CERL Security Network

2017 Summerschool
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Collection Security Survey: How it was used in KB Brussels



Koninklijke Bibliotheek van België
Bibliothèque royale de Belgique

Jacqueline Lambert
Head of the Prevention and Protection Department
jacqueline.lambert@kbr.be

Topics

Making the most of 2013 survey results: method overview

- ✓ Quick audit of our situation in order to meet essential needs of security
- ✓ Guidelines before acting based on audit results
  - Critical mind
  - Relative importance & prioritization of topics / issues to tackle
  - Particular context relating to the institution

Improvements in terms of risk management relative to theft & vandalism: quick overview

Transition from theory to practice: the failures, successes, difficulties and surprises

- ✓ Aim pursued by developing this point
- ✓ From an almost confidential use to an open use
- ✓ Positioning of actors & rooting of the procedures
- ✓ Advantages of the link with well-being policy (WBP)
  - Compulsory character
  - External supports & Counter-powers
  - Coherence and mutual enrichment for the management of the different risks

The near future

Questions / answers

Making the most of 2013 survey results: method overview

Quick audit of our situation in order to meet essential needs of security

Collection Security Survey:
How it was used in KB Brussels

governance & policy

	yes	no	in part
6	60	30	10
7	70	0	30
8	40	30	30
9	70	0	30
10	60	0	40
11	90	0	10
12	60	20	20
13	30	20	50
14	40	30	30
15	70	0	30
16	30	30	40
17	80	0	20
18	60	10	30
19	60	10	30
100	35,7	21,4	42,9
100	33,3	25,0	41,7

access and use

	yes	no	in part	not legally...
36	90	0	10	
37	50	10	40	
38	50	10	40	
39	90	0	10	
40	50	40	10	
41	70	20	10	
42	90	0	10	
43	60	0	40	
44	70	0	30	
45	20	50	30	
46	100	0	0	
47	30	10	40	20
48	90	10	0	
49	90	0	10	
50	90	0	10	
51	80	0	20	
52	70	0	30	
53	70	30 *	0	* skipped
54	50	0	50	
55	100	0	0	
56	60	30	10	
57	80	0	20	
100	68,2	18,2	13,6	0,0

physical security

	yes	no	in part	not rel.
58	100	0	0	
59	50	30	20	
60	70	10	20	
61	60	10	30	
62	50	10	40	
63	40	10	50	
64	40	30	30	
65	80	0	20	
66	60	10	30	
67	90	0	10	
68	20	30	50	
69	70	0	30	
70	20	20	0	60
71	70	10	20	
100	42,9	14,3	35,7	7,1
100	46,2	15,4	38,5	

staff and processing areas

	yes	no	in part
72	60	30	10
73	50	20	30
74	30	40	30
75	30	30	40
76	20	50	30
77	60	0	40
78	30	40	30
79	40	10	50
80	0	70	30
81	70	20	10
82	70	20	10
100	9,1	72,7	18,2
100	10,0	70,0	20,0

collection management

	yes	no	in part	
20	60	0	40	
21	80	0	20	
22	30	0	70	
23	50	0	50	
24	20	10	70	
25	70	20	0	10 skipped
26	70	20	10	
27	70	0	30	
28	60	30	10	
29	70	10	20	
30	70	10	20	
31	50		50	
32	40		60	
33	60		40	
34	*same question as 30*			
35	20	70	10	
100	80,0	6,7	13,3	

exhibition and transports

	yes	no	in part	not rel.
83	70	0	30	
84	70	0	30	
85	50	0	50	
86	80	0	20	
87	20	50	10	20
88	100	0	0	
89	40	40	20	
90	90	0	10	
91	100	0	0	
92	80	0	20	
93	60	10	20	10
94	90	0	10	
95	70	0	30	
96	60	0	40	
97	70	20	10	
98	50	0	20	30
99	70	10	10	10
100	70,6	5,9	17,6	5,9
100	75,0	6,3	18,8	

it's a fact

KBR scored yes

KBR scored in part

KBR scored no

KBR scored not relevant

corrected score

→ without "fact"

→ without "not relevant"

For each of the questions:

- ✓ transcribe the results in percentage (x% yes, y % no and z % in part), in its corresponding table
- ✓ Then, highlight the column corresponding to the answer given by your institution with the following colour code: yes= green, no = red and in part = orange
- ✓ Use figures as an aid for prioritization

Making the most of 2013 survey results: method overview

Guidelines before acting based on audit results

Critical mind

Collection Security Survey:
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Are the « yes » real ones ?

What are the reasons of the incompletion of the « in part » ?

Are we moving in the right direction ?

Is this sustainable ?

What about:

Reassessment ability ?

Accepting errors and failures ?

Recognition of omissions and problems ?

Be inspired by

« Failure is the foundation of success, and the means by which it is achieved» Lao-Tseu

« Success consists of going from failure to failure without loss of enthusiasm " Winston Churchill

« If you are not prepared to be wrong, you'll never come up with anything original» Ken Robinson

« It's fine to celebrate success but it's more important to heed the lessons of failure» Bill Gates

Be free from



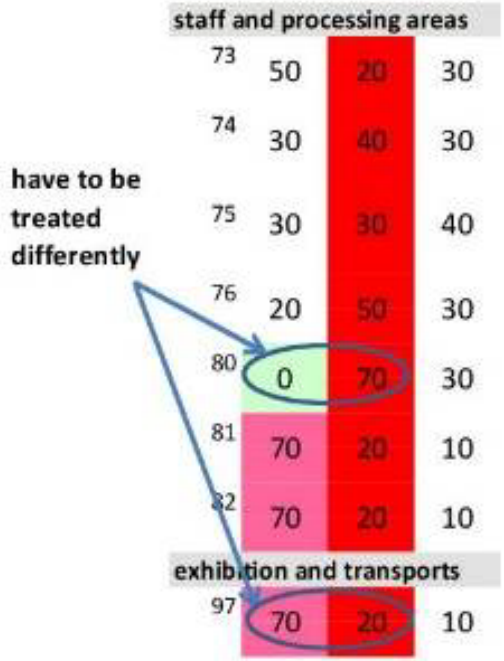
Boost the creativity & the reactivity

Making the most of 2013 survey results: method overview

Guidelines before acting based on audit results

Relative importance & prioritization of topics / issues to tackle

Collection Security Survey:
How it was used in KB Brussels



Q73: Information on your Collection Security Policy is given to all new staff as part of their induction training

Q74: Awareness training is delivered regularly to staff to ensure that they remain aw are of their responsibility for collection security

Q75: If legally permitted to do so, you permanently keep a complete record allow ing you to identify the items used by Individual members of staff, and staff who work in a processing department

Q76: Staff and departments w ho use collection items are audited regularly to assess their compliance w ith your collection security policy

Q80: Staff belongings are inspected as they leave your building(s)

Q81: Staff and visitors to offices and storage areas must be recognisable as such by w earing an ID card

Q82: Staff must use the agreed retrieval procedure w hen they need to use items (i.e. staff do not retrieve items for their ow n use)

Q97: You have an agreed procedure for the transport of items within your building

- ✓ The higher the percentage of institutions in which a rule is implemented, the higher the rule can be placed on a priority list
- ✓ However, it's necessary to keep three things in mind
  - The two possible origins of a high percentage: merely easiest to realize or really more significant/ essential
  - The degree of difficulty and the costs relative to a measure
  - The context in which you evolve is important and can have a serious impact

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Particular context relating to the institution

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Complexity of the building

1,3 ha ground area

7,7 ha cumulative floor surface area

4,0 ha collection storage areas

9 entrance points (7 major and 2 secondary + different statuses resulting from the terror attacks 03/16) + roofs

Ongoing reduction of means

Staff level: ± 260 FTE

Operational budget: 6,0M

Both being further reduced by 2019 !



External support & Opportunities

Federal building agency

Central administration (What about the future for the Belgian science federal policy ? Still not clear)

Extra budgets (national lottery,…)

Different collaborations (universities, working groups,…)

« Risk oriented management tools » at disposal →limited, in development or to be improved

Technical devices: cameras, access control, intrusion detection, locating means,…

Technical information at disposal: accurate plans, listings & technical notices

Knowledge/expertise

Improvements in terms of risk management relative to theft & vandalism: quick overview

Collection Security Survey:
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Governance & policy

- 1 no → in part (12)
- 2 no → yes (13 & 14)
- 1 in part → yes (19)
- 1 yes → in part (16)

Collection management

- 1 no → yes (28)
- 2 yes → in part (32 & 35)

Access & use

- 1 no → in part (45)

Physical security

- 1 no → in part (59)
- 1 yes → in part (65)

Staff & processing areas

- 4 no → in part (73, 74, 75, 81)

Exhibition & transports

- 1 in part → yes (83)
- 1 no → in part (97)
- 1 yes → in part (85&99)

✓ Real advancements → among others:

- legal compliancy and enforceability character of some rules/ procedures through rooting them to the internal emergency plan (12)
- Weighing of prints maps and plans before and after use (45)

Some are a bit overrated, but hold merit and can provide valuable first steps in the right direction

✓ Questioning of certain 2013 answers → among others:

- Can we really consider that there is an effective security barrier between the public parts and staff offices/storage areas? (65)

Sharing experience

- ✓ Give a taste of the energy it requires but also highlight the benefits it can produce
- ✓ Show the importance of
  - "Crossing paths"/ indirect approach and "shadow /background" work, even if it could seem less rewarding
  - a systemic approach, even if this slows down the process
  - daring to leave a comfort zone to generate new impetus
  - refusing to gag the consciences even if it can be hurtful, painful. When someone has the privilege to get a function associated to a status of independence and impartiality the minimum is to use it !

Confrontation of ideas and prompting of reflexion

Nourishing and maintaining the network

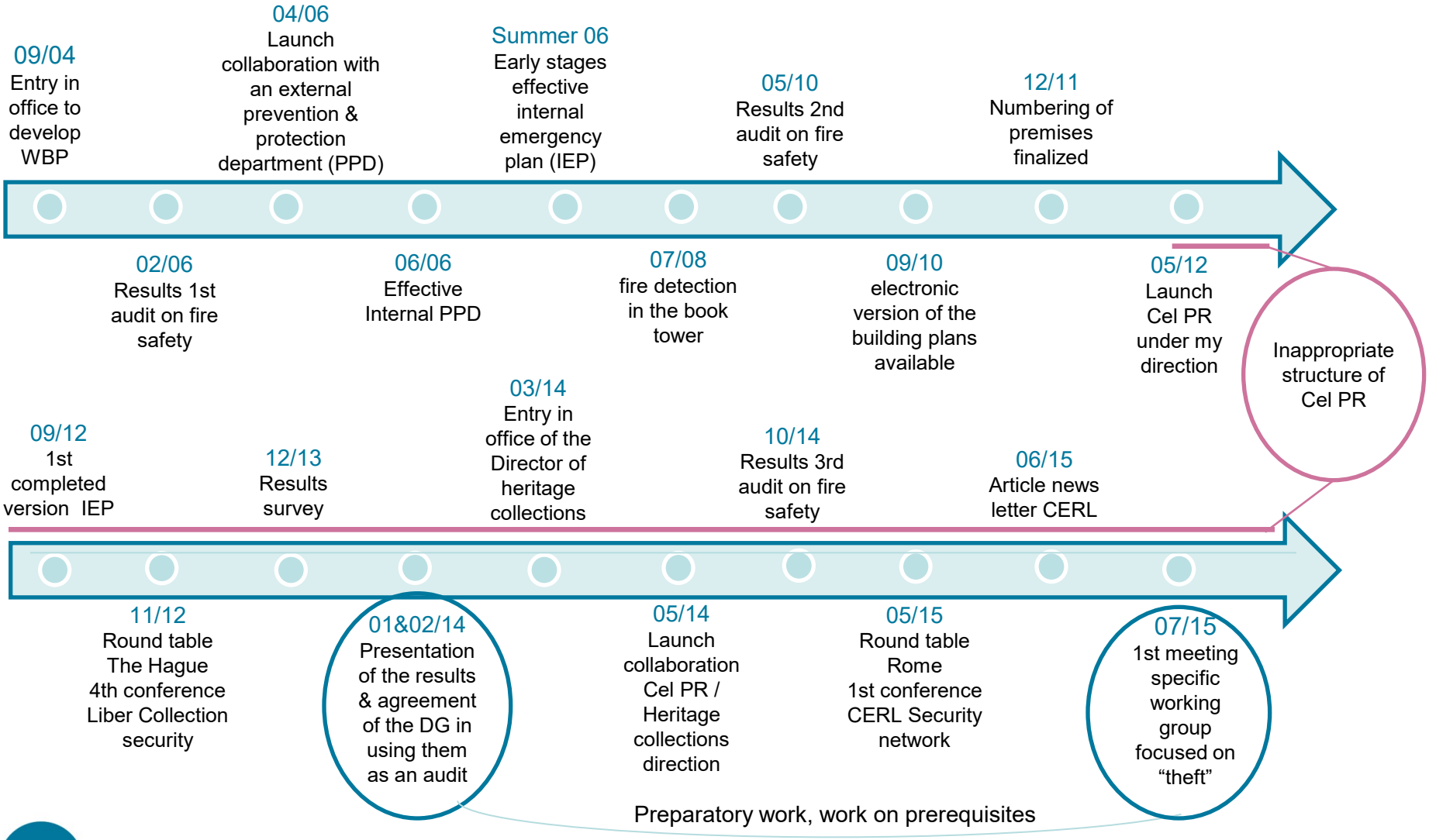
Nurturing and encouragement of initiatives

Transition from theory to practice: the failures, successes, difficulties and surprises

From an almost confidential use to an open use

Collection Security Survey:
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Context of risk management in which the idea emerged:

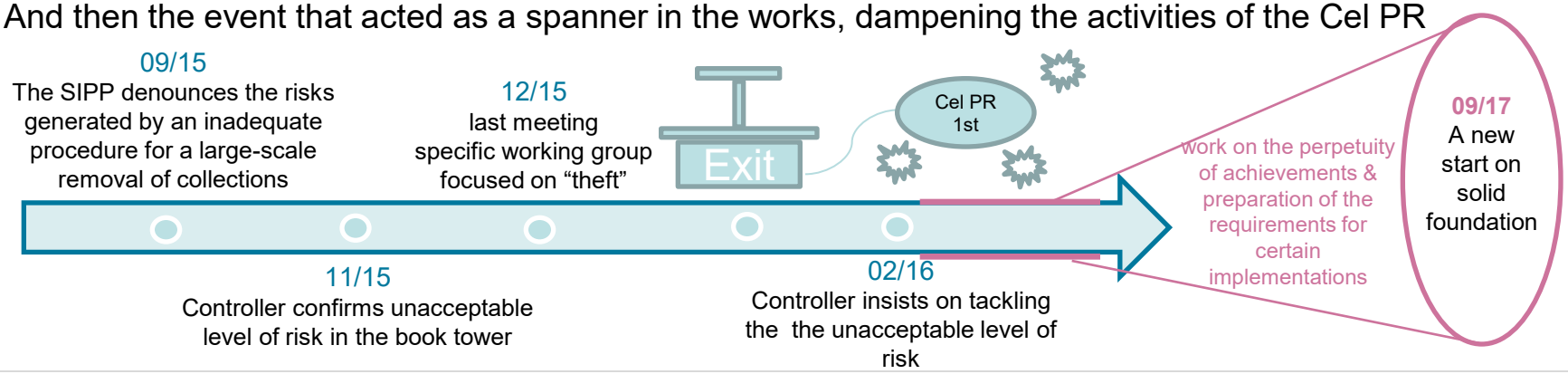


Transition from theory to practice: the failures, successes, difficulties and surprises

Positioning of actors & rooting of the procedures

Collection Security Survey:
How it was used in KB Brussels

And then the event that acted as a spanner in the works, dampening the activities of the Cel PR



A time to apply all the fine quotations relating to the failure and to see several positive points

The key players of the cell were still determined to collaborate with two aims:

- ✓ Go further with the different projects even if necessary on a temporarily "shadow modus"
- ✓ Provoke the emergence of a new structure better adapted to the different needs

The credibility of the IPPD has been indirectly strengthened giving a path to the credo relating to

- ✓ the necessity of rooting all the risks /crisis management to the internal emergency plan
- ✓ the obvious link between people's safety and collections security & preservation's basic points

Convergence points between policy on well-being at work and « theft and vandalism » prevention

Through four of the seven well-being policy topics →
- Security
- Health
- Ergonomics
- Psychosocial

Among others and often forgotten:

Damages to collection's items or any dismantling of collections put the core business at risk, causing psychosocial trouble among the personnel. As a result, staff can feel that this is a direct attack on the reason and values for which they work

Transition from theory to practice: the failures, successes, difficulties and surprises

Advantages of the link with well-being policy: compulsory & persuasive character

Collection Security Survey:
How it was used in KB Brussels

Respect of the internal emergency plan is legally compulsory

This document is so important that at the royal Library of Belgium we systematically hand it over to each employee within one week of entering service

- Received during an awareness session on the importance of the different measures and procedures (± 30min)
- Against signed acknowledgement of receipt

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PIU: ensemble des fiches "réflexe"

	dénomination	dernière version		sont concernés
PIU-01	Quelques règles essentielles	8	16-08-17	l'ensemble des personnels
PIU-02	Comment fonctionne le 600?	6	16-08-17	BR et non BR
PIU-03	EPI lutte incendie hors évacuation	5	16-08-17	les membres de l'EPI lutte incendie
PIU-04	EPI lutte incendie évacuation	6	16-08-17	
PIU-05	EPI premiers soins hors évacuation	4	16-08-17	les membres de l'EPI premiers soins
PIU-06	EPI premiers soins évacuation	6	16-08-17	
PIU-07	Téléphoniste "journalier"	3	16-08-17	la /le téléphoniste
PIU-08	Téléphoniste situations particulières	3	16-08-17	
PIU-09	Téléphoniste évacuation	6	16-08-17	
PIU-10	Equipe de recensement	10	16-08-17	l'équipe de recensement
PIU-11	Personnel d'entretien appui	4	16-08-17	le personnel d'entretien
PIU-12	Concierges "journalier"	3	16-08-17	les concierges
PIU-13	Concierges situations particulières	3	16-08-17	
	vacuation	4	16-08-17	
	-2I11) journalier et situations particulières	4	13-11-14	les vestiairistes (-2I11)
	-2I11) évacuation	4	13-11-14	
	urnalier et situations particulières	4	16-08-17	le personnel de la salle Gutenberg
	acuation	5	16-08-17	
		1	16-08-17	les membres de l'EIC
	gles complémentaires	1	16-08-17	les personnels fréquentant les magasins
	concerts - accompagnement de séminaires	3	16-08-17	personnel d'accueil et section musique
	ournalier et situations particulières	3	16-08-17	les occupants du dispatching
	vacuation	4	16-08-17	
	se évacuation phases 1 et 2	4	16-08-17	le comité de crise
	phase alerte	5	16-08-17	le groupe alerte
	phase évacuation	4	16-08-17	
	ure	5	16-08-17	le personnel des salles de lectures BR
	nérales simplifées	1	2009	tout le monde
	rnalier"	4	16-08-17	
	ations particulières	4	16-08-17	les gardiens
	cuation	4	16-08-17	
		4	16-08-17	HR
	2 bd de l'Empereur	1	16-08-17	Equipe issue 2 bd de l'Empereur

ir une réponse efficace en toute circonstance, nous vous demandons de lire régulièrement ces fiches et ce de manière approfondie. Nous vous remercions pour votre collaboration.

Quelles fiches vous concernent tout particulièrement ? Voici quelques cas de figure:

- vous êtes membre du personnel, peu importe où vous travaillez
- vous êtes membre de l'équipe d'entretien (nettoyage)
- vous travaillez dans la grande salle de lecture et êtes membre de l'équipe de première intervention section premiers soins
- vous travaillez dans la salle Gutenberg

annexes	dénomination	dernière version	
A-1	liste des membres de l'équipe de première intervention	60	28-08-17
A-2	explication relative au registre des faits de tiers	1	16-12-08
A-3	lexique	1	16-08-17

v15: 16/08/2017

SIPP

PIU-18	Gutenberg évacuation	5	16-08-17	
PIU-19	EIC	1	16-08-17	les membres de l'EIC
PIU-20	Magasins: règles complémentaires	1	16-08-17	les personnels fréquentant les magasins
PIU-21	Expositions - concerts - accompagnement de séminaires	3	16-08-17	personnel d'accueil et section musique
PIU-22	Dispatching journalier et situations particulières	3	16-08-17	les occupants du dispatching
PIU-23	Dispatching évacuation	4	16-08-17	
PIU-24	Comité de crise évacacuation phases 1 et 2	4	16-08-17	le comité de crise
PIU-25	Groupe alerte phase alerte	5	16-08-17	le groupe alerte
PIU-26	Groupe alerte phase évacuation	4	16-08-17	
PIU-27	Salles de lecture	5	16-08-17	le personnel des salles de lectures BR
PIU-28	Consignes générales simplifées	1	2009	tout le monde
PIU-29	Gardiens "journalier"	4	16-08-17	
PIU-30	Gardiens situations particulières	4	16-08-17	les gardiens
PIU-31	Gardiens évacuation	4	16-08-17	
	HR			HR

Interesting factsheets for the prevention against theft and vandalism. They respectively concern the staff in the storage areas, the staff of the reading rooms and the guards

New version: launch planned in September 2017 with among others risk management: fire, flood, infestation, theft & vandalism

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Framework for guaranteeing the application of the legislation relating to the well-being at workplace

In house

The general director is the first guarantor

The prevention advisor

- ✓ assists him/her
- ✓ issues opinions and advice in an independent and impartial way
- ✓ except in rare cases, he/she must to act in cooperation with the general director → no power of injunction

In case of disagreement → call to controllers

External

Severals supervisory bodies

- ✓ Perform independent and impartial controls
  - On random basis
  - In the context of specific procedures
  - Following incidents or denunciations
- ✓ Have the power to issue injunctions

Among them, controllers of

- ✓ Directorate general for monitoring of well-being at workplace (federal public service for Employment, Labour and social Consultation)
- ✓ The Brussels Capital Region Fire and Emergency Service
- ✓ Cell of control and security of the city of Brussels
- ✓ Brussels Institute for Environmental Management (BIM in its Dutch acronym) (environment permit)

Before considering them as a “Police”, it is very interesting and important to consider them as allies and serious experts always ready to give advice
One can only advocate the proactivity towards them

Similar objectives

- Maximum protection through optimal prevention
- Ability to deal with unforeseen events: from the mini crisis to the disaster

Similar needs

- Reliable documentation (complete, up-to-date)
- Basic facilities and devices
  - ✓ Fire Detection, Extinguishing means
  - ✓ Information signs, locating means .....
- Adherence and participation of staff including hierarchical line

Similar approach

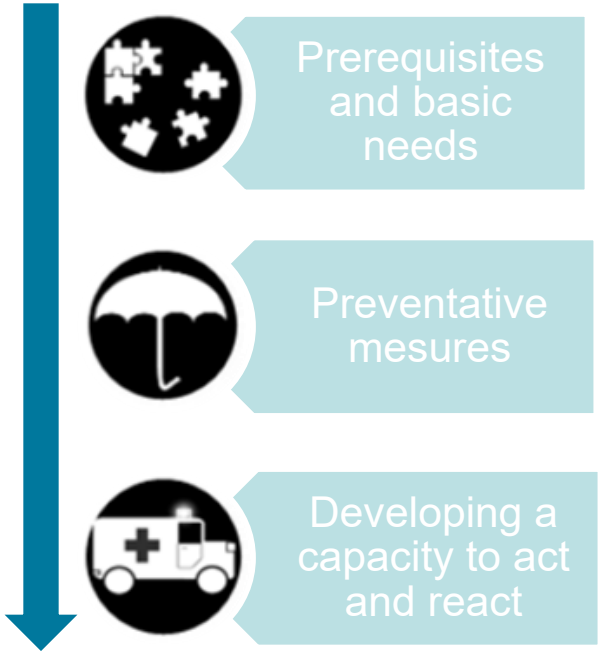
Dynamic risk management through knowledge of both the environment and the human factor

Interaction / link between the different risks

Example: the order → necessary to guarantee

- ✓ evacuation
- ✓ intervention of rescue
- ✓ cleaning
- ✓ spotting of anomalies in the collection

All arguments to advocate centralization and thus guarantee the right approach for all type of risks



An example among others

Make staff aware of the relevancy of systematically closing the doors allows to address 3 types of risks

- ✓ Fire via compartmentation
- ✓ Theft via limited/controlled access
- ✓ Infestation via climate control



Finalization of the calamities “reminder” that will support the internal emergency plan



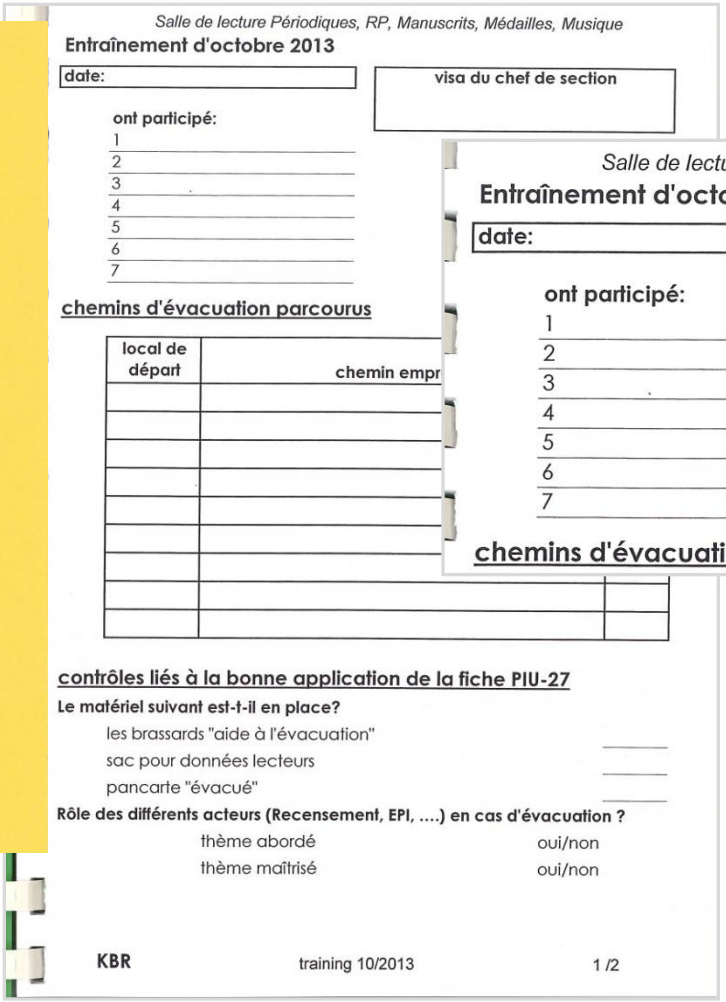
This document is inspired by the "Calamiteitenwijzer" of the KB (Nederland)

Extending the targeted objectives of some existing tools


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Programme de parrainage pour la formation à l'évacuation

Nom	
Section	
Date de début	


Salle de lecture Périodiques, RP, Manuscrits, Médailles, Musique

Entraînement d'octobre 2013

date:

visa du chef de section

ont participé:

1
2
3
4
5
6
7

chemins d'évacuation parcourus

local de départ	chemin empr

contrôles liés à la bonne application de la fiche PIU-27

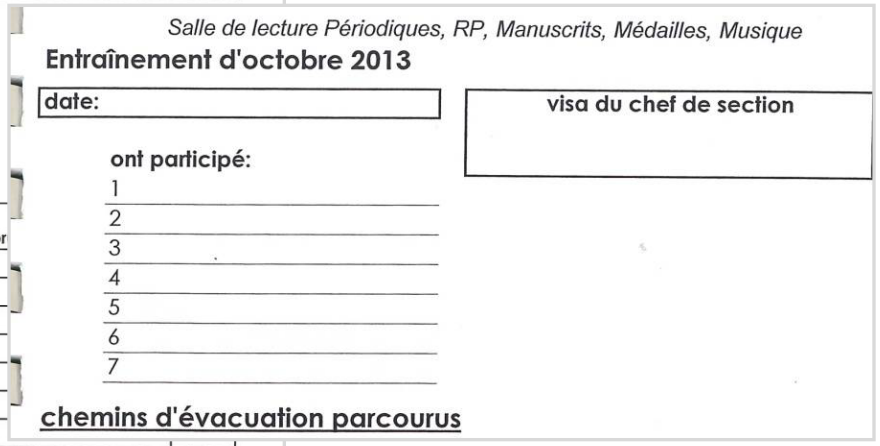
Le matériel suivant est-t-il en place?

les brassards "aide à l'évacuation" ____
sac pour données lecteurs ____
pancarte "évacué" ____

Rôle des différents acteurs (Recensement, EPI, ...) en cas d'évacuation ?

thème abordé oui/non
thème maîtrisé oui/non

KBR training 10/2013 1 /2


Salle de lecture Périodiques, RP, Manuscrits, Médailles, Musique

Entraînement d'octobre 2013

date:

visa du chef de section

ont participé:

1
2
3
4
5
6
7

chemins d'évacuation parcourus

Other topics to be developed:

Be prepared to respond in case of

- ✓ Water damage
- ✓ Infestation
- ✓ Threats

Including prevention aspects

Thank you for your attention