

OCPL: Central Security

Amanda Perrine to Board

April 14, 2026

Statistics

2026 Statistics, January - March

- Central
 - Patrons: 839
 - Incidents: 28
 - 1 was a 911 medical call only
 - 4 where 911 was called for an overdosing or intoxicated patron and the patron subsequently became belligerent/refused to leave and so was barred
 - With medical, percentage of 0.050%
 - Without medical: 0.048%
- Central and Branches
 - Patrons: 132009
 - Incidents: 62
 - Percentage: 0.047
- Branches
 - Visits: 76,170
 - Incidents: 34
 - Percentage: 0.045

2025 stats, Central and Branches

- Total Patrons in 2025: 513,246
- Total Incidents: 141, 17 medical (call 911 for illness, overdose, etc.), 33 categorized as workplace violence
- With medical, percentage of 0.027%
- Without medical: 0.024%

Changes Made Thus Far

- Security
 - Armed security guard added for all hours we are open

- Created a 1st floor desk that is looking directly at the patrons coming in. This is for the armed security guard. 1 CET is at the desk to the side of the door watching cameras.
- 2nd floor security desk now always staffed by CET
- 3rd floor continues to be staffed by unarmed security guard
- There is usually an addition CET who is either at the 1st floor desk or covering another CET/Guards do rounds.
- Front sidewalk insert with book drop
 - 1st floor CET is keeping cleared out
- Phone numbers, 911, and intoxicated patron procedures printed and put at all security and circulation desks.
- Created weekly Central security check-ins
 - Central manager reiterated to staff how to use paging system for security incidents.
- Put signs on all doors letting patrons know about restroom checks (these did occur, but we did not have signage). We did this at all our City libraries.

In-Progress Changes

- Additional badge access for community room doors (inside and out) is a 2025 construction grant. Will be implemented when approved by the state.
- Quotes for additional security help including panic button door lock for front door, changing all staff doors to badge access only and additional cameras.
 - Additionally, a computer system that allows an emergency notice to go out to all computers.
- Working on updating paging system to go through all Central phones as well as the pagers as it is difficult to impossible to hear in some offices including the admin wing.

Needed

- For everyone to be on the same page regarding our service populations and what a library is.
- New walkie talkies for CET/Security staff and LIC.
 - Becky has reached out to Chris Reidy multiple times on what he recommends
- Trespass list with photos for security desks
- Additional secure facility items as mentions in the in-progress changes as well as

- Overdose Detection Sensors <https://www.brave.coop/overdose-detection-sensors>
 - Recommended by Rochester Central Library
- Window coverings for offices in case of active shooters
- Move teen space to 2nd floor so that all youth/family places are together
- Better process/phone(?) for letting people into admin wing and board room
- Respite room to go with the debriefing
- Partnerships
 - SPD
 - We have tried to press charges, and the police officers frequently do not do so. This was discussed with Esteban Gonzales and at a board meeting. Further recommendations and partnership needed.
 - Downtown Committee
 - Particularly their head of security
 - Nobel recommends they could roam and talk to patrons to see what they need and offer assistance. Possibly a community partnership for this or the social worker listed below.
- Social worker
 - I spoke with multiple library directors including Rochester and Minneapolis, who both have the same Central library issues we have. They both said that the thing that has made the biggest difference and both partners to get a social worker through their respective County social services office.
 - Why? They deal with the overarching issues that frequently lead to incidents
 - We have a space this person could use on the first floor which would model how Rochester and Minneapolis do it. It has gone so well in Rochester that they are dedicating a floor to services like this.
 - Further articles
 - <https://www.ala.org/advocacy/diversity/odlos-blog/social-workers>
 - <https://www.ifla.org/news/social-workers-in-public-libraries-creating-powerful-community-connections/>
- Finding ways to better help staff with burnout
 - This is an issue that no one I have spoken to has a good answer for outside of the usual communication and bringing in treats

Current Policies, Procedures, and Documents

- Standards of Behavior Policy
 - Unattended Child and Vulnerable Individual Policy
 - Meeting Room Policy
- Internet Safety and Acceptable Use Policy
 - Procedures for Staff
 - Protocols Regarding Reports of Child Pornography at OCPL
- OCPL Security Procedures
 - Patron Incidents and Barring Process
 - Guidelines for Incident Reports and Patron Barrings
 - List of Community Organizations for Patron Assistance
 - Intoxicated Patron Procedure
 - 911 Procedure and Guidelines
 - Central LIC & Security to Issue
- Security Camera Policy
 - Retention of Security Camera Images Policy
- OCPL Procedures in Progress
 - Debriefing Procedures
 - Intercom Codes for Emergencies
 - Updated Opening and Closing Procedures
- County Policies We Follow
 - Airborne Infections Disease Exposure Policy
 - Continuity of Operations plan
 - Disaster Preparedness Plan
 - Emergency Action Plan
 - Incident Action Plan
 - Workplace Safety/Violence Prevention Policy

Current Committees/Meetings

- OCPL Security Committee: Meet monthly, led by Becky, attended by all city managers, clerk manager, ED, Rene, some staff reps, Union, head of CET. We also invited the Freeland head.
- Central Security Weekly Check-Ins: ED, Becky, CN Manager and Clerk 3, head of CET, Qua (CET manager), Jay (Armed security guard)
- County WPV Meetings: Becky attends monthly.
- Facilities and Security Advisory Committee: Meets 3 times a year. System service that Becky runs and directors and managers attend.

Trainings

- Yearly workplace safety meetings run by Becky. CET and Union attend.
- Ryan Dowd Homeless Training (<https://homelesstraining.com/>): All staff have access to monthly webinars and full back catalog. Includes training on de-escalation, backing up your co-workers, etc.
- Later in 2026
 - Mental Health First Aid
 - Narcan

Current Budget (City-Wide; does not include armed security guard who costs \$125,000/year)

Total security: \$865,000

- Unbelievable Community Engagement Team (CET): \$740,000
- Freeland security: \$125,000
- Total budget: \$15,733,744
- Percentage: 5.50%