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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 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.