



# Weekly Management Report

## June 7, 2024

### 1. **Memo**

Enhanced Safety Measures Specific to Library  
**Library Services Department**  
**Information Technology Department**



# MEMORANDUM



## BURBANK PUBLIC LIBRARY

**DATE:** June 7, 2024

**TO:** Justin Hess, City Manager

**FROM:** Elizabeth Goldman, Library Services Director *Elizabeth Goldman*  
Kevin Gray, Chief Information Officer *KG*

**SUBJECT:** Enhanced Safety Measures Specific to Library

Numerous security measures are in effect to ensure safety for City staff and members of the public in City facilities. In response to recently expressed concerns about safety in the Burbank public library locations, the following information is provided outlining ongoing safety and security efforts and new initiatives.

### Ongoing efforts

#### Enhanced Police Presence

The Burbank Police Department is providing enhanced presence at all library locations, with patrol officers visiting sites once or more daily and communicating with Library staff about concerns.

#### Duress (Panic) Alarms

Duress alarm buttons are installed and fully functional at service point locations throughout the Library facilities. This system was upgraded with new technology and equipment in April 2023 as part of a citywide project and system tests are conducted regularly. All employees are trained in use of the duress alarm system. Phones are also available to call for assistance or emergency services if needed.

#### Library Monitors

The Library's annual budget includes funding for five Library Monitor positions (three permanent and two temporary). The duties of Library Monitors are to enforce the Library rules of conduct, develop proactive relationships with potentially challenging

individuals, de-escalate situations, and call for additional assistance as needed. Monitors provide up to 100 hours per week of service across the Library system. The recruitment process for two vacant Library Monitor positions is in progress, with those individuals expected to begin in June 2024.

### Training and Support

All newly hired Library employees participate in three hours of training regarding safety, de-escalation, and serving challenging populations. This training curriculum is available to staff for ongoing review and reference and monthly webinars are provided on additional related topics. Library staff are provided opportunities to participate in additional safety related training, to include those offered through state and national organizations. The City-provided Employee Assistance Program (EAP) provides a counselor onsite monthly for Library employees, as well as availability for offsite in-person or remote appointments as needed.

### Social Worker and Partnerships

In FY 2021-22, the Library and Parks and Recreation Departments jointly established a Social Services Supervisor position, co-located to provide services at the City's three libraries and two senior centers. The social worker provides direct service to individuals in need, helps de-escalate incidents, and provides support and training to Library staff. Through this position, the Library has strengthened relationships with key partners who provide as-needed onsite Library support, including Streetplus, the Burbank Police Department Mental Health Evaluation Team (MHET), and Home Again LA.

### Preventative Pest Treatment

The Public Works Department conducts bi-monthly preventative treatment and screening to ensure the abatement of potential infestations of bed bugs, fleas, or other pests. Library and Public Works reporting systems have also been effective in arranging timely treatment for any reported sightings of pests.

### **Upcoming initiatives**

#### Security Cameras

The Public Works, Information Technology, and Library Services Departments are taking immediate steps to ensure current security technology solutions are operational in Library facilities. Efforts to remediate non-operational solutions are in progress and will be resolved as quickly as possible. Libraries will be prioritized for deployment of citywide permanent long-term physical security technology solutions.

#### Training

The Library is in the process of contracting with a professional training service provider

to provide additional safety training, expected to be provided to all Library employees by fall 2024.

### Policy and Documentation Improvements

In FY 2024-25, the Library will update the existing rules of conduct, the key policy to establish behavioral standards with members of the public and support staff enforcement. The Rules of Conduct empower Library staff to suspend privileges of Library users as needed. The Library is also actively reviewing software options to enhance the existing incident reporting system.

### Additional Onsite Support

The City is expanding its partnership with Streetplus to provide an outreach team focused on libraries. This will create additional onsite presence to supplement the Library Monitors and provide coverage for more hours of Library operation. In addition, the team will coordinate with other citywide outreach services, as many Library patrons are also users of other facilities and spaces within the City. The City is also exploring ways to enhance support through expansion of the social work program, through the use of social work interns or equivalent programs.