

Public Services and Security in the Special Collections Environment

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About Beinecke....

- - 8714 researchers (FY 12), 42% non-Yale
 - 1626 new registrations (FY 12) (51% non-Yale)
 - 19,614 requests (FY 12)
 - 134,562 building visitors each year (FY 12)
 - Over 300 classes (Academic Year '11-12)

Security Measures resulting from two high-profile thefts

- Ben Johnson (2001), a summer employee who smuggled many valuable first editions and signatures out of the building under loose clothing. He was caught in October when he tried to sell this stolen material. After this incident the Beinecke
 - Required background checks for all employees
 - Checked all trash before it left the building
 - Required the bags and belongings of all patrons and staff leaving the research level to be searched
 - Required two forms of photo ID for non-Yale readers
- E. Forbes Smiley (2005), a Beinecke researcher and well-known map dealer, was infamously caught red-handed removing maps from books when a Beinecke staff member found his X-acto blade on the room floor.
 - Improved the registration process
 - Separated public services and security.
 - Began videorecording on a continual basis when the library was open.
 - Invested in better cameras, installing one over each table in the reading room.
 - Systematic training for security and public services staff in theft recognition and prevention

Registration

- Paper-based (1963-2007)

- Time-consuming to file and to retrieve
- Handwriting often illegible

- In-house circulation system (July 2007 - October 2011)

- Provided electronic registration and patron tracking in the reading room
- All requests had to be keyed by hand
- Was not interoperable with other campus systems
- Challenges in migrating data to Aeon or other systems.
- Allowed for photography of patrons (implemented in 2008)

- Aeon (October 2011)

- Now in use at Yale's two largest special collections repositories, allowing for a centralized patron database.
- Patrons can be blocked from all repositories easily

Beinecke Reading Room



Registration




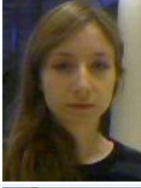


Home

Requests Events

- + EVENTS (13 items)
- + Patron Requests (1084 items)
- + LSF (197 items)
- + Photoduplication (171 items)
- + Classrooms (126 items)
- + Loans (27 items)
- + Preservation (855 items)
- + Staff requests (688 items)
- + Exhibition (349 items)
- + Non-Processing Queues (34156 items)
- + NOS (163 items)
- + MS Unit (14 items)
- + Printed Acquisitions (14 items)

37857

Signed In Users

	Location
	BRBL Table 01
	BRBL Table 04
	BRBL Table 05
	BRBL Table 05
	BRBL Table 07
	

Separating Security from Public Services

- Since the library opened in 1963 the public services department bore the primary responsibility for security and monitoring the reading room. If the service desk staff was busy with readers they had no time to watch cameras or walk through the reading room, an untenable situation.
- Separate security and public services functions, but both departments work closely together.
- Security Officers staff the reception area and instruct patrons on what material may be brought to the research level. We do allow them to bring in a laptop, notepaper or a small notebook, pencils, personal copies.
- Stationed a security officer immediately outside of the reading room. He or she greets patrons when they enter the room and checks their personal property when they leave. Staff and other visitors' personal items are also checked.
- Invested in cameras over each table in the reading room and in the classrooms, monitored at all times by additional security officers.
- This officer also does periodic, unscheduled walk throughs of the reading room and stacks.
- Communication is essential between the two departments.

Reading Room Challenges

- Detailed reference interview for every researcher.
- Checking the condition, content, and completeness of each item before circulating it and when it is returned after use.
- Restricting access to registration and circulation records.
- Rare Book & Manuscript Security Guidelines:
http://www.ala.org/acrl/standards/security_theft

Classrooms

- Significantly increased volume due to outreach initiatives.
- Allow handling when it's integral to the curriculum.
- Security officers monitor classrooms through cameras and report concerns to public services staff.
- Students sign their name on a class roster, we are working on doing this electronically.
- Limit the amount of material used in the classroom.

Creating an atmosphere of Trust and Concern for the Collections

Public Services

- Translating public services in a traditional library setting or general customer service skills to a special collections environment with a security mindset.
- Understanding the principles behind the rules and regulations.
- Developing sound judgment, knowing which rules are flexible and which are not.
- Giving staff confidence to enforce policies and also making sure they feel comfortable balancing the competing goals of public services and security.
- Discuss real world examples of special collections library thefts.
- Foster recognition of suspicious behaviors, understanding motivations for special collections thieves.
- Provide clear documentation on how to react if a theft is suspected.
- All public services staff receive a tour of the control room and an overview of security functions.





A real life example...



Conclusion

- Training is an essential part of security
- Training must be ongoing
- Security policies should be regularly reviewed and shared with staff.
- Security and Public Services should be maintained as separate units.
- Cross-training between the two departments and daily communication is essential
- Promote the idea that all staff have a role in security, whether large or small.

Thank you

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