LOS ANGELES PUBLIC LIBRARY

TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: **CREATING A SAFE AND WELCOMING LIBRARY**

RECOMMENDATION

That the Board of Library Commissioners receive and file this report as it is for informational purposes.

FINDINGS

The following material provides background about the history of security services, incident reporting, and the budget for security at the Los Angeles Public Library (LAPL) and our plans to continue to create a safe and welcoming environment at the LAPL.

A.   APPROACH TO SECURITY

<u>Mission of the Library</u>

The Los Angeles Public Library provides free and easy access to information, ideas, books and technology that enrich, educate and empower every individual in our city's diverse communities.

—*Mission Statement of the Los Angeles Public Library*

<u>Reimagining Safety Initiative</u>

On June 25, 2020, the Board of Library Commissioners approved the transfer of funds in the amount of $2 million from Library's LAPD Security Services funds to a newly created line item, which is being called the Reimagining Safety Initiative (RSI). The Board also requested the City Librarian to develop a plan to use the $2 million to identify alternate approaches to supporting safe and welcoming library environments that do not rely on law enforcement.

Kren Malone, Director of Central Library Services, is leading a team to develop a plan for the Reimagining Safety Initiative (RSI). They are conducting research and developing a plan that includes training for staff, mental health and public health support and resources, cultivation of community partners, community outreach, facility improvements, and other areas. In addition, the team is discussing what the outcomes of the RSI should be and how to evaluate its success. The Library will report to the Board about the plan and the proposed use of the $2 million.

History of Security at LAPL

The budget for fiscal year 1945-46 appears to include the earliest instance of security staff for the LAPL—one Guard (Night) in civil service classification 3181. In the mid-1970s, the Library was authorized for 11 Security Officers (3181) and one Senior Security Officer (3184). By fiscal year 2003-04, the number of budgeted security staff assigned to the Library had grown to 55 as listed in the following table.

Security Staff Authorized in the LAPL 2003-04 Fiscal Year Budget

Title	Classification	Number of Positions
Security Officer	3181	46
Senior Security Officer	3184	4
Chief Security Officer	3187_1	1
Security Aide	3199A	3
Principal Security Officer	3200	1
TOTAL		**55**

In 2004, the Mayor and City Council approved the consolidation of security functions from several City departments into a new Office of Public Safety (OPS) in the Department of General Services (GSD). The Library, Recreation and Parks, and the Zoo were included in the consolidation in addition to other departments. The OPS was officially created and the security staff from the various departments were transferred there in January 2005.

The consolidation of the separate security organizations into the OPS was anticipated to achieve organizational improvements and efficiencies including:

- Uniform policies and procedures for providing security services that are developed in coordination with the LAPD.
- Uniform hiring standards.
- Uniform training standards.
- Uniform personnel practices.
- Uniform municipal facility security and alarm systems.
- Centralized coordination of emergency/disaster security planning and response efforts on a citywide basis.
- More efficient area coverage.

During the 2010-11 fiscal year, the Mayor and City Council requested a review of the feasibility of consolidating the OPS into the Los Angeles Police Department (LAPD). Several options were discussed and analyzed by a working group. The working group recommended the consolidation of the OPS into the LAPD, and in May 2012, the Council approved the recommendation.

The OPS was transferred from GSD and became a new and unique division within the LAPD. It was renamed as the Security Services Division (SecSD) and organized into three primary responsibilities:

- Special Services Section: comprises the four major self-contained components of SecSD—the Library, Zoo, Convention Center, and Bureau of Sanitation facilities.
- City Security Section: comprises the operation of security posts throughout the City 24 hours per day including the Civic Center.
- Administration Section: includes dispatch, training, complaints, contract services, technology, and other administrative functions.

In January 2013, the LAPL and LAPD entered into an agreement which defined the services to be provided by the SecSD to the Library, including the minimum number of hours of service, and the number and classifications of the officers assigned to the Library. The agreement has been updated over time. The minimum number of staff authorized under the agreement is 51.

LAPD Security Staff

The actual number of SecSD positions filled and assigned to the Library ranges from 35 to 40 individuals. For the past two fiscal years, the SecSD staff included one Sargent II who is the head of security for the Library, one Chief Security Officer, one Principal Security Officer, four Senior Security Officers, and up to 33 Security Officers. Except for the Sargent II, all of the SecSD staff assigned to the Library are considered civilians and are unarmed.

According to the agreement between LAPL and LAPD, SecSD has primary responsibility for civilian security functions related to customer service, maintaining peace and order within the premises of the LAPL, enforcement of the Rules of Conduct established by the Board of Library Commissioners, and by enforcing all City, state and federal laws. SecSD provides security at the Central Library 24 hours per day and seven days per week.

Contract Security Guards

Since the LAPD has not been able to fill all of the positions to meet the agreed-upon hours of service described in the joint agreement, the Library has used the salary savings to hire contract security guards.

The LAPD manages the contracts with the private security companies. The Library works directly with the private security companies to request and assign contract guards to branches and the Central Library. There are three level of guards available: security guards, shift supervisors, and professional security officers (PSOs). Generally, the Library has hired more security guards than shift supervisors and PSOs.

Contract security guards are assigned to branches and Central where they welcome patrons, answer questions, and assist staff with more difficult situations regarding safety and security for patrons, staff and facilities. Branch and Central managers request the guards based on need and the type of incidents that occur. During the last two years, the Library had up to 32 contract security guards working simultaneously. To support the Library To Go program, LAPL has hired approximately 20 contract security guards. The contract security guards are not armed.

LAPD Overtime Patrols

The LAPD overtime (OT) patrols provide sworn officers at various branch libraries and the Central Library. The sworn officers were provided to augment SecSD due to the inability of the City to hire a sufficient number of qualified civilian security officers on a permanent basis. The sworn officers have been assigned to locations that have experienced high levels of serious incidents. The sworn officers have the authority to make immediate arrests when necessary and have been a successful deterrent to unlawful activity at the libraries. The LAPD overtime patrols are used on an as-needed basis and are temporary in nature. The LAPD overtime patrols are armed.

LAPL Events and Fire Watches

For special events hosted or sponsored by the Library, such as the opening of an exhibition at the Central Library, the Library hires SecSD staff to provide security for guests, staff and the building. In addition, when a fire alarm is being repaired at a branch library, LAPL hires SecSD officers to provide fire watch services at the branch at night. Historically these additional hours were provided through overtime.

B. SECURITY EXPENDITURES

Direct and Indirect Costs

In 2011, City Charter Section 531 was amended as a result of Measure L to state that, "Beginning in fiscal year 2014-15 and thereafter, the Library Department shall be responsible for payment of all of its direct and indirect costs, which shall include, but not be limited to, health, dental, pension, building services and utility costs." This Charter language means that the Library pays the direct and indirect costs for staff from departments that provide billable services to the Library, such as the services provided by the LAPD. The direct costs refer to salaries. In addition to the health benefits and other costs described in the Charter, the related costs for LAPD include SecSD administration and Senior Lead Officers (SLOs) who support the Library in the field.

The indirect costs for the LAPD are calculated by the Office of the City Controller and are adjusted from year to year. The City frequently refers to these costs as CAP (Cost Allocation Plan) rates. The CAP rate for each year is identified by a sequential number. For example the current CAP rate is CAP 42.

Invoices and Payments

The LAPD submits invoices for the SecSD staff assigned to the Library, LAPD overtime details, and SecSD officers who provide security for events and fire watches. The invoices include the salaries and related costs. For the last several fiscal years, the invoices from the LAPD arrived up to a year or more from the date of services. Consequently, the reimbursements to pay for the LAPD were also late.

LAPD has not sent all of its invoices to the LAPL for the last two fiscal years. The LAPL has paid the invoices received. One additional issue concerns the calculation of the LAPD related costs. The LAPL will be working with the City Controller to ensure that the Library is not paying more than its commitment described in the City Charter. As a result of those ongoing discussions with the City Controller, the Library has delayed transferring the payment of the related costs for the LAPD. The contract security companies bill the Library monthly and the payments are current.

Security Costs for Fiscal Years 2018-19 and 2019-20

The table below lists the estimated security costs for the two most recent fiscal years. Due to the outstanding LAPD invoices and the delayed transfer of the related costs, the amount paid for each year is not final. The Library has reserved funds to pay the actual balances owed for salaries and related costs, once those amounts are finalized.

Estimated Security Costs for Fiscal Years 2018-19 and 2019-20

	Fiscal Year 2018-19	Fiscal Year 2019-20
Library Security (SecSD) Direct Salary Costs	$2,568,652	$2,350,201
Library Security (SecSD) Event and Fire Watch Costs	199,282	149,462
Indirect Costs	3,750,232	3,431,293
TOTAL LIBRARY SECURITY (SECSD)	$6,518,166	$5,930,956
LAPD OVERTIME PATROLS	$845,310	$704,425
TOTAL LAPD COSTS	$7,363,476	$6,635,381
CONTRACT SECURITY GUARD COSTS	$1,380,228	$1,035,171
TOTAL LAPD AND CONTRACT SECURITY GUARD COSTS	**$8,743,704 ***	**$7,670,552 ***

* Totals are estimates and are not final.

Proposed Use of Security Funds for Fiscal Year 2020-21

The Library's proposed budget for fiscal year 2020-21 included $10,454,348 for LAPD security and contract security guards. The Board of Library Commissioners requested that $2 million from the LAPL security budget be transferred to the Reimagining Safety Initiative. This transfer leaves a balance of $8,434,348 for security. The need for security is lower at this time because library facilities are not open to the public. However, security support continues to be required at Central and for fire watches at branches when necessary.

The Safety & Security Project (S&SP) recommended the following use of the security funds for the remainder of the fiscal year. The S&SP is discussed further in Section D of this report. The funding is based on a thoughtful analysis of current levels of SecSD staffing, the reduced need for overtime details in the first half of the fiscal year, the potential retirement of several SecSD employees in the next few months, how quickly LAPD will fill SecSD vacancies, and an increase in the use of contract security guards to provide services to compensate for the reduction in SecSD support.

The table below lists the proposed use of security funds for the 2020-21 fiscal year which is divided into quarters. The First Quarter includes the 23 SecSD staff currently assigned to the Library, one set of LAPD overtime patrols, and 22 contract security guards. By the Fourth Quarter, the funding supports 30 SecSD employees, up to four LAPD overtime patrols, and 39 contract security guards. The staff costs include salaries and indirect costs based on CAP 42.

Also included in the table is $1 million which the S&SP proposed to use for expenses to improve the delivery of security, especially integrating security as part of creating a safe and welcoming environment at the LAPL. Some of the potential security expenses are as follows:

- De-escalation, customer service and implicit bias training for SecSD, contract security guards, and LAPD overtime patrols. The training would focus on creating safe and welcoming environments in the Library.
- Funding for security cameras and badge access control at branches and Central.
- Support needed to define and prepare to hire new Library staff for customer service.
- Security-related facilities improvements.

The proposed use of security funds is a plan. During the balance of the 2020-21 fiscal year, LAPL will regularly evaluate how and where to deploy the SecSD officers, contract security guards, and LAPD overtime patrols. In addition, LAPL will evaluate the effectiveness of the LAPD and contract staff with the goal of reducing the presence of law enforcement where it is safe to do so. Evaluations will include site staff input and metrics from the LAPD and security contract companies. The use of the security funds will be adjusted over the course of the year.

Proposed Use of Security Funds for Fiscal Year 2020-21

	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	TOTAL
Library Security (SecSD) Direct and Indirect Costs	$861,626	$1,027,664	$1,152,304	$1,152,304	$4,193,899
Library Security (SecSD) Event and Fire Watch Costs	10,000	13,000	15,000	15,000	53,000
LAPD Overtime Details	105,040	210,079	493,686	493,686	1,302,490
Contract Security Guards	336,565	381,077	578,063	578,063	1,873,768
Security Expenses		250,000	250,000	531,191	1,031,191
TOTAL	**$1,313,231**	**$1,881,820**	**$2,489,053**	**$2,739,053**	**$8,454,348**

2020-21 Library Security Budget: $10,454,348
Reimagining Safety Initiative: -2,000,000
Revised 2020-21 Library Security Budget: $8,454,348

2020-21 Security Budget Balance: **$0**

C.   INCIDENT REPORTS

In the fall of 2017, the LAPL launched a pilot program for the Online Incident Report System in the East Valley Area. The pilot program was then extended to the Central Library. After successful tests were completed, the Online Incident Report System was launched system-wide on January 1, 2018. The Library has approximately 2.5 years of data online. The system was developed and is maintained by Library staff. Prior to the online system, Library staff submitted reports of incidents on paper forms which are not easily accessible for data analysis purposes.

Library staff enter the information into the Online Incident Report System. Each incident is reviewed by supervisors to ensure accuracy and clarity. Each incident report is labelled with categories to track the types of incidents that have occurred in Library facilities and on Library properties. This data is then used to compile statistics that are provided to Library staff and LAPD to assist in the deployment recommendations for SecSD officers, contract security guards, and LAPD overtime patrols at LAPL facilities. In addition, the incident reports are used as back-up documentation to obtain Stay Away and Temporary Restraining Orders for patrons who have made criminal threats and/or engaged in an assault and battery on Library staff and patrons.

The Incident Report categories were developed to create a standard way for staff to describe incidents and are as follows:

- Assault / Battery (A)
- Disorderly Conduct / Public Nuisance (N)
- Sexual Assault / Sexual Battery (SA)
- Sexual Misconduct (SM)
- Theft of Library Items (TLI)
- Theft of Library Materials (TLM)
- Theft of Patron Items (TPI)
- Criminal Threat (THR)
- Vandalism of Library Items (VLI)
- Vandalism of Library Materials (VLM)
- Graffiti (G)
- Property Damage (D)
- Vandalism of Library Facility (VLF)
- Other (O)

Since the Online Incident Report System was launched, staff have reported 2,473 incidents. A summary of incidents by calendar year is included in the table below.

Incidents for Central and Branches by Calendar Year

Category	2018			2019			2020		
	Central	Branch	Total	Central	Branch	Total	Central	Branch	Total
A	18	60	78	24	82	106	1	11	12
N	255	604	859	274	540	814	55	102	157
SA	2	3	5	1	3	4	0	0	0
SM	36	45	81	20	44	64	4	3	7
TLI	6	13	19	13	10	23	1	3	4
TLM	4	9	13	13	13	26	1	1	2
TPI	5	36	41	9	45	54	3	5	8
THR	18	107	125	18	127	145	3	10	13
VLI	4	20	24	6	16	22	1	5	6
VLM	4	9	13	6	11	17	2	1	3
G	3	7	10	2	6	8	1	0	1
D	9	52	61	4	45	49	4	9	13
VLF	3	44	47	2	48	50	1	13	14
O	52	143	195	59	130	189	7	38	45
TOTAL	**419**	**1,152**	**1,571**	**451**	**1,120**	**1,571**	**84**	**201**	**285**

Four of the 14 categories make up 60-70 percent of incident reports for almost all of the libraries. They are as follows:

- Disorderly Conduct / Public nuisance (N)
- Criminal Threat (THR)
- Sexual Misconduct (SM)
- Assault / Battery (A)

The Other category is not included in this list because it contains miscellaneous types of incidents that are not represented in the other 13 categories.

In calendar year 2018, the following 20 libraries submitted the highest number of incident reports:

1. Central	8. Goldwyn-Hollywood	15. Fairfax
2. Robertson	9. Hyde Park	16. North Hollywood
3. Edendale	10. Venice	17. Panorama City
4. Westwood	11. Mid-Valley	18. Sherman Oaks
5. Little Tokyo	12. Baldwin Hills	19. Canoga Park
6. Van Nuys	13. John Muir	20. Chatsworth
7. West Los Angeles	14. West Valley	

In 2019 the majority of these 20 libraries saw an approximate 10 percent increase in the top four categories.

- Robertson was an outlier because it saw decrease in the top four categories by more than 50 percent.
- Cahuenga, Pico Union, Sunland-Tujunga were outliers as they saw an increase in the top four categories by at least 50 percent.

Before the libraries closed in mid-March 2020, the majority of the 20 libraries were on track to match the 2019 number of incidents overall and in the top four categories.

It is important to put the number of reported incidents into context. The Library receives approximate 13 million visitors annually. The number of incidents is 0.01 percent of the number of visitors to the Library or one incident for every 8,275 visitors.

D.   SAFETY & SECURITY PROJECT

The Library initiated the Safety & Security Project (S&SP) in 2017. An update regarding the S&SP is included as Attachment A to this report.

Los Angeles Public Library
Safety & Security Project
August 2020 Update

Introduction

The Safety & Security Project was initiated in late 2017 in response to two simultaneous, urgent needs:

1. the need to concretely address the increase in unpredictable and violent situations within library facilities; and
2. the need to support the larger organizational shift towards participatory decision-making, strengthening the internal workings of the Library by drawing on the expertise and creativity of staff.

Not unlike the present-day calls from the public to listen to and prioritize the voices of those who have been historically excluded from decision-making, historical practices within the Library had created a culture where silence around the topics of safety and security was commonplace, and where front-line staff felt estranged from the policy-making that shaped their daily work lives.

The Safety and Security Project marked an opportunity to begin to document the experiences of staff and break down the silos inherent in such an expansive system. It marked an opportunity to welcome staff of all levels, in roles of disparate scope and focus, into meaningful conversations about their workplaces.

Project Details

Description	Goals
The Safety & Security Project is a collaborative process to better understand and address the safety and security conditions and concerns of Library staff. Now, in 2020, the project's aim is to implement the staff-generated, action-oriented recommendations that were collected during 2018 and 2019, while responding to the evolving needs of staff and the communities they serve.	• To increase system-wide communication around library safety. • To provide a space for open conversation about safety issues. • To aggregate and synthesize recommendations from staff (across seniority, roles, branches, and departments) and the library's safety partners. • To report project findings and actions back to the system. • To experiment with various styles of interaction. • To address concerns regarding the availability of resources. • To implement recommendations and improve processes while the project is underway.

The project was always intended as an iterative and long-term process that would build a model for how to engage in responsive and nuanced decision-making for complex, personal, and serious topics. These topics – safety and security – are central not only to staff, but to all those who spend time in any of the 73 Los Angeles Public Libraries, and are an integral part of how the Library fulfills its mission.

Planning Process, Fall 2017- Fall 2019

In its first two years, the Safety and Security Project worked diligently to understand the diverse workplace safety conditions of staff and contractors in nearly all roles – from Event Attendants to Outreach Librarians to Administrative Clerks to Cybernauts. To ensure that the entire process was rooted in staff-driven dialogue, the participatory engagement strategy was guided by a **Planning Team** made up of 24 LAPL staff members who dedicated significant time and energy to craft a responsive structure.

Intentionally, the engagement strategy aimed to create opportunities for conversation amongst staff who had previously felt that they did not have the space to engage in dialogue on these issues. For many, this was the first time that they had been asked to reflect and provide input on the safety of their workplaces.

Over the summer of 2019, the Planning Team assessed and prioritized the recommendations, creating a draft document that was shared by email with contributing participants. The draft was discussed through a series of stand-alone meetings held in Fall of the same year.

Finally, a set of recommendations with accompanying implementation guidance was delivered back to all staff in January 2020, completing the planning phase of the project.

Components of the Engagement Strategy:

- **A benchmarking survey** to understand staff's experiences of violence and access to resources (administered in English and Spanish), which was taken by 757 individuals.
- **64 Long-form conversations held across the system** with more than 600 staff members to hold robust discussions about workplace conditions and brainstorm recommendations.
- **Emails and informal conversations** initiated by staff with Planning Team members and the project consultant to share their unique circumstances and experiences.
- **Learning site visits in 21 workplaces** to gather information on the impact of the built environment on conversations around safety and security (these were attended by members of the Administrative Team, unions, and Planning Team).
- **Report back emails, presentations, and conversations** to share findings as the project progressed.

The Safety Ecosystem, Interconnected Recommendations

Safety and security recommendations call on nearly every sector of the organization to think strategically and responsively about how the topic of safety connects with its infrastructure and planning. And staff identified opportunities for all LAPL stakeholders to contribute to strengthening the organization's practice of safety. The emerging safety ecosystem demonstrated that there was not going to be a "one-size-fits-all" option for the Library, but rather the need for continuing conversation about how to evaluate and refine the safety ecosystem's component parts, rooted in the place-based needs of each location and neighborhood.

Recommendations fell into ten categories:

- **Budget & Community Alliances**
- **Communication**
- **Facilities**
- **LAPD & Security Services**
- **Library Management**
- **Mental Health & Homelessness Response Resources**
- **Policies & Procedures**
- **Staffing**
- **Technology**

Implementation, 2020 Forward

In the first half of 2020, the project transitioned into implementation, driven by an expanded group of team members that could fulfill the dual goals of the outgoing Planning Team. It was extremely important that a new group, consisting of both existing and new team members, be convened to implement the recommendations. The application and nomination process for this group spanned the Library's pandemic transition to work-from-home, and this group of 24, the **Doing Team,** began meeting virtually in April.

In tandem with the Planning Team's call for a group to implement the recommendations, their reflections on the impact of the planning process emphasized the need to continue to support staff in on-going, vital safety conversations, deepening the Library's internal culture shift. Today, a group of more than 40 **Safety Liaisons** are working in six teams across the system to understand their co-workers needs and how the Library can foster an internal support system over the long-term.

While the Safety & Security Project's overarching charge is to move forward both the recommendations and the mandate to continue centering the voices of staff, the needs of the current historical moment required the group to pivot and respond.

The project began providing information and collecting staff feedback around COVID-19, and pivoted to reexamining assumptions within its own work in lockstep with the social uprisings' calls: for racial justice; to dismantle anti-Blackness; and to divest from law enforcement and reinvest in the safety of communities of color.

This is an on-going process.

Today, in addition to the six Safety Liaison regional teams, the Project has four established Doing Team Working Groups:

- **Rolling Reopening + Coronavirus Communications Working Group:** Reviewing all staff survey responses on the Library's response to COVID-19; and supporting the development of communications, trainings and resources for staff.

- **Budget Working Group:** Defining, identifying, and explaining security related spending at LAPL, beyond just LAPD and Security Services, and communicating this spending to staff and stakeholders.

- **LAPD and Security Services Working Group:** Collecting feedback from staff on their opinions on the role of LAPD; informing revisions to the overall budget for LAPD and Security Services; and evaluating tools and developing tools for staff and security personnel in supporting a safe and welcoming environment for all.

- **Reimagining Safe + Welcoming Spaces Evaluation Working Group:** Conducting a place-based evaluation of the system that takes into account the needs and assets of each library.

Coordination with other Los Angeles Public Library Efforts

As the Safety & Security Project continues to look towards the future – knowing that safety is an evolving concept that requires recalibration and continuous work – the project's leadership is connecting with other Library efforts to ensure that it is improving and responding to emerging staff and community need.

These efforts include:

- **Reimagining Safety Initiative,** continuing to connect Safety & Security Project recommendations, across the safety ecosystem, to the developing conversations on alternatives to law enforcement.

- **Cultivating Racial Equity and Inclusion (CREI) Initiative,** ensuring that racial equity is not an add-on, but integral to future conversations about safety.

- **Take the Lead,** supporting the practice of leadership by staff across the organization, and advancing the system's core leadership values: Adaptable; Effective; Empowering; Ethical; Inclusive; and Visionary.

- **Facilities Master Planning,** integrating safety recommendations related to the built environment and user experience into the metrics used to evaluate future investments.

- **Strategic Planning Process,** developing potential pathways for substantive community participation in conversations about how the library is meeting the needs of Angelenos, and how safe and accessible spaces contribute to the ways in which the Library fulfills its mission.

Examples of Los Angeles Public Library, On-Going, Safety & Security Efforts

Budget & Community Alliances
- Tracking non-enforcement-related expenses on safety and security (in-process).
- Revising the staff budget survey to gather more nuanced insight on staff priorities (in-process).
- Developing an evaluation strategy that integrates the participation and feedback of existing and potential community partnerships (in-process).

Communication
- Improving information sharing around severe incidents.
- Increasing frequency of communication regarding operations relating to health and safety (in-process).
- Providing resources to all staff regarding health and safety during the pandemic (in-process).
- Developing cohorts of staff that can connect their peers to resources and respond to questions about safety (in-process).

LAPD & Security Services

- Reviewing the existing Memorandum of Agreement (MOA) and LAPD and Security Service staffing levels and job duties, in conversation with members of the Safety & Security Project, order to develop a strategy to revise the agreement when the MOA expires in December 2020.

Mental Health & Homelessness Response Resources

- Social Worker/Outreach Worker Project Team: Carrying out research in order to prepare a proposal for how licensed social workers and behavioral health workers can support the mission of the Library, and work with staff to lay the groundwork for this to be a viable strategy towards supporting safe and welcoming spaces.

Policies & Procedures

- Developing tools to respond to incidents of physical threats and assault, and sexual harassment and threats of violence.
- Ensuring that each workplace has a secure, non-public area for staff.

Staffing

- Increasing the capacity of the Business Office to respond to safety and security concerns through the support of an additional Management Assistant (in-process).

Technology

- Conducting tests and training for use of the phone system as an emergency alert system.
- Preparing for Access Control upgrades (in-process).

Training

- Ensuring all staff receive Active Shooter training, and receive follow-up specific to their workplace.
- Coordinating with the Business Office and LAPD & Security Services to revise training for contract security to include content on the mission and services of the Library.
- Working across Library divisions to ensure that the training staff identified to support their increased knowledge and ability to serve the public is implemented (in-process).