



UC Davis General Library

ADMINISTRATIVE UNIT REVIEW:

Library Safety and Security

March 2002

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Executive Summary

The Administrative Unit Review for Library Safety and Security was conducted to evaluate the effectiveness of library measures for safeguarding materials and ensuring the safety of library users and staff. The review covered Peter J. Shields Library, the Physical Sciences & Engineering Library, and the Carlson Health Sciences Library.

A review committee appointed in fall of 2001 designed an evaluation strategy which included gathering data from within the library as well as from key external sources such as campus police. Other review activities included fact-finding discussions with library technical services staff, analysis of the library's incident database and other security records, comparison of library policies and procedures with industry-accepted guidelines, a staff security perceptions survey, and interviews with library Systems Department and Special Collections staff. The committee met several times between December 2001 and March 2002 to discuss security concerns and issues raised by these review activities.

Findings of the review indicate that the UC Davis General Library has developed and maintains effective, up-to-date security procedures. Library materials are adequately protected from theft and harm, and library users and staff work in a safe and secure environment. This is significant given the library's large collections, sizable and ever-changing user population, and its high use of technology—all of which contribute to a dynamic risk environment. Certain areas were identified during the review, however, that merit corrective action and follow up, or further study and evaluation. These included mail room procedures, materials processing and collections security, front entrance security, access to staff areas, and key control.

The success of the library's security program is due in no small part to the library staff's positive, pro-active approach to security issues, which is reflected in their attention to detail, continual monitoring of processes and events, and good communication with campus police.

Introduction

This section provides an overview and outline of the General Library Administrative Unit Review (AUR) on library safety and security. The review evaluated the effectiveness of current library security measures with the goal of identifying strengths and making recommendations for improvement. Library safety and security in this context includes procedures and physical aspects of buildings and equipment related to safeguarding of the collections as well as patron and staff safety; staff qualifications and training for providing a safe environment for people and materials; computer system integrity as it relates to protecting the library's digital assets and services; and emergency preparedness.

The review included Peter J. Shields Library, the Physical Sciences and Engineering Library, and the Carlson Health Sciences Library (CHSL).

After preliminary discussions during the summer of 2001, an AUR Committee was formed in the fall of 2001 to implement the review. The review process entailed several activities to address issues in each of the above areas, including collecting and reviewing documentation on policies and procedures throughout the library; collecting and reviewing current literature, standards, and guidelines for security in libraries for comparison; surveying library staff on perceptions of safety; and interviewing the campus crime prevention officer. The AUR Committee met seven times between December 2001 and March 2002 to discuss review topics.

Each member of the committee was responsible for submitting requested materials on procedures and policies from library departments during the review.

The following section describes the review activities in detail.

Review activities

Fact-finding

The Associate University Librarian for Administrative and Access Services met with representatives from various library departments during summer 2001 to explore the general topic of security and safety and to seek out areas for more focused review in the AUR. Increased security risks were identified which were subsequently addressed by the AUR committee: mail room procedures, materials processing and collections security, front entrance security, access to staff areas, and key control.

Mail room procedures

It was noted that mailroom entrances were being used inappropriately by non-mailroom staff, that alarms in the area were frequently not set, and that the mailroom was occasionally left unattended. These problems were rectified with communication to staff about mailroom use policy, communication with custodians on setting alarms, changes in staffing to keep the room attended at all times, and increased attention to the area by library security guards.

Materials processing and collections security

Library staff in the technical services departments of the library noted several areas in the materials processing stream where there was increased risk for materials loss, especially during the time when materials are first received by the library, prior to their appearance on public shelves. Library staff were able to identify improvements which could be made to secure the large and diverse quantity of materials coming into the library, including tightening procedures for materials leaving the processing stream, increased staff awareness of materials locations and accountability, and increasing the speed of materials processing overall. Improvements were also made to procedures for handling Special Collections materials to increase their security. Appendix A contains information on specific risks and possible corrective actions to be taken.

Regarding the security of materials in the collections in the public areas, it was noted that materials inventories for certain parts of the collections had been conducted within the past five to eight years in CHSL and Shields Library, and that the results of these studies indicated a very low rate of missing material, approximately three percent in both cases. The libraries use accepted industry techniques for marking, tagging, and detection to prevent materials from leaving the library without being checked out. However, security at library entrances in all libraries indicated some vulnerabilities as described below.

Other indicators for materials security were positive, including a low rate of unresolved searches for missing items. Procedures for monitoring users and protecting manuscripts and other valuable items in Special Collections were also reviewed and found to be adequate.

Front entrance, staff areas, and keys

Library staff identified other library-wide security issues: the display case at the front entrance of Shields library makes it difficult for staff to effectively monitor library users exiting the building with library materials. Doors between public and staff areas in the library were not consistently secured in all libraries, and policies regarding keys to various rooms or areas within the libraries were unclear. These concerns were addressed during visits by the Campus Crime Prevention Officer, described in a following section.

Policy/procedure review

The AUR Committee collected formal and informal policies and procedures in place throughout the General Library, including the *Emergency Manual*, the *Illness and Injury Prevention Program* (IIPP), departmental safety and security protocols, the General Library policy statement manual, the incident report log database, as well as directives and similar communication to library staff, committee minutes, and other information. Data collection and discussion was structured around the following types of elements:

- Physical barriers and lock and key security
- Security alarms and electronics
- Security duties and security staff
- Personnel access, parcel control, and collections
- Patron/staff safety and emergency procedures
- Computer security

The library's manuals are revised as quickly as possible to include changes to policies and procedures recommended by staff. The entire IIPP was reviewed in fall of 2001, and new sections on bioterrorism and related emergency procedures were recently added to the *Emergency Manual*. These materials are issued in print form to each department, and are available on the library's web site.

The Committee also collected and reviewed current industry guidelines and other literature for comparison with GL procedures and policy. The AUR committee critically analyzed this information to identify key issues, strengths, and areas for improvement in the General Library. A comprehensive list of these resources is listed in Appendix B.

General Library Health and Safety Committee & Supervisor's Round Table

The General Library Health and Safety Committee meets monthly to discuss specific incidents, problems, or situations that create physical risk for staff and patrons throughout the libraries. The committee recommends actions needed to rectify problems and reviews progress. Committee minutes are posted on the library staff website.

The Supervisor's Round Table addresses management issues, which includes implementing emergency procedures. Given the large number of student employees in the library, this group plays an important role in supporting communication on changes in policies and procedures. After the incidents involving anthrax in various parts of the country last fall, this group quickly communicated campus information on bioterrorism to staff and implemented new mail handling and related procedures rapidly and effectively.

Through these forums, library staff have also indicated on various occasions that increased training and practice opportunities would improve their abilities to handle certain situations, such as emergency building evacuations, disruptive or abusive library users, or users displaying suspicious behavior.

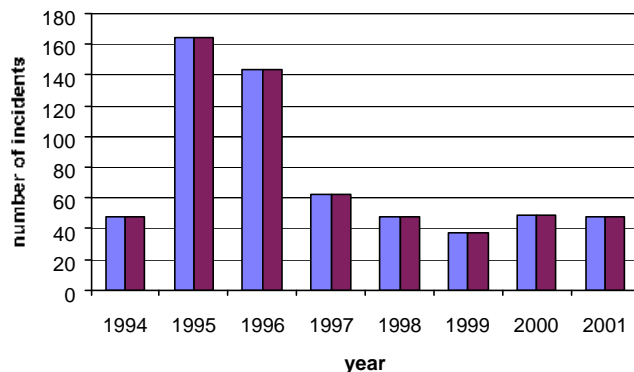
Incident database review

The Associate University Librarian for Administration and Access Services is responsible for maintaining a database of information on incidents that occur in the library of a safety or security nature. The majority of these are patron and staff health emergencies, thefts, and disruptive patrons—typical for a research library of this size, campus setting, and user population.

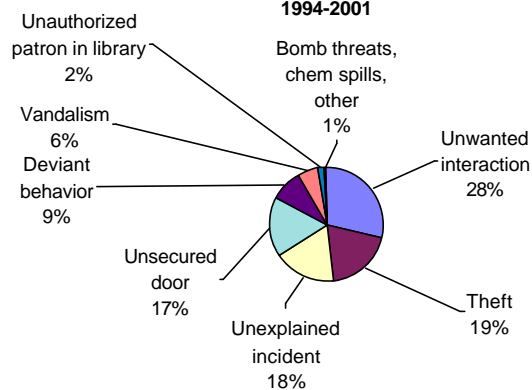
The AUR committee reviewed representative entries in the database as well as a statistical summary of incident types, frequencies, and actions taken. It was noted by the committee that the overall number of incidents was very low in proportion to the number of library users: the library logged an average of 48 incidents in the database per year during the past five years; in comparison, there were approximately 1.3 million visitors to the library per year during that time.

It is likely that this low level of incidence is due at least in part to the effectiveness of the library's security staff who patrol the building frequently. In addition, a library security guard received the UC Davis Citizen's Appreciation Award in 2001 for exemplary action supporting the police department's apprehension of a criminal in the library.

**Total General Library Security Incidents,
 1994-2001**



**Incidents by type
 1994-2001**



Visits by Campus Crime Prevention Officer

The Committee invited the Campus Crime Prevention officer to visit campus libraries and discuss a range of safety and security issues. In general, it was noted that security procedures in the libraries were good overall, especially compared with the average building on campus. Several factors appear to contribute to this: the fact that the library employs security staff, that the library monitors users' behavior fairly closely, and that the library reports incidents regularly, which helps campus police do their part. Heightened awareness and good communication among staff and with campus police also greatly contribute to the strength of library security overall.

Certain areas posed some increased risk and are discussed below.

Peter J. Shields Library

Front entrance. It was noted that the electronic security gate on the exit side of the front lobby is easy to get around; patrons can also exit through the entrance side. The space between the wall and gate is wide enough to pass materials through and materials can also be passed over the display case. The swinging gate adjacent to the Circulation Desk can also be used to exit. Solutions include placing glass panels on top of display case, closing up gaps between the gate and display case, and preventing patrons from exiting on entrance side. Since visual monitoring of individuals coming and going through the lobby is a primary means for preventing theft, a major concern is that the entrance is not in direct view of staff at the Circulation Desk. One solution might be to staff the desk area facing the entrance for observation.

Security guard hours. The schedule should be reviewed to check for gaps in coverage at busy times.

Extended Hours Reading Room (EHRR). Outside doors are easy for non-students to get past; non-UCD students are frequently found in the room. Arrangement of carrels with the partition facing the room and the seat toward the wall should be discouraged; pairs of carrels could be bolted together and face the doors. Brighter lighting will help discourage people from loitering in the stairwell. Since campus security does not patrol the EHRR area specifically (there are three officers on duty at night and they generally are patrolling campus by car), an emergency call phone should be installed inside the EHRR (similar to the emergency phones in the parking lots), inside the inner doors of the EHRR, in addition to the campus and pay phones in the EHRR lobby.

Access to staff work areas. Doors between public areas and staff areas should be locked on the public side wherever practicable, with latch guards to discourage tampering (this also applies to staff/public area doors on all floors). Certain doors could be unlocked

during business hours for convenience for shelvees and other staff. Campus police are recommending use of card readers over keyed locks whenever possible.

Isolated areas. Isolated areas should be patrolled more frequently, or have cameras installed. Guards should also avoid predictable rounds and timing.

Carlson Health Sciences Library

Doors and windows. Both inner and outer sets of entrance/exit doors should be locked at closing each day, and all sliding windows secured. Interlibrary Loan (ILL) office doors should be closed and locked when staff not present on the office. Rear staff entrances and exits should be limited to one, and key access disabled to the Staff Room exit door. Swinging doors at each end of the Circulation/Reserve Desk should be locked. Campus Facility and contractor personnel's need to lock roof access doors should be reaffirmed.

Theft prevention. In front entrance area, the current ropes extending from security gates to lobby wall should be replaced with an actual physical barrier floor to waist level. Security gates should be repositioned to eliminate dead zone. Electrical outlets by the security gates should be relocated to remove patron accessibility. Blinds should be kept open and tinting removed from the window glass in the computer lab.

Alarms. All but one emergency exit are outfitted with a local alarm. The single door not protected by a local alarm allows convenient access for CHSL staff. This one door should be protected by a local alarm as well. Greater protection would be provided if a Silent Knight system were installed in CHSL connected to all emergency exit doors as well as public and staff entrance/exit doors. Alarms should be activated at closing and deactivated at opening. These alarms should signal Campus Police Department. An annunciation panel at Circulation Desk should be installed in an accessible location. The Special Collections Room should be alarmed with alert going to the annunciation panel at Circulation Desk. Downstairs emergency exit alarms should be directed to annunciation panel at Circulation Desk.

Public stairwell. An assessment of the stairwell leading to the lower level should be conducted to determine if it meets code requirements. Additionally, the skylight directly above the stairwell should be inspected and repaired to prevent safety problems which develop when the skylight leaks.

Lighting and ceiling tiles. An inspection of the facility determined that an emergency light fixture on the lower level needs repair; missing ceiling tiles should be replaced.

External lighting. Wattage of bulbs needs to be increased in the exterior lighting fixtures in the perimeter overhang of the building.

Physical Sciences and Engineering Library

Keys. All building keys accessible to staff should be in locked case during the hours the library is closed, and under strict supervision during hours the library is open.

Doors. Doors to room 118A should remain locked at all times, or be equipped with push button locks that require an access code. Latch-guards should be installed. Doors to rooms 019, 215, and 315 should remain locked at all times, or be equipped with push button locks that require an access code these doors do not need latch-guards.

Student Surepay Statements. Student surepay statements should be placed in a more secure location to prevent identity theft.

Public computer stations in the reference area. East-west orientation of public computer workstations makes it difficult for staff to monitor violations of the computer use and network policy. These stations should be moved to a north-south orientation, or a concave mirror should be installed in the reference area.

Circulation gate. A latch should be installed on the inside of the swinging gate to the circulation area to prevent library patrons from gaining access.

Material Safety Data Sheets (MSDS). Bindery supplies should be labeled properly and required MSDS sheets for these supplies should be on hand.

Library computer security

In general, the Systems Department follows the computer security policies and practices promulgated by Information and Educational Technology (IET) and the campus Computer Security Office. For this AUR, a questionnaire was used to collect information on the ways the UC Davis General Library protects its computer systems, software, and data from intrusion, misuse, theft, or other damage. The following information highlights information gathered from that questionnaire.

Vulnerabilities

The main threat to General Library computer systems centers on server take-over attempts by exploiting known holes in server applications or by exploiting known bugs in software applications. If these holes or bugs are not patched, it is possible to launch attacks against other servers. Next most threatening situations are theft of computer equipment and unauthorized changes to software settings for staff and public workstations.

The most difficult threat to correct or prevent is the use of public and staff workstations to send abusive messages (such as hate mail or threatening messages) or unauthorized or illegal software applications (such as viruses or worms) to other individuals.

The library's servers are constantly under attack by individuals looking for weaknesses. There were two recent attacks against library servers: one against the email server which allowed the server to be used as an email relay spam, and one against the library's web servers. Both were corrected by applying a newly released patch and by using the backup data so that the corrupted disks could be removed and cleaned.

At the Carlson Health Sciences Library, there have been two thefts of computer workstations from the microcomputer lab. The HSL closing procedures include checking the lab to determine that all workstations are intact. HSL morning staff check the lab as part of the opening procedures each day.

Preventive measures

The library's server administrators constantly monitor relevant listservs and web sites to identify appropriate patches and fixes for the library servers. Patches are applied regularly when appropriate. Backup for all critical data from mission-sensitive servers are performed on a routine schedule. Redundant systems are in place for the web, proxy, and domain controller servers.

Equipment theft prevention is accomplished using lockdown devices and having equipment placed in visible areas.

Use of electronic resources

Public workstations in library buildings, especially in remote areas, can be used to send abusive email and can be targets of web browser abuse. However, to preserve the library's value/philosophy for freedom of access and user confidentiality, the library does not routinely monitor use of the public workstations. If illegal activity is detected on a public workstation, the library notifies and works with campus agencies (campus police, Postmaster, Student Judicial Affairs, etc.) to bring the activity to a halt.

Access to the library's licensed electronic resources is controlled by IP address. For those who do not use UC Davis IP addresses, the library runs a proxy server that uses the campus Kerberos authentication system. Individuals without a Kerberos id trying to access the licensed resources from non-UC Davis IP addresses, will not be able to use the resources.

Unauthorized use of licensed resources by individuals who are using UC Davis IP addresses is rare. Only one incident has occurred and was resolved when the individual

was reminded of the license requirements. Use of library staff workstations are restricted to library staff who have authorized logon ids.

Library Staff Safety Perception Survey

A survey was conducted among library staff to gauge perception of security effectiveness in several areas: procedures and training, work environment, library materials and equipment, and communication and action. Close to sixty percent of library staff responded to the survey, and many provided comments or suggestions.

Procedures and training. Almost all library employees responding to the survey (90 to 97 percent) felt that safety procedures were usually or always adequate in their areas, that they were trained sufficiently in safety procedures, and that they were able to recognize hazards and problems.

Work environment. A very large majority of respondents indicated that safety equipment was usually or always provided, that there were enough people assigned for the job to be done safely, and that they had adequate equipment and materials. A smaller majority felt that the library facility was usually or always cleaned and maintained. These questions generated several comments on recurrent safety issues in work areas such as hazardous carpeting in the technical services area on the fourth floor. These and other safety hazards should be corrected as soon as possible.

Library materials and equipment. Sixty-three to sixty-nine percent of survey respondents said that library materials and equipment were usually or always adequately protected from damage, misuse, and theft. Comments in this area supported staff concerns on security of library materials during processing as well as when patrons exit the building.

Communication and action. A majority of respondents said they usually or always reported problems (82 percent), and that the method for communicating problems was adequate in their areas (90 percent). Seventy-seven percent felt that safety and security problems were usually or always corrected in a timely manner, and eighty-seven percent felt that their supervisors usually or always take prompt action to correct or prevent mishaps.

Table 1. Survey responses

Survey Question	Percent responding “usually” or “always”
Are safety procedures adequate in your area?	90
Are you trained sufficiently in safety procedures?	87
Do you know how to recognize hazards and problems?	97
Is safety equipment readily available for you?	81
Are there enough people assigned for you to do your job safely?	83
Do you have adequate equipment and materials to do your job safely?	91
Is the facility adequately cleaned?	65
Is the facility adequately maintained?	76
Are library materials adequately protected from theft?	69
Are library materials adequately protected from damage or misuse?	63
Do you report problems?	82
Is the method for communicating problems adequate?	90
Are safety/security problems corrected in a timely manner in your area?	77
Are you held accountable for working in a safe manner?	78
Do managers and supervisors take prompt action to correct or prevent mishaps?	87

A summary of the survey report is provided in Appendix C.

Findings and Recommendations

Information gathered during this AUR demonstrated that the libraries in general provide a better than average security environment for library users as well as library collections, materials, and equipment. However, several areas were identified which represent increased risk for personal safety or materials loss. While many of these weaknesses were corrected during the course of the review, all of the vulnerabilities identified in this report should be addressed by appropriate library departments or management advisory groups in order to ensure improvements are made. The following areas are of specific concern:

- Changes in library materials handling procedures should continually be monitored to ensure that security vulnerabilities are minimized.
- An inventory of the general collection should be considered to improve estimates of materials loss rate.
- Increased training and practice in implementing emergency procedures as articulated in the General Library Emergency Manual should be considered by all General Library department heads.
- Communication with staff on security issues should remain a priority.

Appendix A: Discussions on Materials Security

This appendix is a summary of notes taken at confidential library staff meetings and contains information on specific risks and possible corrective actions to be taken. For additional information regarding this topic, please contact Associate University Librarian George Bynon (gebynon@ucdavis.edu).

Appendix B: Resources

Alire, C., Ed. *Library Disaster Planning and Recovery Handbook*. New York: Neal Shuman, 2000.

Allen, Susan. "Preventing Theft in Academic Libraries." *Library and Archival Security*, vol. 14 no. 1 (1997): 29-43.

Beamsley, Teresa Grose. "Securing Digital Image Assets in Museums and Libraries: A Risk Management Approach." *Library Trends* vol. 48 no. 2 (Fall 1999): 359-378.

"Guidelines for the Security of Rare Books, Manuscripts, and other Special Collections." *College & Research Libraries News* v. 60 no. 9 (October 1999): 741-748. <<http://www.ala.org/acrl/guides/raresecu.html>> 28 September 2001

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Shuman, Bruce A. *Library Security and Safety Handbook: Prevention, policies, and procedures*. Chicago: ALA, 1999. Good section on electronic security issues.

"Special Theme: System Security in the Networked Library." *Library Hi Tech* vol. 15 no. 1-2 (Issue 57-58, 1997): special issue.

UC Davis Policy on Administrative Unit Reviews. UCD Policy & Procedure Manual, Section 200-30: Administrative Unit Reviews (8/27/99). <<http://www.mrak.ucdavis.edu/web-mans/ppm/200/200-30.htm>> 16 October 2001

Walsh, T. *Archives and Manuscripts: Security*. Basic Manual Series. Chicago: Society of American Archivists, 1977.

Appendix C: Library Safety Perception Survey Report

Summary

Total responses	n=	140	
		Number	Percent of total
Status	n=	138	
Staff		117	85%
Student		21	15%
Supervisor	n=	137	
Yes		35	26%
No		102	74%
Responses by dept	n=	134	
		Number	Percent of total responses
Access Services		25	19%
Administration		13	10%
Acquisitions		13	10%
Agricultural and Resource Economics		0	0%
Biological/Agricultural Sciences		3	2%
Catalog		10	7%
Government Information/Maps/Periodicals		14	10%
Humanities/Social Sciences		6	4%
Preservation		3	2%
Serials		14	10%
Special Collections		1	1%
Systems		5	4%
Carlson Health Sciences Library		13	10%
Medical Center Library		6	4%
Physical Sciences & Engineering Library		8	6%

Responses to questions

1. Are safety procedures adequate in your area?

	n=	139	
		Number	Percent
Don't know		5	4%
Never		1	1%
Rarely		0	0%
Sometimes		6	4%
Usually		68	49%
Always		58	42%
Not applicable		1	1%

2. Are you trained sufficiently in safety procedures?

	n=	139	
		Number	Percent
Don't know		2	1%
Never		2	1%
Rarely		3	2%
Sometimes		11	8%
Usually		55	40%
Always		65	47%
Not applicable		1	1%

3. Do you know how to recognize hazards and problems?

	n=	139	
		Number	Percent
Don't know		0	0%
Never		0	0%
Rarely		1	1%
Sometimes		2	1%
Usually		88	63%
Always		47	34%
Not applicable		1	1%

4. Is safety equipment readily available for you?

	n=	140	
		Number	Percent
Don't know		6	4%
Never		1	1%
Rarely		0	0%
Sometimes		10	7%
Usually		46	33%
Always		67	48%
Not applicable		10	7%

5. Are there enough people assigned for you to do your job safely?

	n=	140	
		Number	Percent
Don't know		2	1%
Never		2	1%
Rarely		0	0%
Sometimes		6	4%
Usually		45	32%
Always		72	51%
Not applicable		13	9%

6. Do you have adequate equipment and materials to do your job safely?

	n=	139	
		Number	Percent
Don't know		0	0%
Never		3	2%
Rarely		5	4%
Sometimes		2	1%
Usually		44	32%
Always		82	59%
Not applicable		3	2%

7. Is the facility adequately cleaned?

	n=	139	
		Number	Percent
Don't know		0	0%
Never		3	2%
Rarely		11	8%
Sometimes		35	25%
Usually		58	42%
Always		32	23%
Not applicable		0	0%

8. Is the facility adequately maintained?

	n=	138	
		Number	Percent
Don't know		1	1%
Never		2	1%
Rarely		7	5%
Sometimes		22	16%
Usually		70	51%
Always		35	25%
Not applicable		1	1%

9. Are library materials and equipment adequately protected from theft?

	n=	140	
		Number	Percent
Don't know		12	9%
Never		0	0%
Rarely		7	5%
Sometimes		24	17%
Usually		71	51%
Always		25	18%
Not applicable		1	1%

10. Are library materials and equipment adequately protected from damage or misuse?

	n=	140	
		Number	Percent
Don't know		12	9%
Never		0	0%
Rarely		9	6%
Sometimes		31	22%
Usually		68	49%
Always		19	14%
Not applicable		1	1%

11. Do you report problems?

	n=	139	
		Number	Percent
Don't know		0	0%
Never		6	4%
Rarely		4	3%
Sometimes		15	11%
Usually		37	27%
Always		76	55%
Not applicable		1	1%

12. Is the method for communicating problems adequate?

	n=	138	
		Number	Percent
Don't know		3	2%
Never		0	0%
Rarely		1	1%
Sometimes		10	7%
Usually		59	43%
Always		65	47%
Not applicable		0	0%

13. Are safety/security problems corrected in a timely manner in your area?

	n=	139	
		Number	Percent
Don't know		7	5%
Never		2	1%
Rarely		4	3%
Sometimes		16	12%
Usually		52	37%
Always		56	40%
Not applicable		2	1%

14. Are you held accountable for working in a safe manner?

	n=	138	
		Number	Percent
Don't know		11	8%
Never		3	2%
Rarely		3	2%
Sometimes		10	7%
Usually		38	28%
Always		69	50%
Not applicable		4	3%

15. Do managers and supervisors take prompt action to correct or prevent mishaps?

	n=	139	
		Number	Percent
Don't know		5	4%
Never		0	0%
Rarely		2	1%
Sometimes		10	7%
Usually		51	37%
Always		69	50%
Not applicable		2	1%

Procedures and Training: Comments

Rugs on the fourth floor are a hazard to anyone with a book truck.

"always" seems too absolute, "usually" is the next best thing for these but somehow seems to be an understatement

students should not be working after hours without a supervisor present

The main entrance and exit gates may be monitored continuously by security staff

Most training information is common sense, but the specifics for certain problems are easy to forget as time goes by

The evacuation point for our unit seems too close to the Library for safety purposes. The Head of the unit does not agree so nothing is being done.

i think i've read the safety manual for the department, but don't know if there are others!
More safety training needed
Could definitely use more emphasizing
Any possibility of self-defense, for hostile patron interaction?

Work Environment: Comments

Ducts.

The security restrictions in NT can make my job difficult.

"always" seems too absolute, "usually" is the next best thing for these but somehow seems to be an understatement

Recently the bathroom has been unsanitary not as clean as it used to be a few months ago.

#8: The heating is variable

If swiping a vacuum down the middle of a carpeted aisle and even then not picking up all; then that can be considered "adequately" cleaned.

The custodial crew assigned to the Library does a completely inadequate job of cleaning the Library and the University does not adequately address it.

Trying to get the place clean is an ongoing battle
janitorial services are pretty bad

My computer table cannot be adjusted further and is still wrong for me.

i think the people hired to clean do not do the best that they can. I don't know what is on their contract, however all things aren't clean!

the floors are cleaned in the centers the periphery is dirty
always looking for erasers!

Library Materials and Equipment: Comment

I have come in in the am to find my computer turned on when I KNOW [because it had happened recently and I'd had someone dbl. check me] it was off...

"always" seems too absolute, "usually" is the next best thing for these but somehow seems to be an understatement

the 4th floor is is "wide open" I find people wandering through here regularly.

too much exposure to food, little or no effort made to stop eating and drinking

Since there have been thefts when we thought that there were adequate safeguards in place, this is really hard to answer.

have had issues with computer equipment theft.

I don't know how to evaluate "adequately." That we let people touch materials renders them susceptible to damage or theft.

During false alarms and fire drills, it would be insanely easy for theft of books and materials to occur

To seriously protect materials from theft or damage would require extreme inventory processing. I don't believe would be efficient use of staff time.

The exit alarm at the exit to the Library performs poorly. The stacks are not properly shifted so books are damaged from being crammed on the shelves.

Still have leaks when it rains over the shelvest

in my work area (ie, I'm not talking of public area)

These are only unprof. opinions

damage to books depends on the patron

computer equipment need to be more secured. Having them behind locked closed doors at night do help!

We need new book drop bins. They cause the most damage.

Excessive computer security measures are a hindrance to timely completion of job duties.

We need a better detection device at the front door. Also, we need a lower (in height) island in the lobby. [Please see paper copy for more comments]

They are not bolted down or covered if that's what you mean.

Communication and Action: Comment

Desk cannot be adjusted and isn't the right height for me

The safety issue of the transition between the carpet and tile on the 4th floor has never been taken care of (book trucks tend to spill)

"always" seems too absolute, "usually" is the next best thing for these but somehow seems to be an understatement

The Head of the unit does not take safety precautions seriously enough. The Emergency Manual is not adequately updated in a timely manner.

Roger is very good about responding

See computer table remark. Also--UC should tell employees when there is a bomb threat, rather than letting us sit like ducks, esp. post-9/11/01

I assume personal and supervisorial responsibility for safety

my supervisor is great about these matters. she deserves a recognition and a bonus for doing her job!