

POLICIES AND PROCEDURES FOR A SAFE LIBRARY

Alliance Library System's Safe Harbor Taskforce

Rose M. Chenoweth, Alliance Library System, Editor and Chairman
Sue Herring, Peoria Public Library
Sue Beach, Quincy Public Library
John Sayers, Kewanee Public Library District
Marsha Westfall, Peoria Heights Public Library
W. Randall Wilson, Parlin-Ingersoll Library
Jeff Brooks, Pekin Public Library
Sylvia Brandow, Bloomington Public Library
Janice E. Sherman, Morton Public Library District

With Consulting Expertise from:
Philip B. Lenzini, Attorney
Kathleen D. Jones, LMSW and Lisa Schwab, LMSW
both from Mental Health Association of Illinois Valley, Inc.
Stevan Layne of Layne Consultants International

Lawrence Craig Johnson, Editorial Assistant

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I especially thank Sue Herring, Director, Peoria Public Library for her special expertise, sense of humor, and the library's excellent Problem Behavior Manual. That manual served as a guide for the taskforce in many ways, from choice of topics to how to address an especially sticky situation. Mrs. Herring's straightforward, no nonsense but humane approach to problem behavior serves as a model for us all.

I also thank all the other libraries that shared their policies with the taskforce and gave permission for the inclusion of these policies in the manual.

We were fortunate to have the expertise of several other professionals who reviewed the policies, procedures, and scripts and gave their expert advice. Phil Lenzini was our legal consultant and helped us eliminate policies, fine tune wording, and add citations. Katie Jones and Lisa Schwab helped to raise our collective consciousness about how we talk to mentally and emotionally ill as well as others exhibiting problem behavior. Stevan Layne advised us on open stance and body language and the steps in addressing confrontation, having probable cause or reasonable suspicion before addressing some problems, and shared and allowed us to publish his recommendations on handling confrontation, ejecting patrons, workplace violence, suspicious behavior, special incidents, and bomb threats those in this manual. This was very generous of him.

I apologize ahead of time for any uncaught typos or unclear sentence structure. We all read, re-read, and proofread but sometimes the gremlins will find a way to foil the best of efforts.

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