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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 Services Chapter 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

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#### Sommario/riassunto

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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 a place where everyone feels welcome.

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