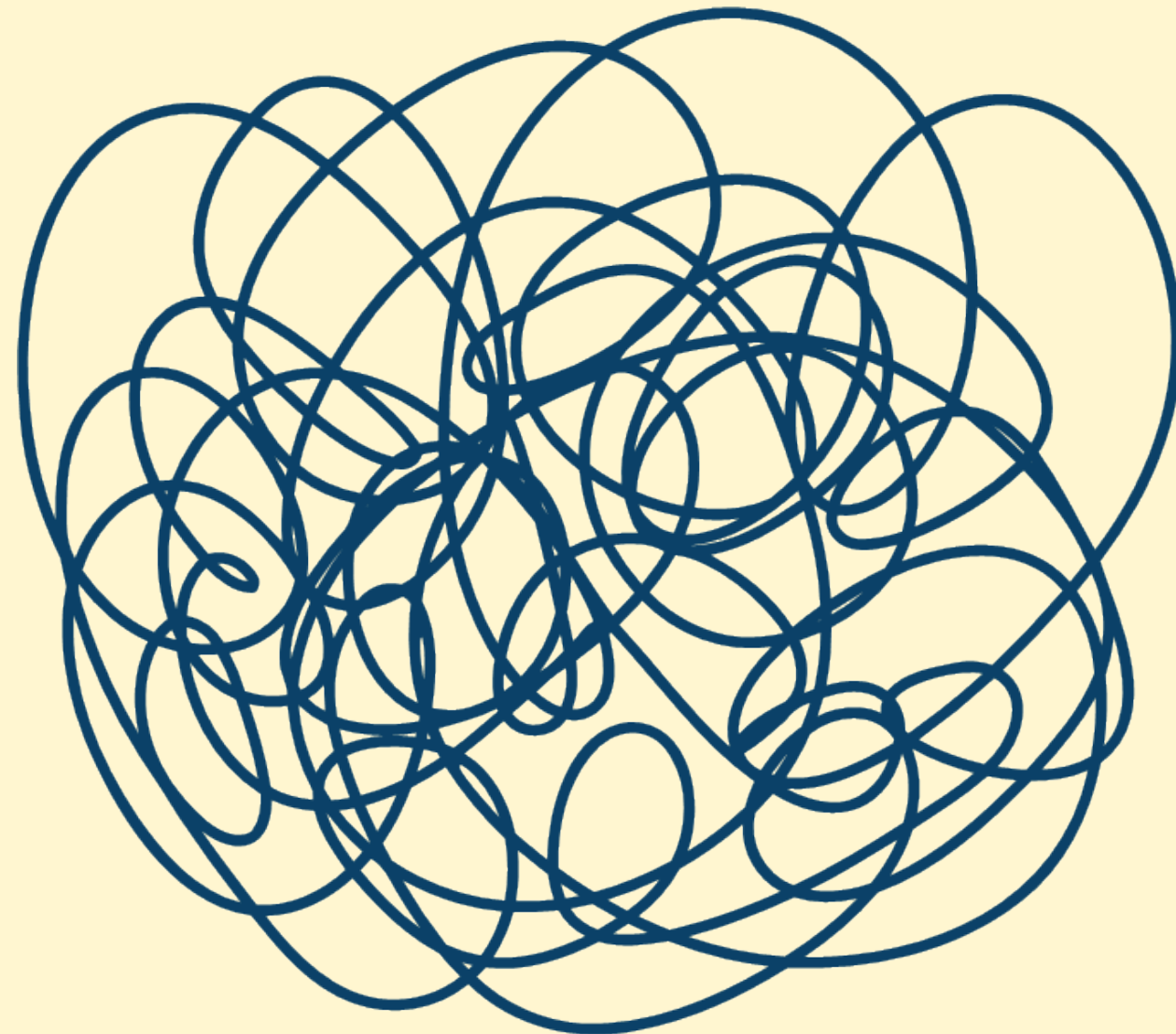
Racism	Sexism	Ageism		Mental Illness	Stress
	✓	✓	Verbal	✓	✓
	✓	✓	Physical	✓	✓
	✓	✓	Sexual	✓	✓
	✓	✓	Stalking	✓	✓

Why do we deal with this?

We're empathetic people



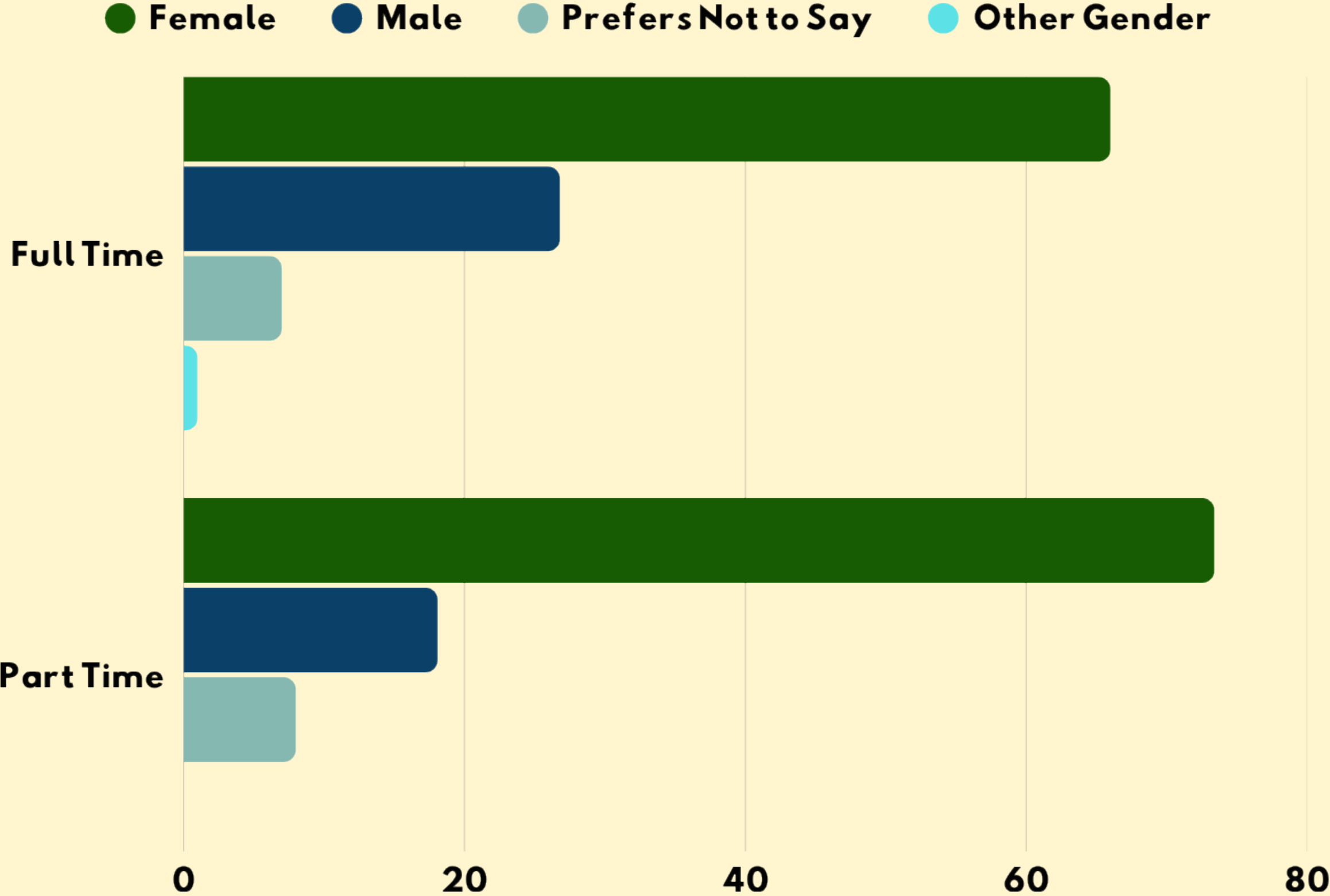
‘The Guilt’



‘Just Part of the Job’



Most Library Workers are Women



ALA's 2021 Survey

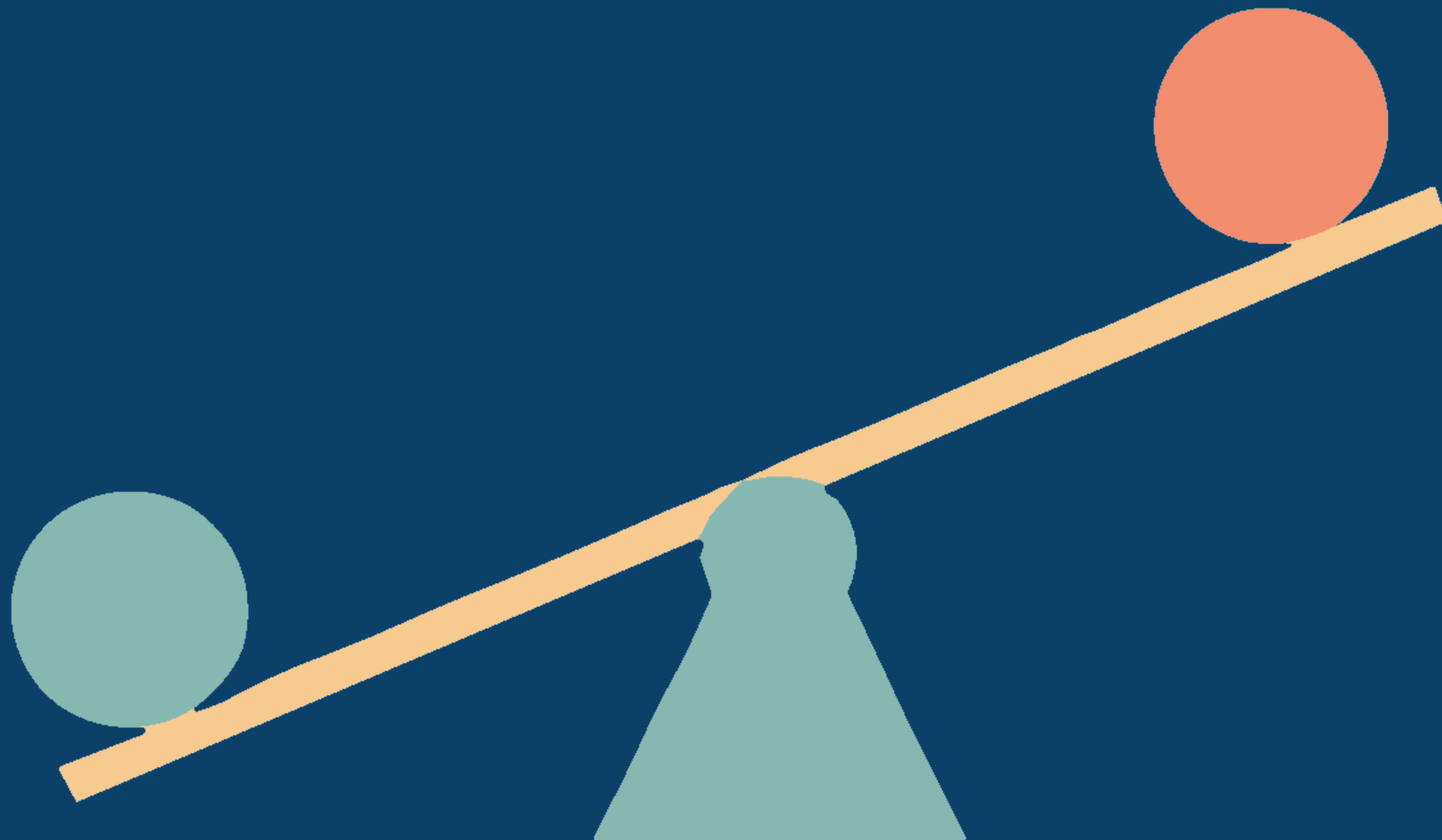




The Power Balance



What systems prioritize



Raise your hand if

an incident report **didn't** fully
capture an event



“The Gap”

What staff
experiences



What policies
assume

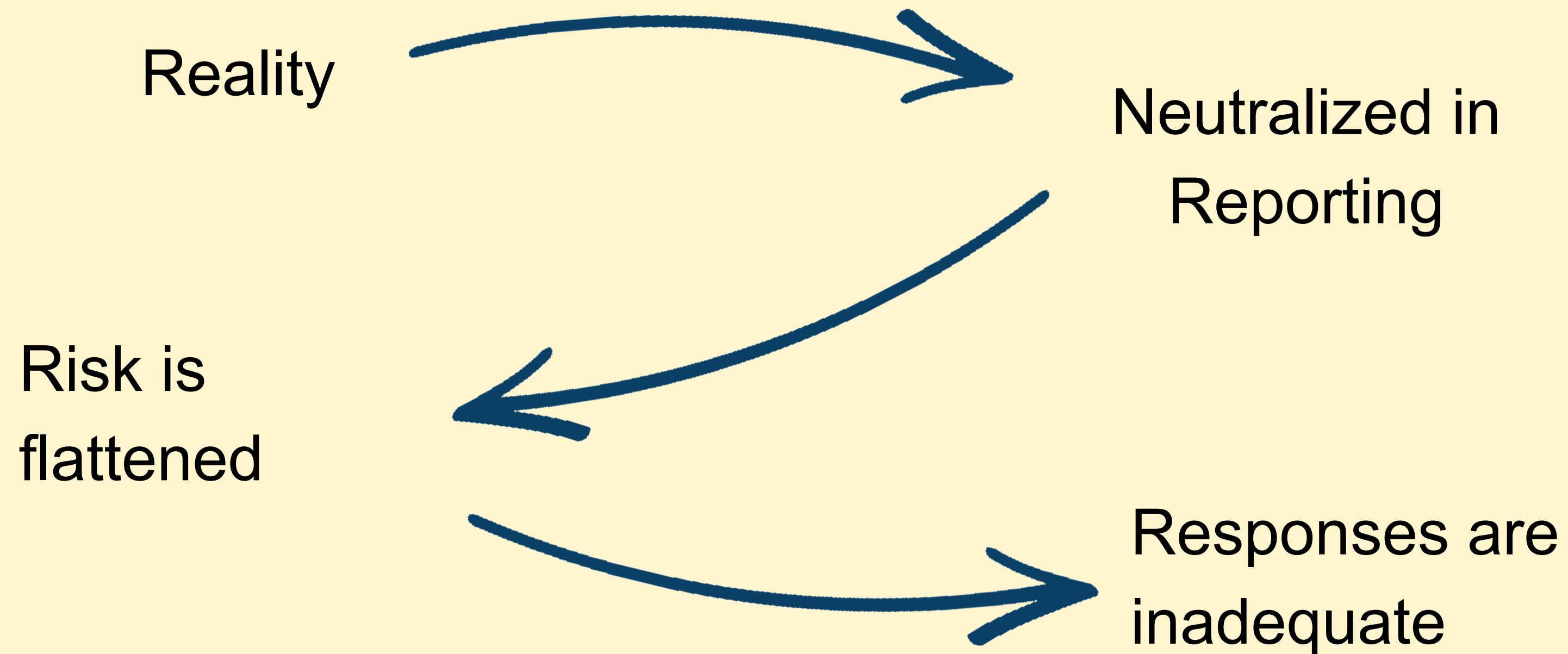


What happens

vs.

What is reported

Neutralized incident reports **fail** to convey severity.



“Staff member feels unsafe”



Loss of tone and human impact

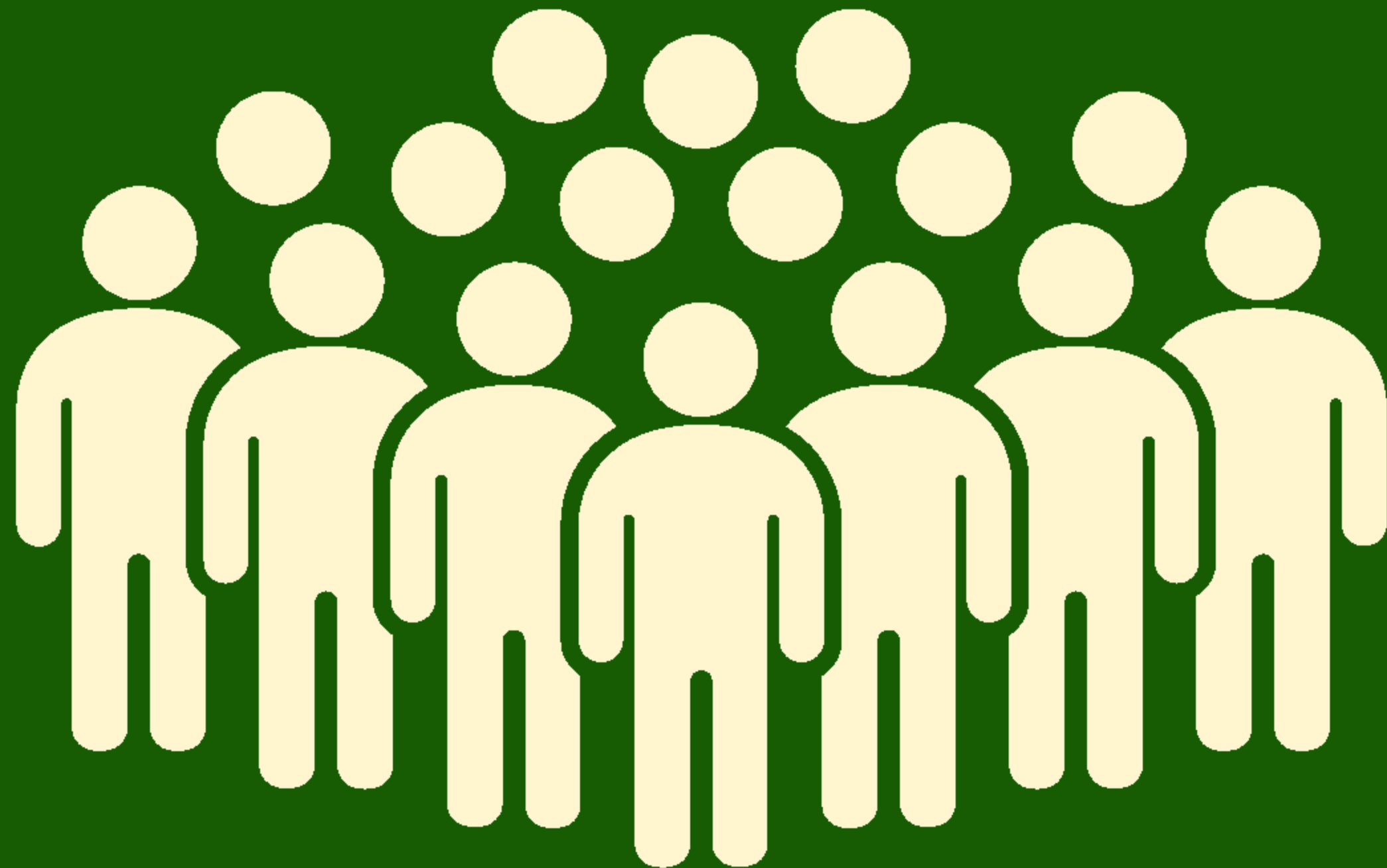


leads to misunderstanding.

We can remain
professional and proportional,
and still fully convey reality.



We know that administrators are trying;
thank you to those of you who chose to be here

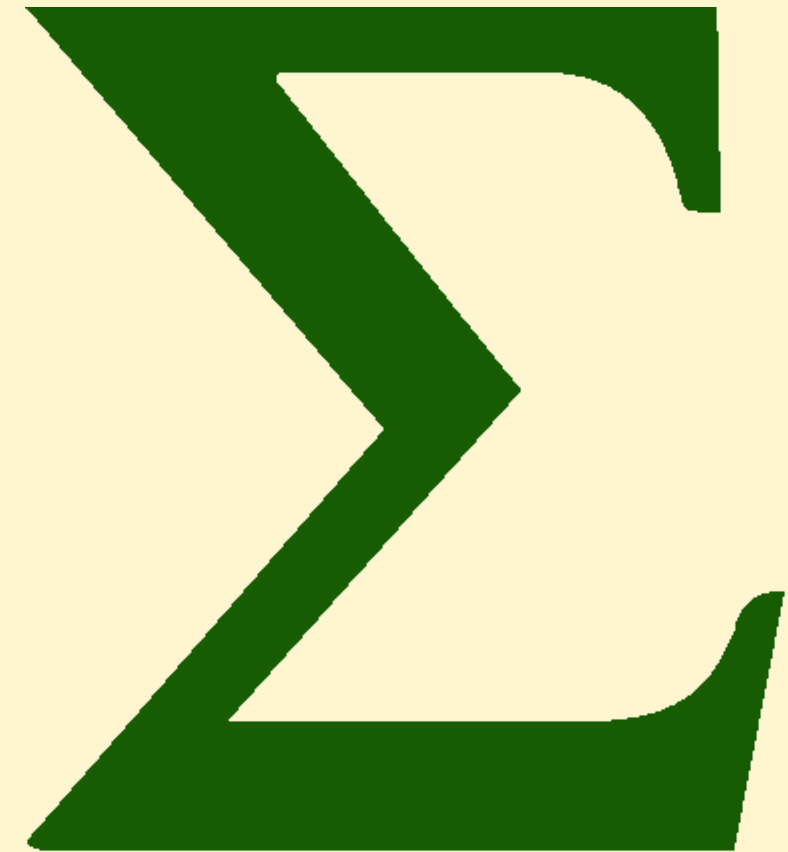


How do we get acknowledged?



What makes a story effective?

- physical
- mental
- emotional



What happened?

Why did this happen?

What could have happened?

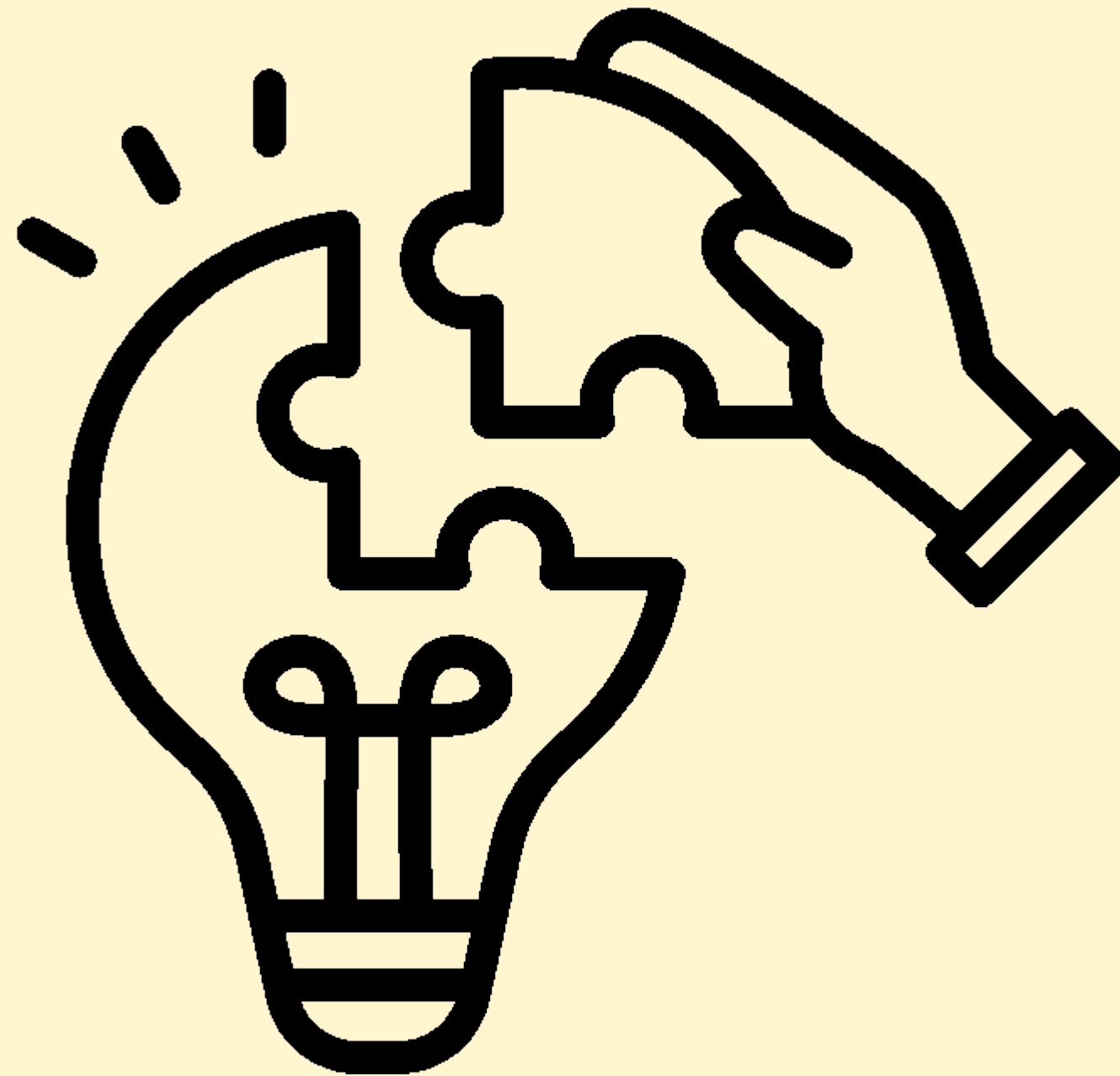
How will this impact the future?

Risk management = managing hypotheticals

I melted their bones!



The goal is to translate data.



Human context



drives better risk management.

We have to define
risk.



Frequency + Severity of Possible Harm

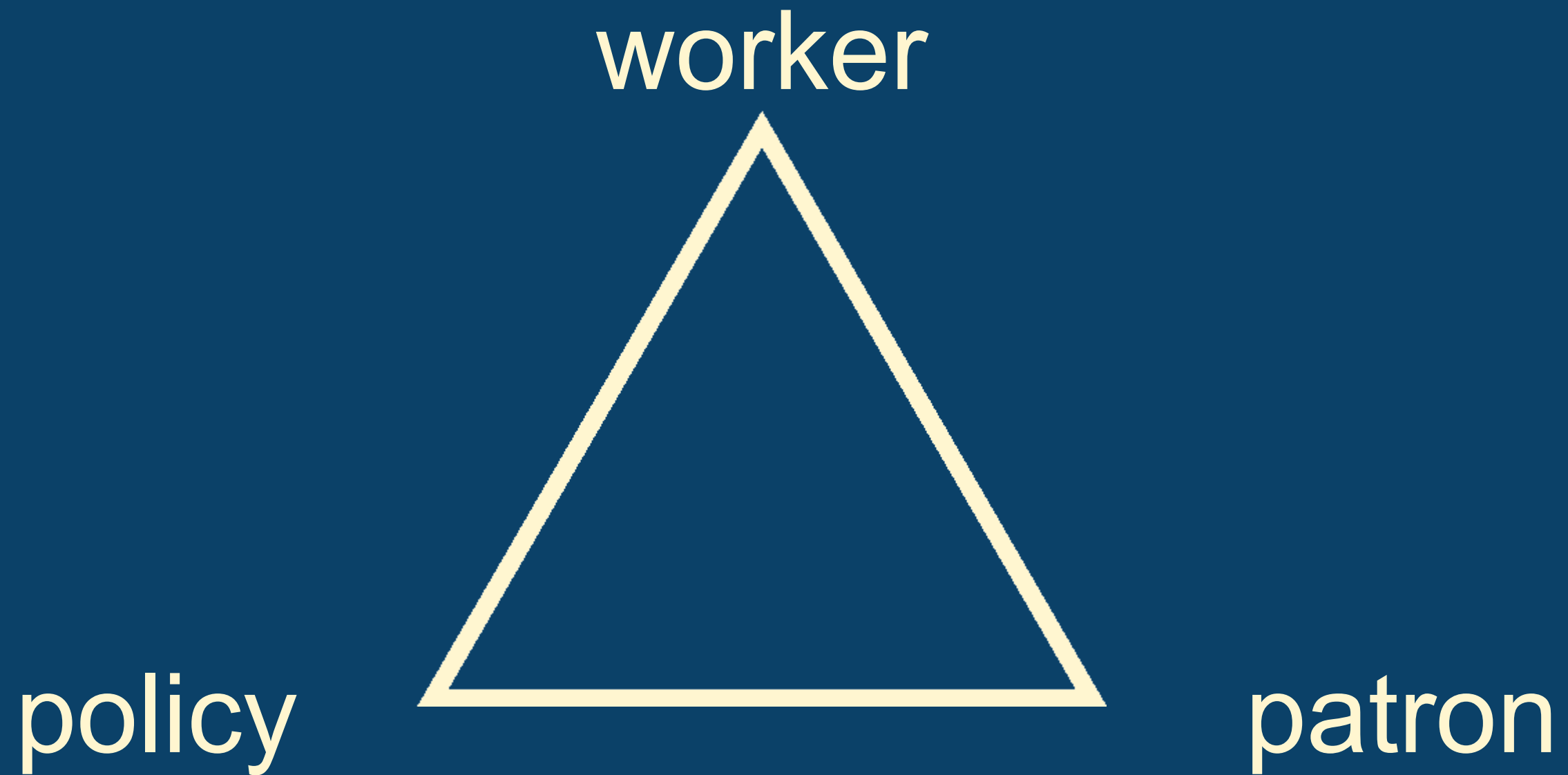
=

Risk

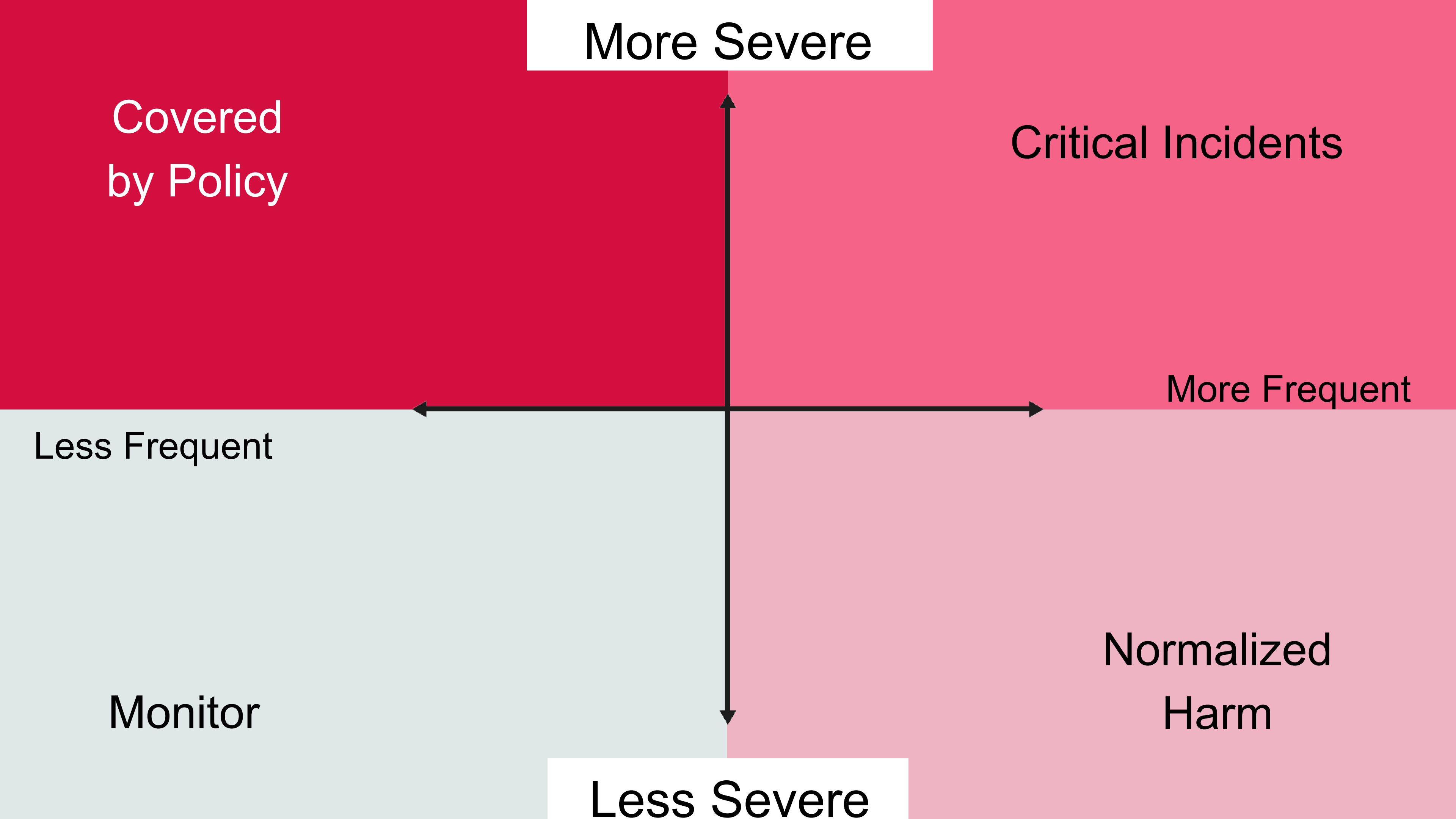


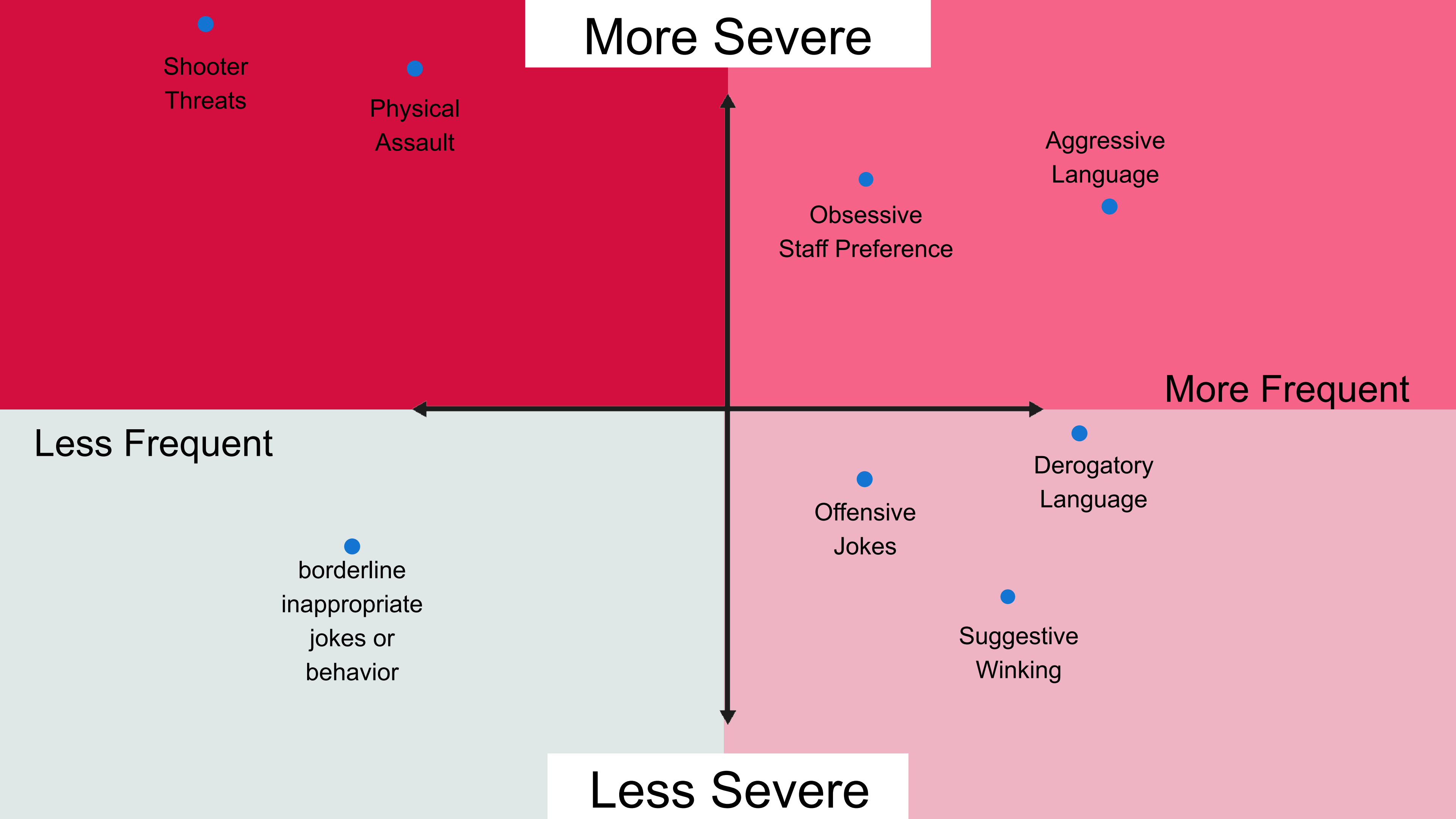
Risk Assessment means asking:

- What is happening?
- How often does it happen?
- **Why does it keep happening?**
- **What's the worst case outcome?**



Risk can also come from how policies fail to protect staff from harm.





More Severe

Shooter
Threats

Physical
Assault

Obsessive
Staff Preference

Aggressive
Language

More Frequent

Less Frequent

borderline
inappropriate
jokes or
behavior

Offensive
Jokes

Derogatory
Language

Suggestive
Winking

Less Severe

The most dangerous category
is the one we've gotten used to.

Covered by Policy:



Shouting

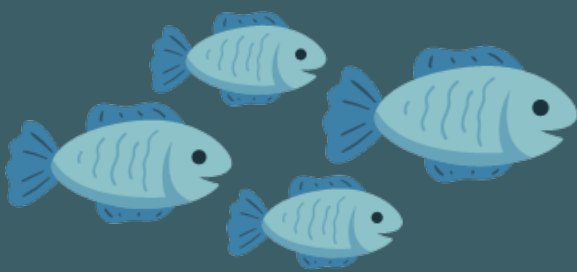
Violent threats

Stalking

Physical assault



Forgotten in Policy:



Covered by Policy:



Shouting

Violent threats

Stalking

Physical assault

Forgotten in Policy:

“Normal” physical contact
(handshaking/shoulder touching/etc.)

Obsessive Preference of Staff

Offensive jokes

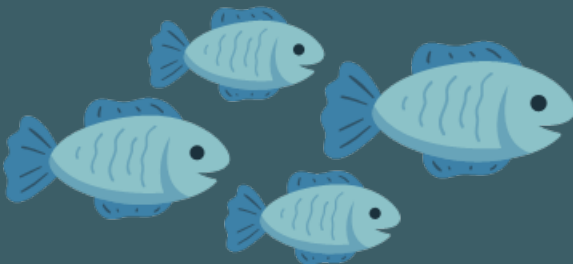
Name calling

Cornering staff

Under-their-breath
comments

Unwanted comments

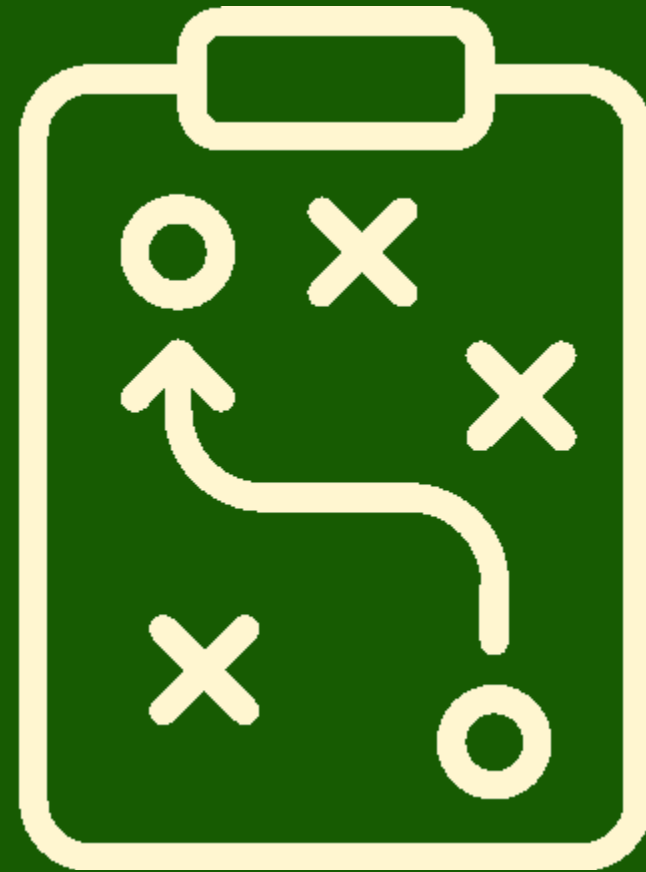
and more!



Stories improve how risk is categorized and prioritized.



Risk Level Determines Strategy

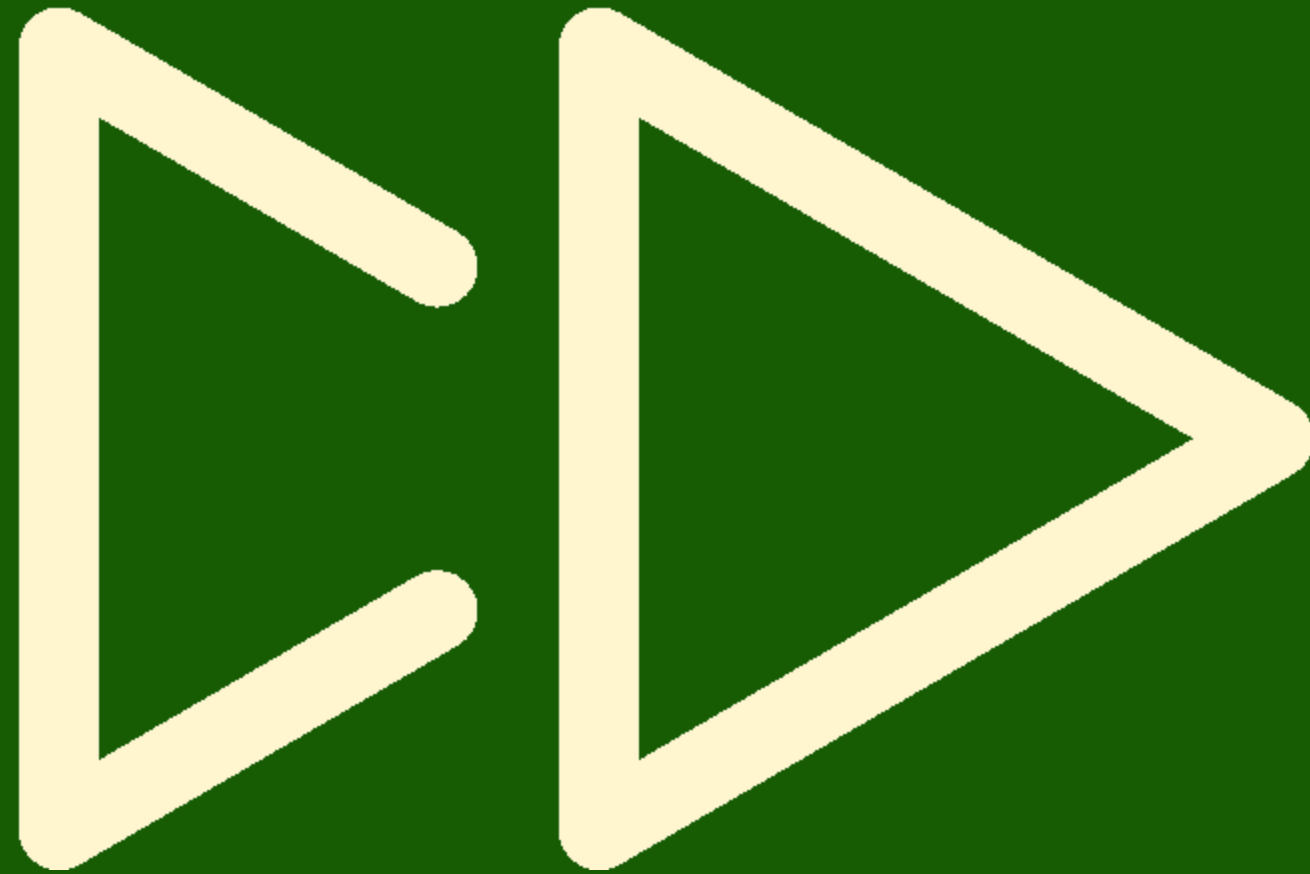


Philosophers have only interpreted the world;
the point is to change it.

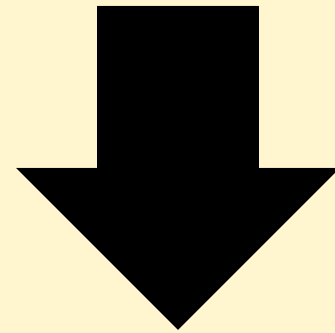


Different risks need different responses.

Risk Matrix to Action

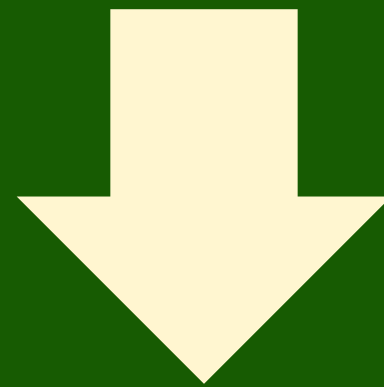


Low Frequency & Low Severity



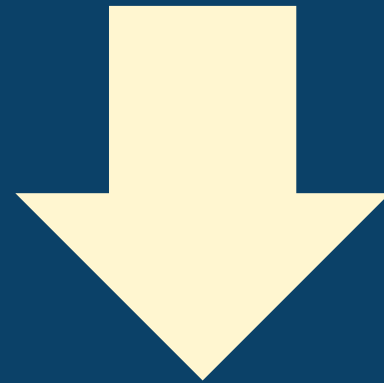
Document & Monitor

High Frequency & Low Severity



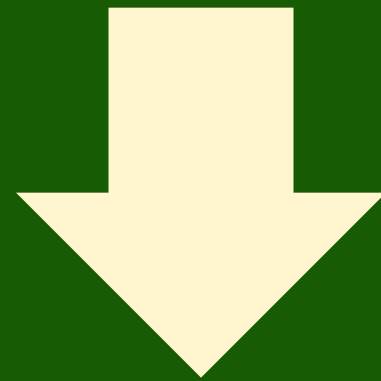
Pattern Reporting & Admin Attention

Low Frequency & High Severity



Escalation & Admin Attention

High Frequency & High Severity



Immediate Policy Change
(consider recruiting media and patrons)

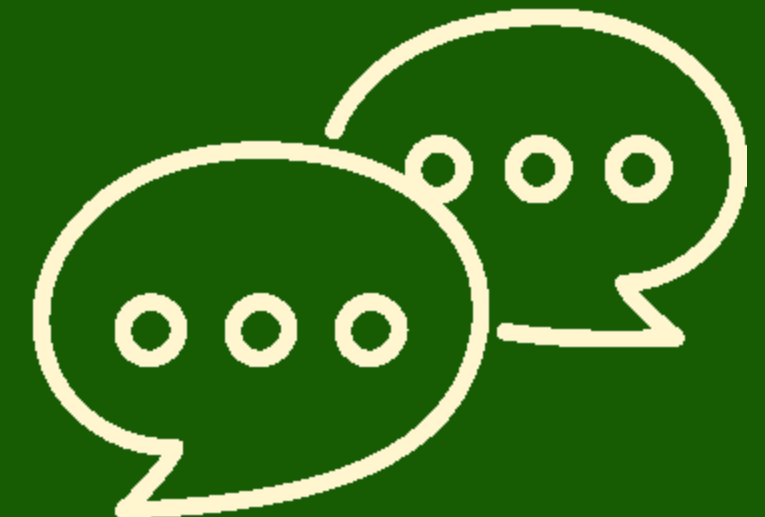
Who do we need to tell our story to?



- Administrators?
- System-wide coworkers?
- Patrons/Users?
- General public?

Branch Specific Advocacy

- Connect with immediate coworkers
- Collect data to support particular security measures
- Look at budgets + grants
- Petition Admin



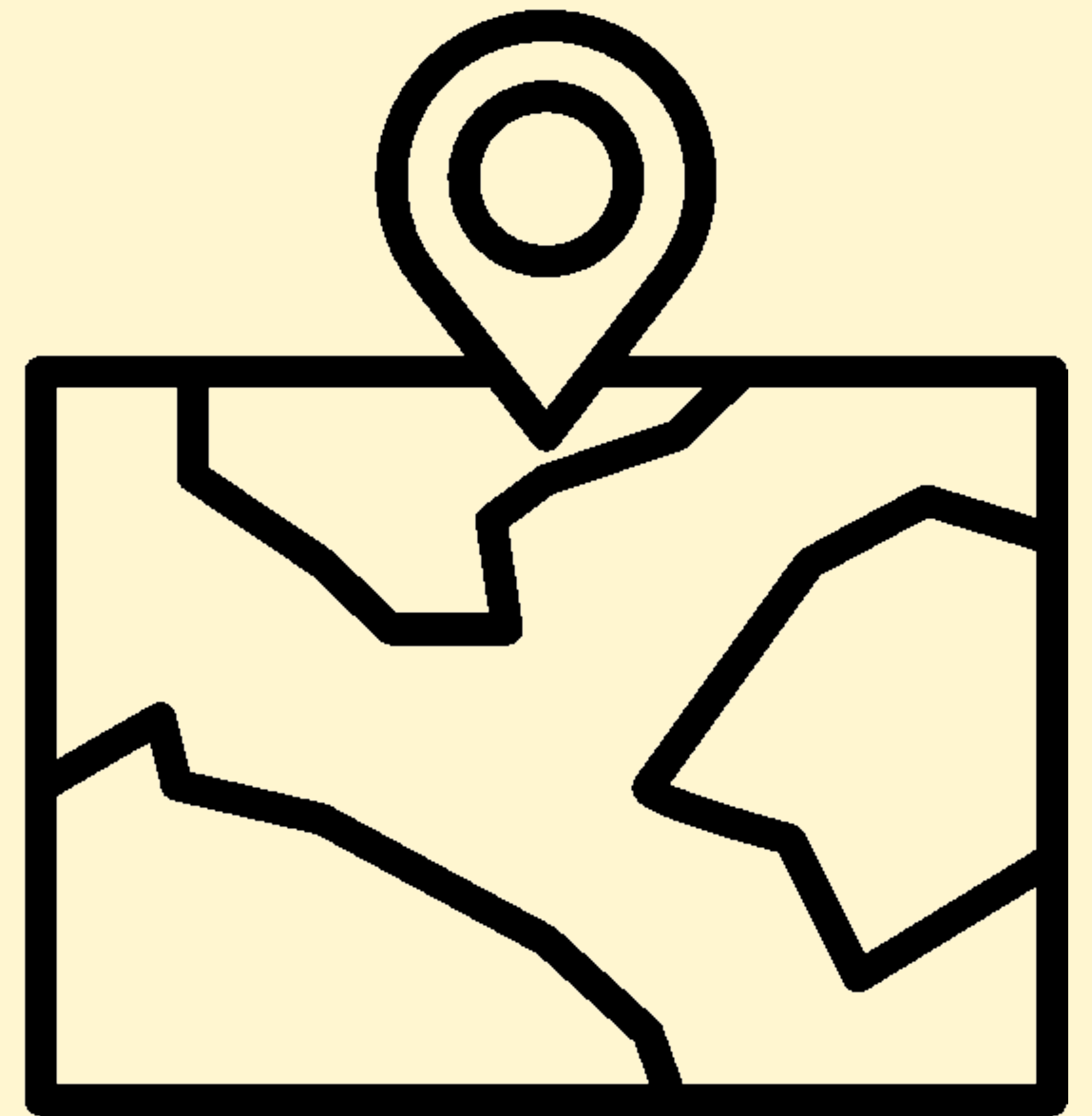
Intrasystem Advocacy

- Everything previously mentioned
- Connect system employees (anonymous forum?)
- Create anonymous centralized reporting system
- Contact Friends of the Library for support/funding



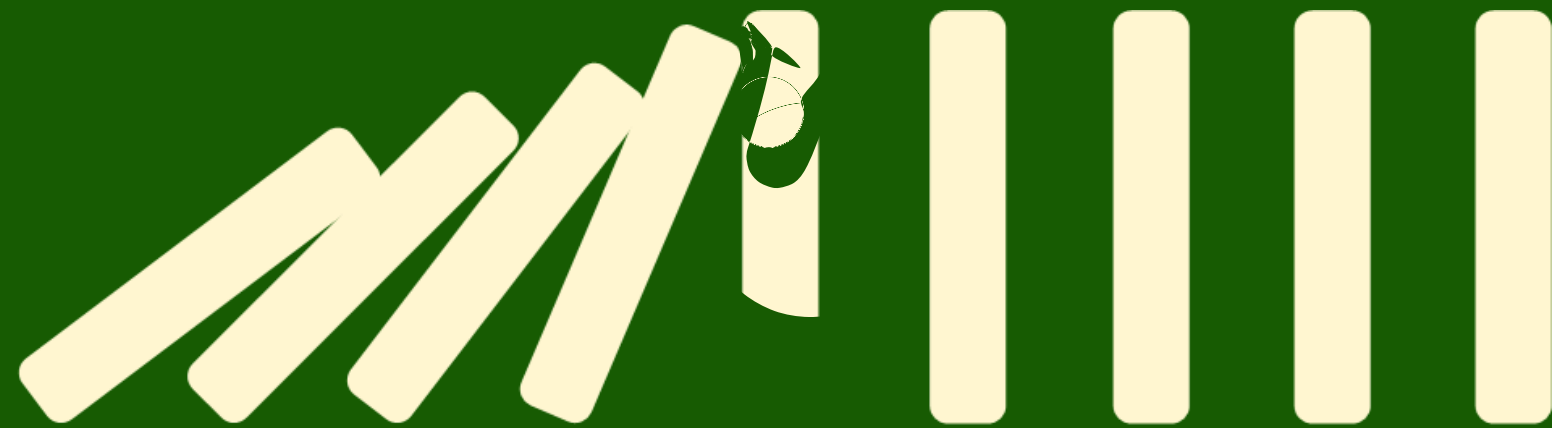
Regional Advocacy

- Everything previously mentioned
- Coalition building
- Raise patron awareness (off the clock + carefully)
- Reach out to local media organizations



If staff are organizing
at this level,
something has
already gone wrong.

Safety is a reasonable goal.



Prevention means the
tragedy doesn't happen.

ASK THEM!

Front line workers hold fin-tuned
threat assessme t

How safe do you feel at
work?

- ☐ Very safe
- ☐ Somewhat safe
- ☐ Neutral
- ☐ Somewhat unsafe
- ☐ Very unsafe

What are we asking for?

Recognition of harm

Input regarding our own safety

Systems and standards

Proportionality security

Action before tragedy

Why are we asking for change?

Librarian Amber Clark , shot and killed.
Youth Librarian Krissie Carter, shot and killed
Circ. Assistant Wanda Walters, shot and killed
Security Guard Donald Thomas, shot and killed
Patron Irene Frengs, shot and killed
Library Director Dr. Leroy Hommerding, stabbed and killed
Security Guard Sandra Wilson, stabbed and killed
Patron Deane Stryker, stabbed and killed
Patron Betsy Aardsma, stabbed and killed
Library Assistant Kaia Simonson, stabbed and blinded
Patron Queena Vuong, raped and paralyzed
Patron Howard Jones, shot and injured
Patron Jessica Thron, shot and injured
Patron Alexis Molina, shot and injured
Patron Noah Molina, shot and injured
Librarian Steven Bouchard, assaulted by patron

What has to happen for policy to
change?

The answer does not have to be tragedy.

Wanting to go home
safe is not radical.

Knowing is not enough.

You must act.