

The Academic Library after Dark: What Happens After the Boss Leaves

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Introduction

A large public Midwestern university library employs over 100 student assistants making it one of the largest student employers on campus. While some students provide assistance in Technical Services, work at the Circulation Desk, or help to maintain the collections; others play a far greater and more important role. These other students are the building proctors who oversee the safety and security of the building, its contents, and its people. These students often work without direct supervision of Library staff and are the face of the library during evenings and weekends. As a way to monitor activities and to provide library supervisors with important performance feedback, these workers are required to complete task sheets and incident reports. While the task sheets supply documentation for routine activities, it is the incident reports that provide valuable information about unusual events in the library. Incident reports are completed for almost everything that happens in the building from malfunctioning lights to paper jams to thefts. Relevant information (what, when, where, and how) is recorded as well as a brief summary of the problem and actions taken. The reports are given to permanent library employees who review them for referrals and/or additional actions, performance feedback, and data compilation.

This article will discuss the function and purpose of incident reports as well as present data from a study of 12 years of these reports. The data presented represent incidents the building proctors handled during hours, specifically 7 am - 9 am and 5 pm to close, Monday-Friday and all weekend hours, in which permanent staff are not normally present or at a minimum. This article will describe the types, locations, and frequencies of these incident reports. This article is a unique addition to the library management field because it addresses an area of academic librarianship that has not been covered as extensively as scholarly communications or information literacy. It is an area of research that will be of interest to librarians who deal with library safety and security issues and provide practical application for other libraries. It can lay the ground work for research into the differences and similarities of incidents in academic libraries of all sizes and areas of the country. Because this article is based on 12 years of data, the research provides an exceptional longitudinal view of library events during non-business hours which has not been previously studied.

Literature Review

A review of the literature revealed that many researchers have discussed safety and security issues from the standpoint of protecting patrons and staff and in creating a safe building. There are bountiful examples of safety and security manuals as well as general guidelines for designing a secure building. The popular book "Black Belt Librarian" while written primarily for public libraries, provides practical, common sense approaches to creating a safer library work space that are adaptable to academic libraries.¹ The book, "Patron Behavior in Libraries," provides practical tips and suggestions for dealing with variety of users encountered in libraries.² An in-depth treatise, "Library Security and Safety Handbook, provides guidance for

dealing with safety and security issues related to working among a diverse population as well as dealing with emergency, disasters, safety, and security concerns.³ In the book, "Library Security and Safety Guide to Prevention, Planning, and Response," suggestions are given for public collections, special collections and archives, artifacts and objects, remote storage, and technology.⁴ There are several manuals that provide numerous examples of procedures, forms, and guidelines from all sizes of academic libraries.⁵ In addition, several academic libraries have shared their security checklists and guidelines that discuss, from the academic library perspective, tips and suggestions for managing criminal activities and to provide a safer research and study environment.⁶

At the higher education level, studies conducted about safety and security on campuses sometimes included the library. In the report, "Campus Safety: A Survey of Administrative Perceptions and Strategies," the research data indicated that "Libraries... are considered safer places than constructed pathways or parking lots."⁷ In the same report, academic libraries were ranked as the safest location both on and off campus.⁸ The book "Violence on Campus: Defining the Problems, Strategies for Action," mentioned campus libraries in the context of vulnerability.⁹ Libraries are very accessible to a variety of campus-related people including visitors as are many other campus buildings. Public higher education institutions want to be seen as open and "as assets for all citizens"¹⁰ and the library is a good example of offering services to more than university affiliated groups. In addition, academic libraries are recognized as having many hours of operations which include night and weekends. Because academic library buildings are some of the largest campus buildings, it is difficult to provide the level of security that can be found in large private sector buildings. Anyone can be in the library for hours without being interrupted or questioned about their reasons for being in the building.¹¹

There are survey-based studies on the types of incidents that occur in libraries and other public buildings but these have mainly focused on the more serious occurrences such as thefts, arson, assaults, and vagrants. In the mid 1980's, Alan Lincoln published several papers on the incidents of crime in US public libraries.¹² These papers focused exclusively on criminal incidents including mutilation of library materials and the direct and indirect costs of these crimes. The book, "Crime in the Library" is one of the earliest comprehensive studies showing the effects of crime on providing a safe and well-functioning library.¹³ Co-authored with Carol Lincoln, Alan Lincoln also published the results of similar studies of public libraries in Canada and Great Britain and an article which compared and contrasted results from the US study with Canada and Great Britain.¹⁴ In the 1990's, additional state surveys of public libraries were conducted for Illinois, Mississippi, New Jersey, Missouri, and Ohio.¹⁵ Again these studies concentrated on criminal incidents; not on all types of incidents related to the operations of libraries. The literature review did not uncover any research that has analyzed library incidents reports for the length of time or breadth of incidents as this study.

There are very few survey-based studies, in regard to safety and security, using the academic library as the primary focus. In 1993, a survey of Texas academic libraries was conducted to identify levels of security and technology systems used, compare library guidelines and policies, and costs and losses associated with crime prevention.¹⁶ Southern health sciences libraries were studied in 1999 for similar information.¹⁷ A Master's thesis written in 1993 reviewed the extent and breath of security issues, what policies and guidelines are available, and how libraries define security issues in Ohio academic libraries.¹⁸ Security issues in Louisiana academic libraries were studied in 1996¹⁹ and most recently, 25 academic libraries in North and South Carolina were surveyed in 2012.²⁰

In 2012, an article describes, at the individual library level, the changes that Western Kentucky University Library implemented after a valuable piece of art was stolen.²¹ There have not been any studies that have analyzed an individual library's incident reports with the longevity or sample size as this article will discuss.

Background

Our large public Midwestern university library is one of the largest buildings on campus topping out at 325,488 sq. ft.²² It has open hours ranging from 81 to 108 hours per week when classes are in session. The library's open hours during this study are Monday-Thursday, 7:30 am to midnight, Friday 7:30 am to 10 pm, Saturday 10 am to 10 pm, and Sunday 12:30 pm to midnight for the fall and spring semesters. There are shorter open hours for summer session and semester breaks. From FY1999 to FY2011, the library averaged over 1.5 million visitors per year²³. During the same time period the University's enrollment grew by almost 24%²⁴. This library organization consists of a main library and several specialized branch facilities including a separate storage building. These smaller facilities are not a part of this study.

Building proctors often work alone especially during evening and weekend hours. Permanent library staff in the Stacks Management Unit, the area in which these building proctors work, devised two forms to track the tasks performed during their work hours. One was the task sheet on which students logged the time spent on conducting building rounds, opening and closing the building, shelving library materials and so forth. Much of the time recorded on the task sheets were related to building rounds or providing safety and security checks. While this task sheet gave a view of the building proctors work in terms of time spent; it did not give supervisors a complete picture. Supervisors needed to know exactly what issues the students were dealing with while on duty and conducting security rounds.

An incident report card, see Figure 1, was created and implemented in the late 1970's for all Stacks Management staff and building proctors to complete when handling situations in the building. At the large public Midwestern university library, this card is used for a wide range of situations from water leaks, unlocked doors, thefts, and so forth. This card was based on forms suggested in a report released by the Association of Research Libraries.²⁵

Figure 1. Incident Report Card

| | | | |
|---|----------------------|--------------------------------|--|
| Iowa State University Library Staff/Proctor Incident Report | | DPS Case # _____ | |
| Date Received: _____ | | Time: _____ | AM/PM _____ |
| Location of Incident: _____ | | | |
| Date of Occurrence: _____ | | Time: _____ | AM/PM _____ |
| Day: () Sun () Mon () Tues () Wed () Thurs () Fri () Sat | | | |
| Type of Incident: | | | |
| | | () Unlocked Door | () Elevator () Other _____ |
| () Personal Injury | () Flooding | () Tornado Warning | () Theft () Infraction of Library Policy |
| () Fire | () Power Failure | () Malicious Damage | () Harrassment () Disturbing the Peace |
| Report Made To: | | | |
| Name: _____ | | | |
| () Proctor | () Circulation Desk | () Reserve/Media Services | () Microforms |
| () Stacks Staff | () Reference Desk | () Periodical Room | () Other Staff |
| Items Stolen (Give Full Description/Value): | | | |
| 1. _____ | | | |
| 2. _____ | | | |
| 3. _____ | | | |
| 4. _____ | | | |
| 5. _____ | | | |
| 6. _____ | | | |
| 7. _____ | | | |
| 8. _____ | | | |
| Staff/Proctor Involved: | | | |
| Last Name First Middle | | | |
| () Staff () Student | Address: _____ | | Phone: _____ |
| Victim or Others Involved: | | | |
| Last Name First Middle | | | |
| () Staff () Student () Non-ISU | University ID: _____ | | |
| Address: _____ | | Phone: _____ | |
| Details: | | | |
| | | | |
| Action Taken (If DPS was called, note time phone call was made): | | | |
| | | | |
| 12/05 | | Staff/Proctor Signature: _____ | |

After the card is completed, the Stacks Supervisor reviewed it and the action taken to determine if additional response and/or action was needed. Many times this additional response was to confirm that the problem was resolved, provide information about an activity to another library unit, or arrange for additional training for staff and students. Frequently, the action taken was acceptable but occasionally a couple of other steps should have been instituted to make it the response more appropriate. In the cases of reports in which the university police were contacted, follow-up phones or emails were made if the frequency and/or severity of incident warranted. For example, repeated reports of harassment with similar descriptions of the perpetrator required working with the University Police to monitor the situation.

Methodology

The data set initially included 2742 incident reports from July 1999-December 2011. These incident reports were completed by permanent staff and building proctors for situations or incidents ranging from unsecure locations to thefts during all library open hours. There were a few incident reports that occurred during the library's closed hours and were reported to library staff when the building opened. Very few reports were missing key data elements such as year, date, time, location, and/or type²⁶. The data set was reduced to 2172 incident reports by eliminating those reports occurring during weekday hours of 9 am-5 pm (537 reports), those with incomplete key data elements (24 reports), and those from the partial year of 1999 (9 reports).

All information from the reports was entered into Excel spreadsheet program using the data elements shown in Figure 1 as the column headings. This writer created a standardized list for some of these data elements to account for differences in how library locations and type of incidents were recorded. The names of the people involved were removed for privacy and the textual details were entered as written with very little corrections for grammar or spelling. After all the incidents reports were entered, various charts and tables were created using Excel pivot charts and tables. This study is a descriptive analysis of longitudinal data. The data was not formatted in a way that allowed for other statistical analysis techniques. Unfortunately, this library records building attendance on a daily basis so any possible correlation analysis with the number of incident per hour is impossible.

Results

Building proctors dealt with a myriad of situations during their work shifts. For the purpose of this study, incidents were included if they occurred during the hours of 7 am - 9 am and 5 pm - close, Monday-Friday and all weekend hours. For some tables, smaller numbers of incidents and locations have been consolidated into a category labelled "other" for ease of presentation. These particular data points were not discussed in the paper as their individual impact was small. The data for time of day (hour) for the incidents has been consolidated into larger time periods to reflect the major building proctor shifts and the library's closed hours.

What

The students handled mostly situations that were not scary or criminal in nature but mundane and routine. As Tables 1 and 2 indicate, that most common incident they dealt with was broadly defined as malfunctions (606 reports, 28%). Malfunctions involved problems with equipment such as photocopiers (208 reports), printers (228 reports), elevators (60 reports), walkie-talkie radios (29 reports), and computer workstations (30 reports). While this paper is not addressing changes over time in relationship to types of incidents, it is important to note that photocopier problems were more prevalent in the earlier years of the study and printers in the latter years. Another common situation was handling problems with doors (516 reports, 24%), including unsecured doors, improperly latched doors, and broken doors. Majority of these incidents were locking doors that were found unlocked during rounds. Most of these reports were found, as might be expected, shortly after library offices closed at 5 pm when the last staff person out inadvertently forgot to lock the door. Maintenance issues (190 reports, 9%) covered a wide range of situations that the building proctors handled. Many of these dealt with water issues—leaks from failing sprinkler heads, leaky windows, overflowing sinks and toilets. The last mundane category dealt with lighting issues (120 reports, 6%). This category

included turning off lights that were found to be on during rounds. Again, these mainly occurred shortly after 5 pm and presumably, the last staff person leaving inadvertently forgot to turn off the lights in their office space. Clearly these mundane and routine reports were the bulk of the situation reports submitted by the building proctors during the time period studied.

The more serious categories accounted for 558 reports or 25% of all incidents the building proctors dealt with during this study. The serious incidents included alarms (207 reports, 10%), infractions (178 reports, 8%), safety/security (72 reports, 3%), thefts (71 reports, 3%), and malicious damage (30 reports, 1%). The category for alarms included investigations into door, computer, and fire alarms with the largest being door alarms (144 reports). The library's emergency exits are equipped with an alarm system which is activated when a person attempt to exit during a non-emergency situation. The library has only one entrance, and it faces away from a popular campus bus stop. Students who are late to catch a bus often try to exit through these doors. In addition, the entrance door alarm is not activated until closing and sometimes these doors do not close properly; that sets off the alarm. The computer alarms incident reports were a smaller number (38 reports) as compared to the door alarms but they required the intervention of library staff and campus police to resolve. The computers located in a isolated lockable room were placed on a separate alarm system after a major theft in the late 1990's. The alarms are activated if a PC is moved too far from its location and/or if the alarm cable is pulled too tight or cut. Finally, fire alarms were a small number of the alarms (24 reports) occurrences. The majority of these alarms was the result of defective smoke detectors and did require a great deal of work by the proctors. They handled the evacuation of a large building, working with fire and police personnel, and reopening the building when the all clear was given.

Infractions were low and included library policy violations (61 reports), disturbing the peace (28 reports), harassment (29 reports) and skateboarders (37 report). Safety and security reports included items such as an unlocked safe at the circulation desk (46 reports), unusual smells such as gas and smoke (7 reports), and weather concerns (6 reports).

While somewhat small in number, theft (71 reports, 3%) were the incidents that the building proctors dreaded because these events involved a crime with a victim that often occurred quickly. The proctors were unable to do more than report the crime to law enforcement. Early in the study, the items stolen included wallets, purses, textbooks, calculators, and backpacks but as technology tools (laptops, cell phones, and tablets) became more prevalent these items became the target. A very small occurrence of malicious damage included dealing with clogged toilets stuffed with paper towels or with explicit graffiti in books, in study carrels, or on walls. A very minor area which building proctors provided support during their shifts can be called general assistance. These reports included assistance to library users and staff (85 reports), performing lost and found functions (67 reports), and assisting campus police (8 reports).

Table 1. Total Incident Types

| Incidents | Number | Percent |
|------------------|---------------|----------------|
| Malfunctions | 606 | 28 |
| Doors | 516 | 24 |
| Maintenance | 190 | 9 |
| Lights | 120 | 6 |
| Alarms | 207 | 10 |
| Infractions | 178 | 8 |
| Safety/Security | 72 | 3 |
| Theft | 71 | 3 |
| Malicious Damage | 30 | 1 |
| Lost & found | 67 | 3 |
| Assistance | 93 | 4 |
| Staff | 22 | 1 |
| Total | 2172 | 100 |

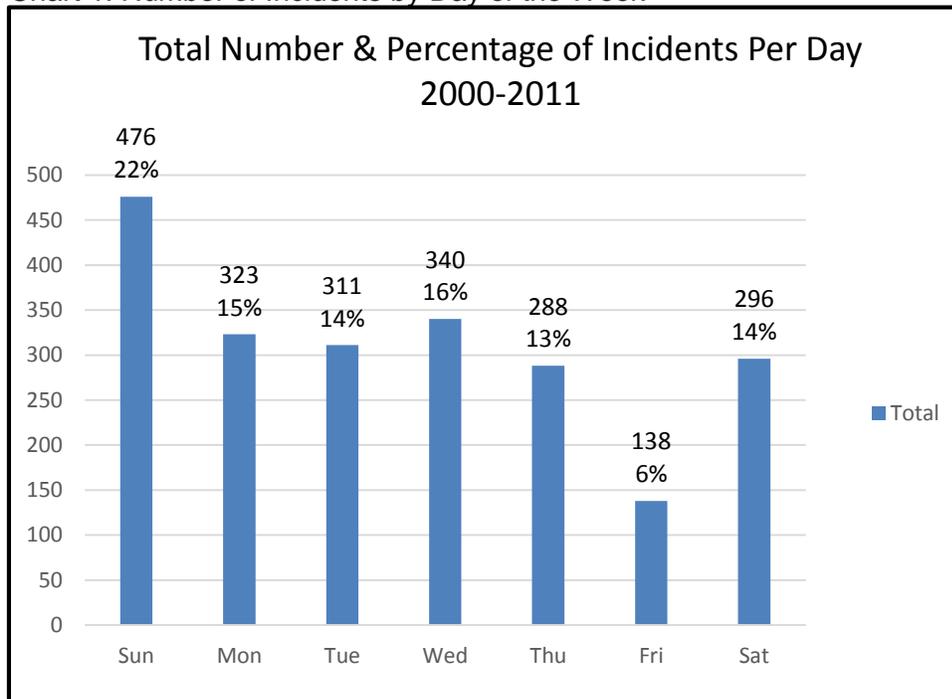
Table 2. Larger Incident Group Subtypes

| Subtypes for Larger Incidents | Number |
|--------------------------------------|---------------|
| Alarms | |
| Computer lab alarm | 38 |
| Door alarm | 144 |
| Fire | 24 |
| Assistance | |
| DPS in building | 8 |
| Provided assistance | 85 |
| Infractions | |
| Disturbing the peace | 28 |
| Harassment | 29 |
| Infraction of library policy | 61 |
| Skateboarders | 37 |
| Maintenance | |
| Broken door | 32 |
| Water leak | 77 |
| Malfunctions | |
| Computer malfunction | 30 |
| Copier | 208 |
| Elevator | 60 |
| Printers | 228 |
| Radios | 29 |
| Safety/Security | |
| Safe/Cash box | 46 |
| Unusual smells (gas, smoke, etc.) | 7 |
| Weather concerns | 9 |

When

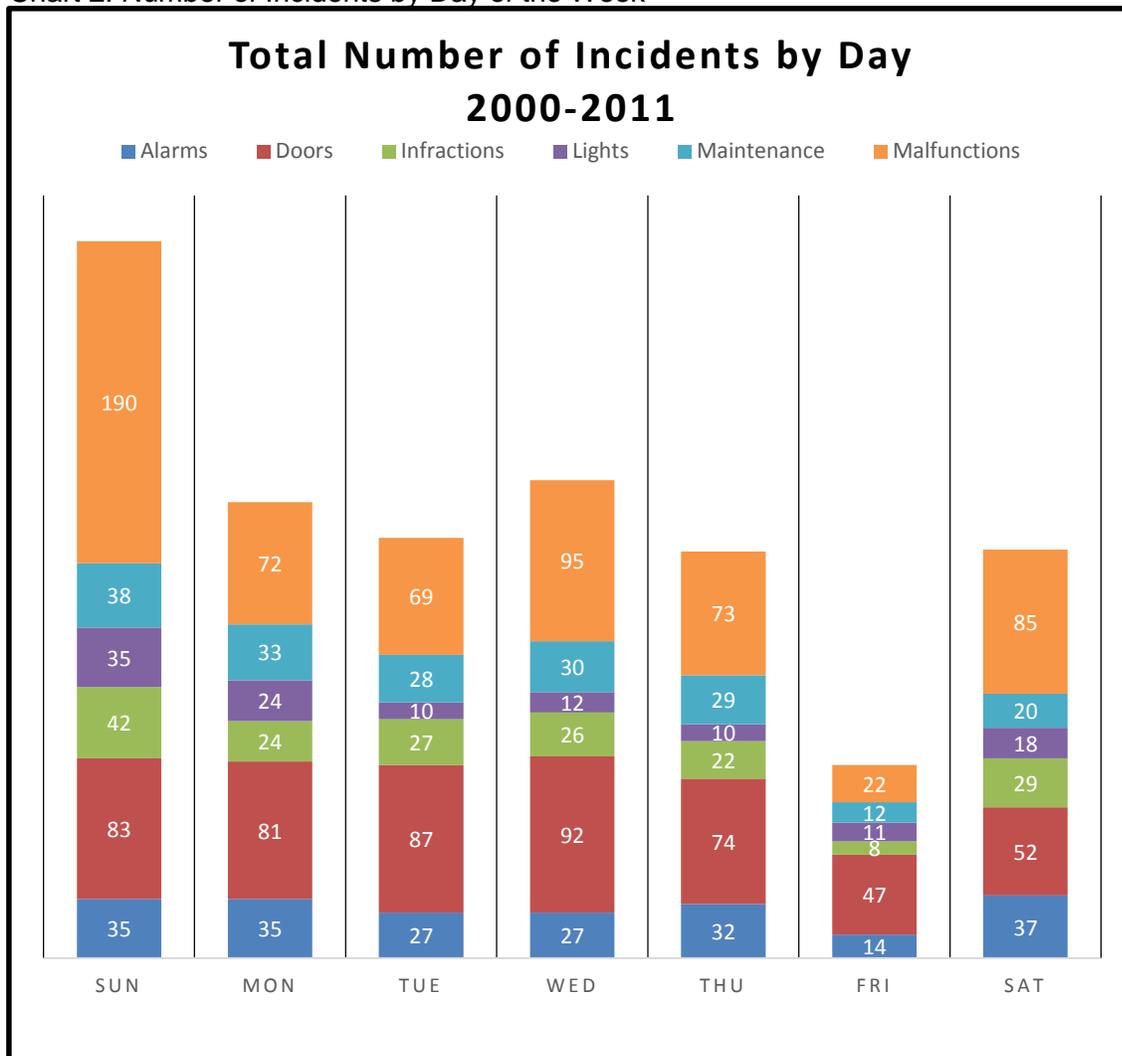
The timing of these incident reports reveals some interesting trends, Chart 1 shows that over the 12 years of the study, Sunday was the day of the week with the highest number of incidents (476 reports) and Friday was the day of the week with the fewest reports (138 reports). The explanation for Sunday's high count and Friday's low count can be partially clarified. Sunday's open hours are one of the longest periods of time (12 hours) covered by building proctors; while Friday's are the shortest (5½ hours). Monday through Thursday hours were the same amount of time (7½ hours) while Saturday hours were the longest (12½ hours) that were covered by building proctors.

Chart 1. Number of Incidents by Day of the Week



When examining the top six types of incidents (listed in Table 1) by day of the week, it is clear from Chart 2 that each of these types of incidents had the largest number recorded on Sunday, one of the longest days that the building proctors are solely responsible for the library. Malfunctions are clearly the largest number of reports for every day of the week with Sunday as the highest overall (190 reports). The assumption for this number is that by Sunday the building's computers, copiers, and printers have not been serviced since Friday, the last day that permanent staff who monitor this equipment were at work. The opposite is true for Friday as it has the lowest recorded number of incidents for all six categories since this is the day that the building proctors work the least number of hours. Issues with doors are fairly even across the week even though one would have expected a smaller number on the weekends since very few permanent staff were at work.

Chart 2. Number of Incidents by Day of the Week



The low number (270 reports) of incidents that occurred during the AM (early mornings) hours as Table 3 shows was the result of building proctors only working two hours on Monday-Saturday mornings while the remainder of their time on the job was afternoons/evenings hours. An interestingly feature was revealed when the 'Other' category was ignored, which combined incidents with the lowest number of occurrences, The top two reported incidents in the morning were doors (58 reports) and malfunctions (49 reports) similarly in the afternoon/evening the top two were malfunctions (557 reports) and doors (458 reports); a flip in the ordering of these two types of reports. During morning hours the highest number of incidents was doors found unlocked during opening rounds. One would expect little or no incidents of this type if the library was closed properly the nights before. While an occasionally missed door can be expected, another more possible explanation is that there are library employees with 24 hours access and building custodians arrive at work as early as 4 am. It is assumed that these employees did not properly lock doors after entering and exiting these spaces during the library's closed hours. Curious is the number of malfunctions in the early morning hours. It is somewhat puzzling to see this number of malfunctions after the overnight nonuse. The early morning use of the library's equipment does not adequately explain the high

number of incident reports of malfunctions. Another possible explanation would be that the building proctors did not notice or receive notifications of the problems during the previous night.

Table 3. Incidents by Types by AM/PM

| Time | Alarms | Doors | Infractions | Maintenance | Malfunctions | Safety & Security | Other | Totals |
|---------------|------------|------------|-------------|-------------|--------------|-------------------|------------|-------------|
| AM | 46 | 58 | 12 | 22 | 49 | 23 | 60 | 270 |
| PM | 161 | 458 | 166 | 168 | 557 | 49 | 343 | 1902 |
| Totals | 207 | 516 | 178 | 190 | 606 | 72 | 403 | 2172 |

In Tables 4 and 5, the hour breakdowns include all incidents that occurred in that time period. For example, 1 pm data includes reports that occurred between 1 pm and 1:59 pm. As Table 4 indicates, the highest hour of incidents was 5 pm. This was not particularly shocking as this is the hour that most permanent staff ended their work day. This hour recorded a total of 454 incidents over the time period of the study. The next two highest time slots were 6 pm (233 reports) and 8 pm (225 reports). The jump in incidents at the 8 pm slot could be the results of students returning to the building after their evening classes or dinner.

Table 4. Incidents by Hour

| Hour | Number |
|--------------|-------------|
| 02 AM | 1 |
| 03 AM | 1 |
| 06 AM | 14 |
| 07 AM | 80 |
| 08 AM | 36 |
| 09 AM | 21 |
| 10 AM | 19 |
| 11 AM | 19 |
| 12 PM | 75 |
| 01 PM | 57 |
| 02 PM | 66 |
| 03 PM | 51 |
| 04 PM | 72 |
| 05 PM | 454 |
| 06 PM | 233 |
| 07 PM | 193 |
| 08 PM | 225 |
| 09 PM | 185 |
| 10 PM | 174 |
| 11 PM | 117 |
| 12 AM | 79 |
| Total | 2172 |

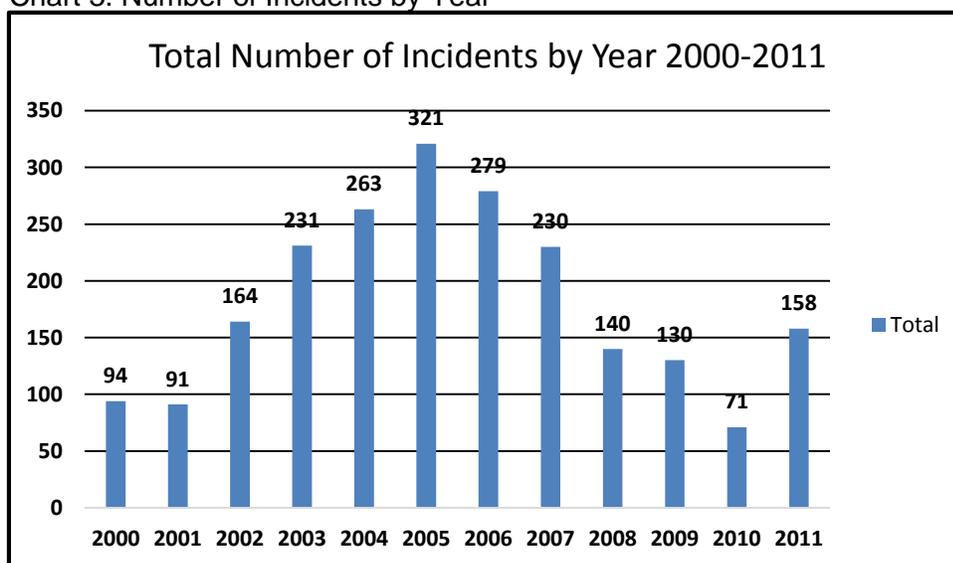
The hour groupings in Table 5 reflect the work shifts of the building proctors (note these shifts are not of equal length). The major incident reflected in the early evening hours, 5 pm-8 pm, was dealing with locking doors (333 reports) that staff apparently neglected to handle at closing, see Table 5. This shift also recorded the highest number of incidents that dealt with malfunctions (316 reports) followed by maintenance issues (91 reports). Highest number of thefts occurred during the 5-8 PM shift (42 reports). Based on comments from the victims, they left their belongings behind in the library while they went to dinner and returned to find them missing.

Table 5. Proctor Reported Incidents Types by Work Shifts

| Incidents | 1-6 | | 9 PM-12 | Totals | | | |
|-------------------|-----------|------------|-----------|------------|-------------|------------|-------------|
| | AM | 7-8 AM | | | 9-11 AM | 12-4 PM | 5-8 PM |
| Alarms | 6 | 14 | 14 | 27 | 82 | 64 | 207 |
| Assistance | 0 | 7 | 1 | 14 | 40 | 31 | 93 |
| Doors | 2 | 29 | 13 | 56 | 333 | 83 | 516 |
| Infractions | 1 | 6 | 2 | 30 | 94 | 45 | 178 |
| Lights | 0 | 11 | 6 | 30 | 44 | 29 | 120 |
| Lost & found | 0 | 5 | 1 | 2 | 27 | 32 | 67 |
| Maintenance | 0 | 12 | 4 | 27 | 91 | 56 | 190 |
| Malfunctions | 6 | 23 | 12 | 108 | 316 | 141 | 606 |
| Malicious Damage | 0 | 5 | 0 | 6 | 8 | 11 | 30 |
| Safety & Security | 1 | 3 | 1 | 5 | 24 | 38 | 72 |
| Staff | 0 | 0 | 4 | 9 | 4 | 5 | 22 |
| Theft | 0 | 1 | 1 | 7 | 42 | 20 | 71 |
| Totals | 16 | 116 | 59 | 321 | 1105 | 555 | 2172 |

The number of incidents in any given year varies considerably as illustrated in Chart 3. The year with lowest total number reported was 2010 at 71 incidents and the highest in 2005 at 321. The years 2000, 2001, and 2010 all had fewer than 100 incidents documented. The explanation for this variation was hard to interpret. Were the highest years the result of overzealous building proctors and lowest years, the less motivated ones? Could the instructions given by the five different supervisors over this time period have caused the varying numbers? Did the three vacancies in the supervisor position during the years of the study affect the reporting of incidents? This particular data point needs further examination by looking at the types of incidents during these low years.

Chart 3. Number of Incidents by Year



Where

There were not any surprises in the breakdown of the locations of the incidents, see Table 6. The floors were more likely to have problems than the tiers. The tiers are much smaller spaces and largely devoted to collections with much fewer study tables and carrels. The tier with the largest number of incidents is Tier 6 because of the access to the staff lounge thus the separation of this tier in the table. The main incident was related to locking the door to the staff lounge. The Floor 1 of the library recorded the greatest number of incidents at 893 reports. This floor, also, has the largest of square footage devoted to public space and is where most service points are located. From a perception point of view this is the busiest floor of the library. The entrance is on this floor and there are over 200 computers located on this floor and it houses several collections such as the reference collection, leisure reading collections, new titles, and newspapers. The second largest location was Lower Level at 370 reports. This floor housed two public labs with almost 50 computers as well as the Media Center during the time of this study. Floor 3 was only the third highest location with 229 incidents; slightly unexpected because of the large number of study tables and carrels (over 200) and the overall perception that this is most popular study space for students.

Table 6. Incidents by Building Location

| Location | Number | Percent |
|--------------|-------------|-------------|
| Floor 1 | 893 | 41 |
| Floor 2 | 176 | 8 |
| Floor 3 | 229 | 11 |
| Floor 4 | 180 | 8 |
| Library | 181 | 8 |
| Lower Level | 370 | 17 |
| Other | 8 | 0.4 |
| Outside | | 2 |
| entrance | 46 | |
| Tiers 1-5, 7 | 58 | 3 |
| Tier 6 | 31 | 1 |
| Total | 2172 | 99.4 |

Future Directions

The building proctors at this large Midwestern university library dealt with a variety of situations during the course of this study. The majority of the incidents are related to simpler problems to resolve such as doors, maintenance, and malfunctions. These student workers do not face a large number of serious incidents such as thefts or medical emergencies. They are valuable employees who are the eyes and ears for the building when most permanent employees are not present.

One direct result of this study has been the refinement of the incident report card. It had not been changed for several years; several data elements were removed or tweaked because of how the fields were (or were not) being used. For example, because of inconsistencies in recording both the date and time of the incident and the date and time that it was recorded, only the date and time of report is now recorded. Also, the details of the incident and the action taken sections are combined and the type of incident check boxes are expanded for better classification of the incident. Finally the sections listing who was involved in the incident is reduced from three sections to two. Accompanying the form changes, procedures for security rounds have been adjusted for ease of reporting, what to report, and how to handle some events. Since this study, the library has made drastic changes in the staffing of the building at night because the building hours have been extended to 2 am on Sunday through Thursday nights during the fall and spring semester. There are now two permanent employees working alongside of the building proctors. We will be tracking the impact of this change on the condition of the building and the types of incidents reported.

One data element not discussed in this article is the details for each incident recorded. Conducting a content analysis of the report details may provide some insight into the communication styles and the attention to details of these student workers. In addition, a closer look at the details may provide more insights into the specifics of the incidents.

This data would be useful for other evaluations such as comparing and contrasting the incidents recorded during the business hours to those reported at nights and weekends for this particular library. To gain a better understanding of what and when incidents are occurring in this library, the library needs to start gathering hourly attendance figures. Another possible area of study would be an in-depth look at the more serious incidents such as thefts and harassments. Staff at this library suspect that they are not aware or apprised of all activity in

the building that have involved campus police. It may be enlightening for both the library and campus police to examine about these types of incidents.

Since this is the initial study looking at great detail the broader range of problems at an academic library, additional studies may be conducted at other libraries to see if there are common themes or variations based of geographical location.

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