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| 1. Record Nr. | UNINA990007465010403321 |
| Autore | Istat |
| Titolo | Popolazione residente e presente dei comuni : censimenti dal 1861 al 1961 : circoscrizioni territoriali al 15 ottobre1961 / Istat |
| Pubbl/distr/stampa | Roma : ISTAT, 1967 |
| Descrizione fisica | IX, 419 p. ; 25 cm |
| Locazione | ILFGE |
| Collocazione | Istat-A 003 |
| Lingua di pubblicazione | Italiano |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
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- | | |
|-------------------------|---|
| 2. Record Nr. | UNINA9910460980803321 |
| Autore | Albrecht Steve <1963-> |
| Titolo | Library security : better communication, safer facilities // Steve Albrecht |
| Pubbl/distr/stampa | Chicago, [Illinois] : , : ALA Editions, , 2015
©2015 |
| ISBN | 0-8389-1354-7 |
| Descrizione fisica | 1 online resource (185 p.) |
| Disciplina | 025.8/2 |
| Soggetti | Libraries - Security measures
Library buildings - Safety measures
Electronic books. |
| Lingua di pubblicazione | Inglese |
| Formato | Materiale a stampa |
| Livello bibliografico | Monografia |
| Note generali | Includes index. |
| Nota di contenuto | Library Security: Better Communication, Safer Facilities; Contents; Preface; Acknowledgments; Chapter 1. The New Library Workplace: Not So Quiet; Chapter 2. Three Keys to a Safer Library: Security-Aware Staff, |

Creative Customer Service Skills, and Enforced Codes of Conduct; Chapter 3. Challenging Patron Behaviors; Chapter 4. Common Types of Challenging Patrons; Chapter 5. Understanding Threats and Getting Help; Chapter 6. Workplace Violence: Awareness, Prevention, and Response; Chapter 7. Conducting Your Own Site Security Survey Chapter 8. Community Partnerships: Law Enforcement, Mental Health, and Homeless ServicesChapter 9. Staff Development for a Safer Library: Results, Not Just Rules; Appendix A. Library Security Survey Checklist; Appendix B. Sample Library Security Suggestions for Site Survey Reports; Appendix C. Sample Staff Training Exercises; Appendix D. Want Less Stress? Try More BREADS; Appendix E. Resources; Index

Sommario/riassunto

Through the methods outlined in this book, Albrecht demonstrates that effective communication not only makes library users feel more comfortable but also increases staff morale, ensuring the library is place where everyone feels welcome.
