

Security Survey, results

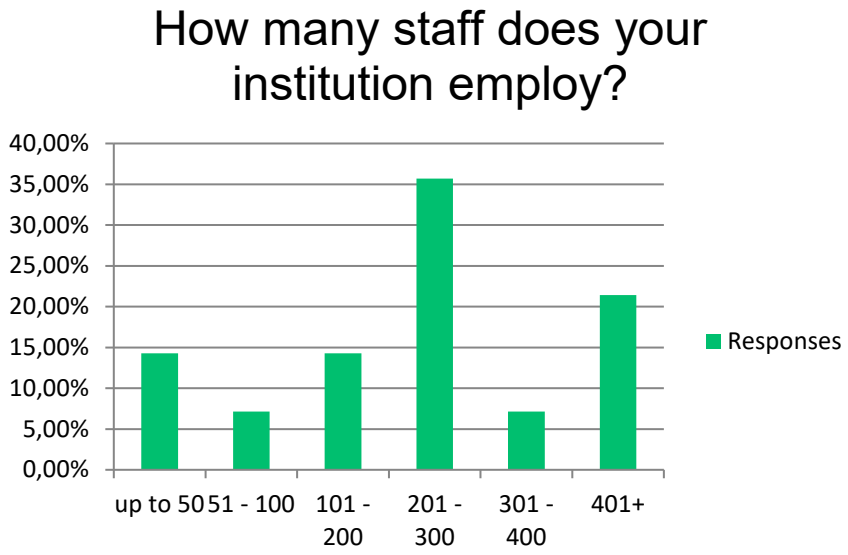
CERL Collection Security Summer School

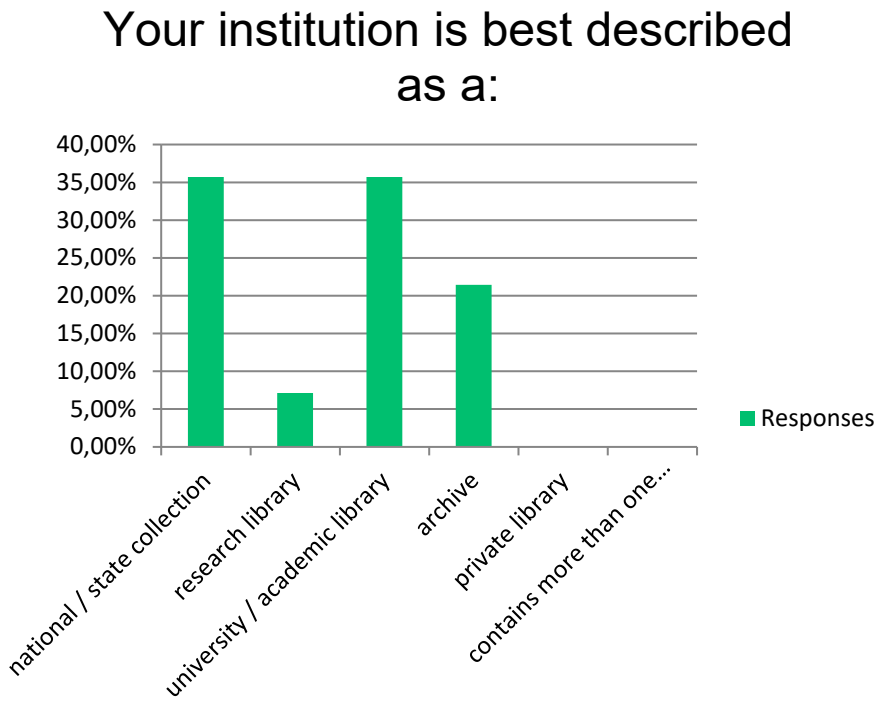
6 September 2017

In general

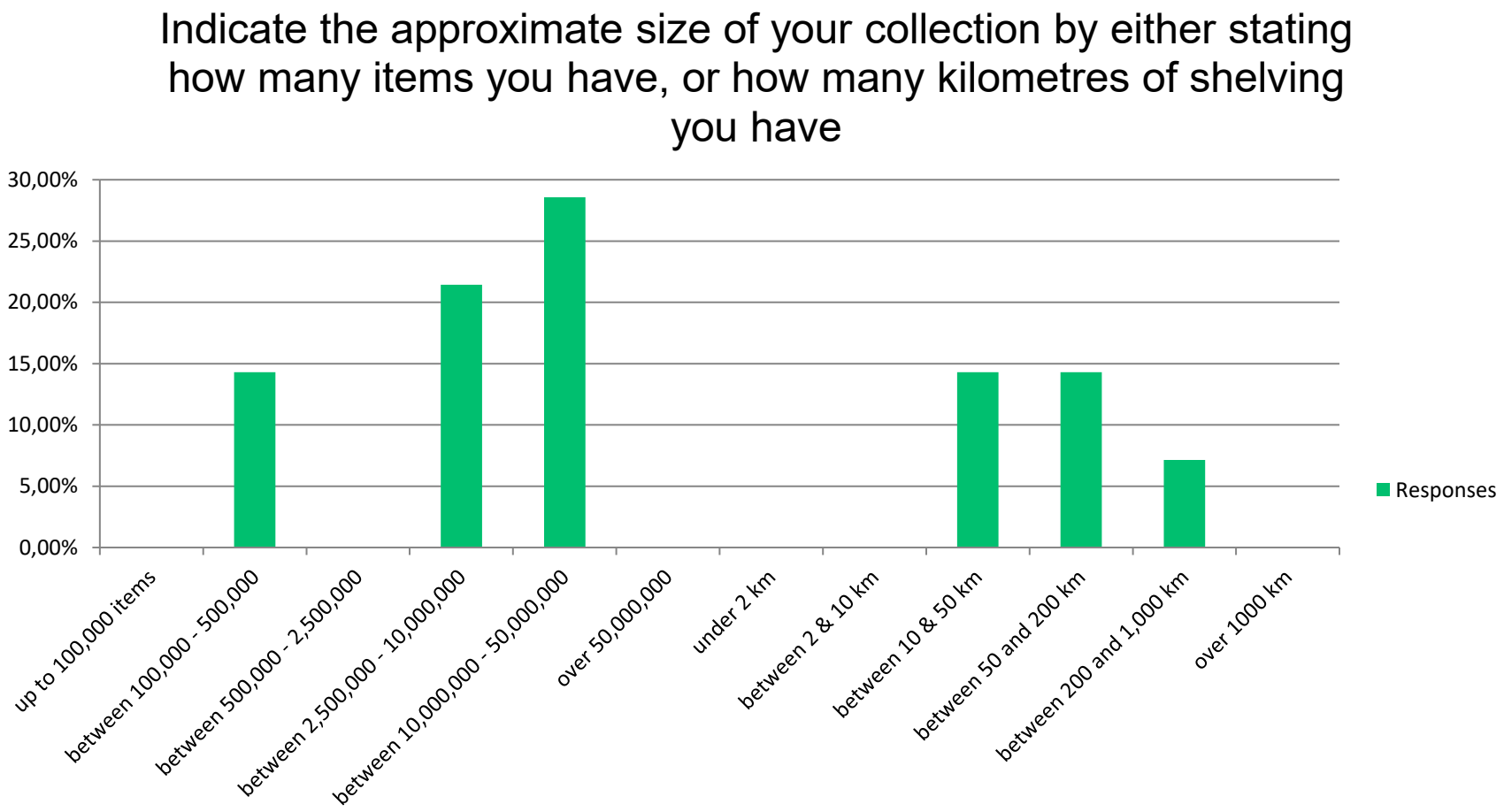
- 14 reactions received
- Did it make you think?
- To discuss later: mostly the survey asks what an institution is doing, but sometimes it is suggested that a aprticular approach is desirable or the only right solution (i.e. response time 2-5 minutes). It would be great to get a sense of what is **essential**, and what is **variable** depending on the particular situation.

Participants (Q2-4)



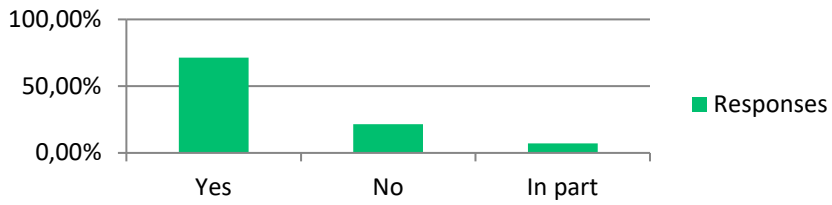


Participants

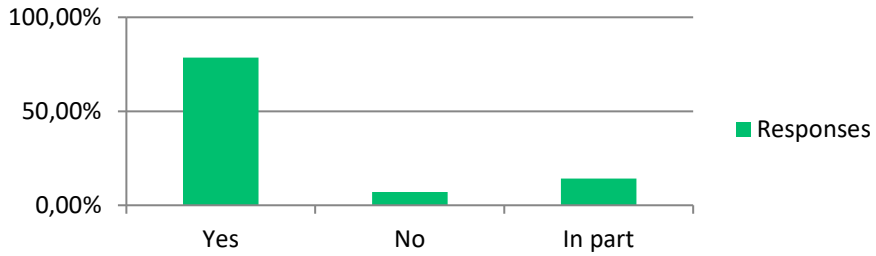


Questions 6-8

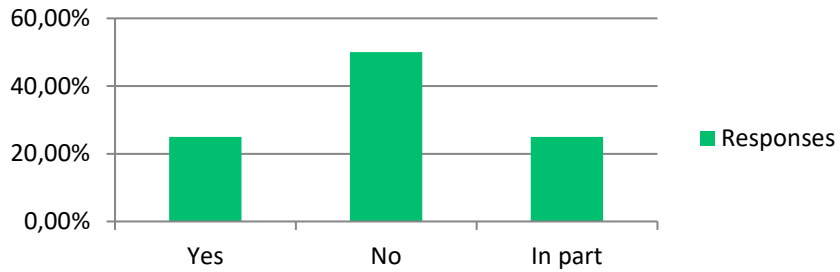
Your mission statement expresses a commitment to ensuring the security of your collection



Your most senior member of staff (e.g. Director, Chief Executive) has final accountability for the security of your collection

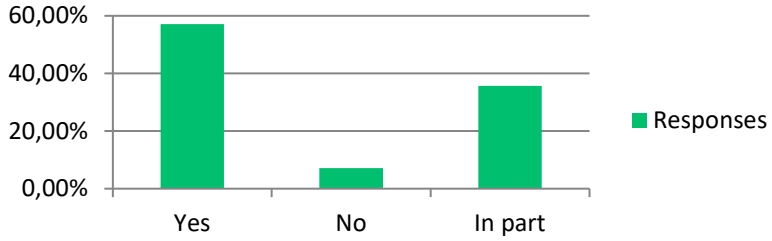


An annual report on the security of your collection is presented to your governing body

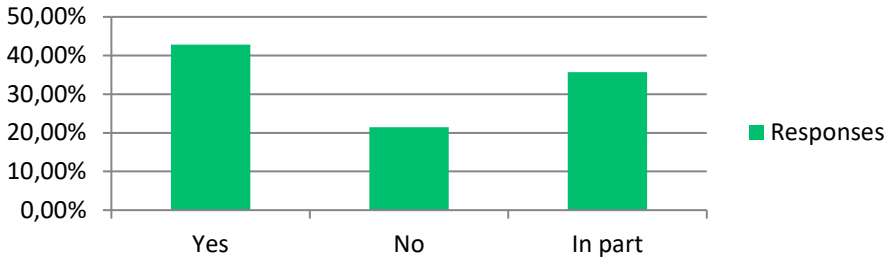


Security policy (Q 9-12, 19)

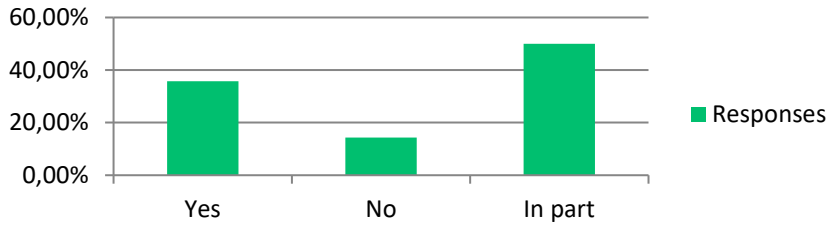
You have a Collection Security Policy (or set of policies) that sets out how you protect your collection



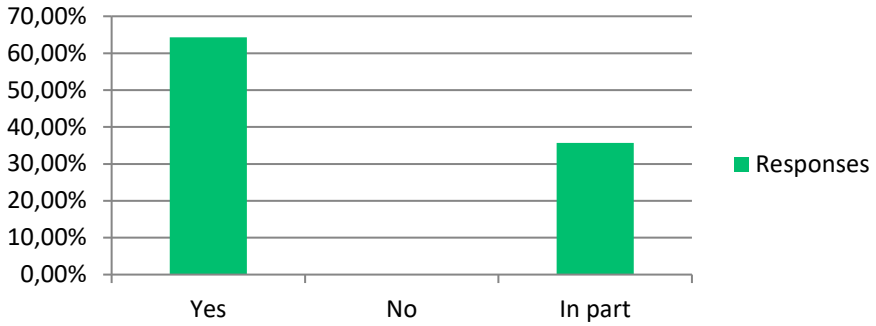
You have an agreed set of measures to provide assurance on the security of your collection and to assess compliance with your Collection Security Policy



Your policies and written procedures, including any sanctions you apply, are legally compliant and enforceable



Your collection security policies and procedures are kept under regular review

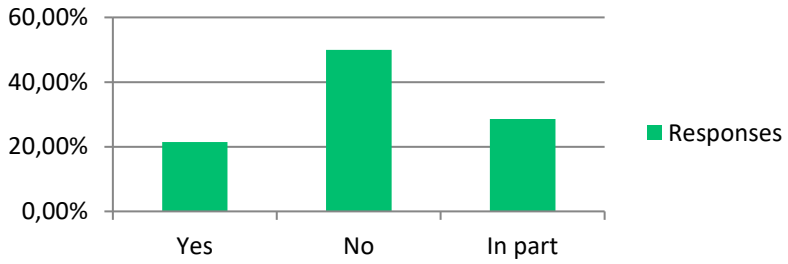


Security Policy

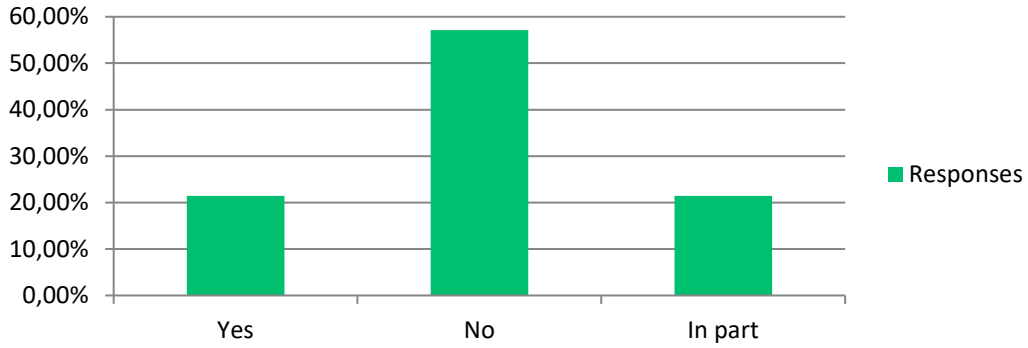
- The survey does mention two written procedures (missing items, theft), and the rest of the survey raises points that should be considered when putting together a collection security policy. What set of parameters should at a minimum be included in the policy?
- What other types of measures could be used to ensure the collection security policy is adhered to?
- Should the institutions' legal department review the policy (e.g. with regard to rules for readers and staff)
- The security officer should have a network, including local police, fire brigade officers, national departments/institutions with tasks in the field of the security of cultural heritage objects, prior to any event taking place. The policy should contain contact information as such.

Missing items (Q 13-14)

You have an agreed written procedure for investigating, handling and documenting missing collection items

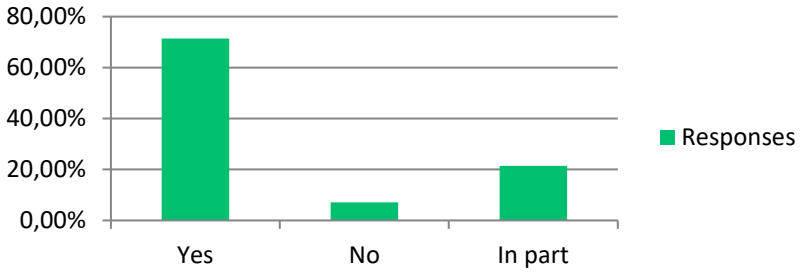


You have an agreed written procedure that details how you respond to instances of theft and mutilation / vandalism

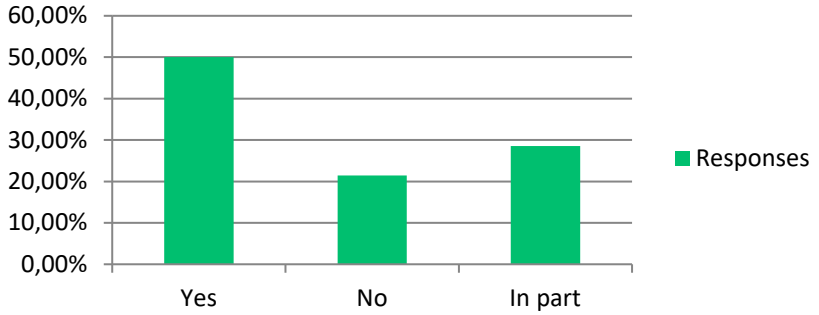


After the theft (Q 15-17)

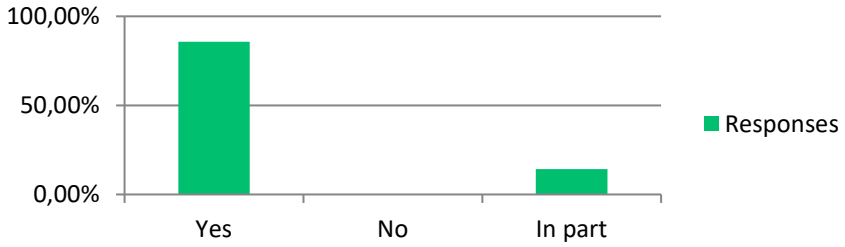
You report proven instances of theft immediately to the police



You report proven instances of theft to the relevant trade / professional bodies - e.g. the book trade

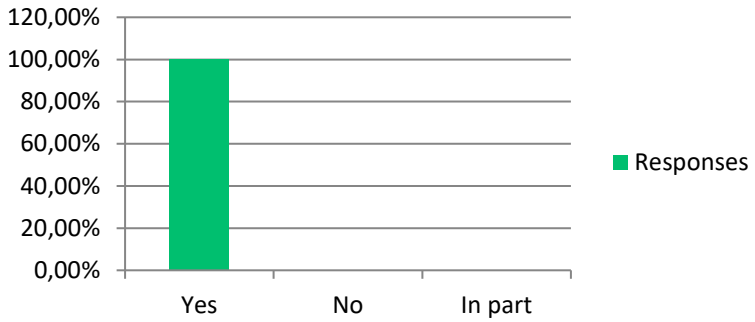


You share information on known threats to collection security with other libraries/archives when appropriate

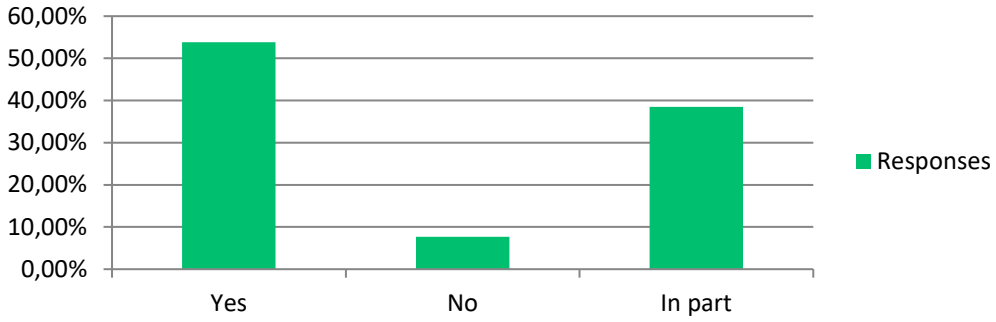


Catalogue (Q 21, 22, 29, 41)

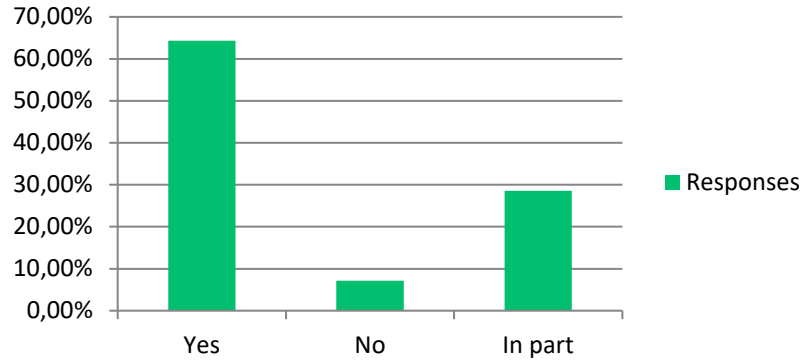
You maintain catalogue records for your collection



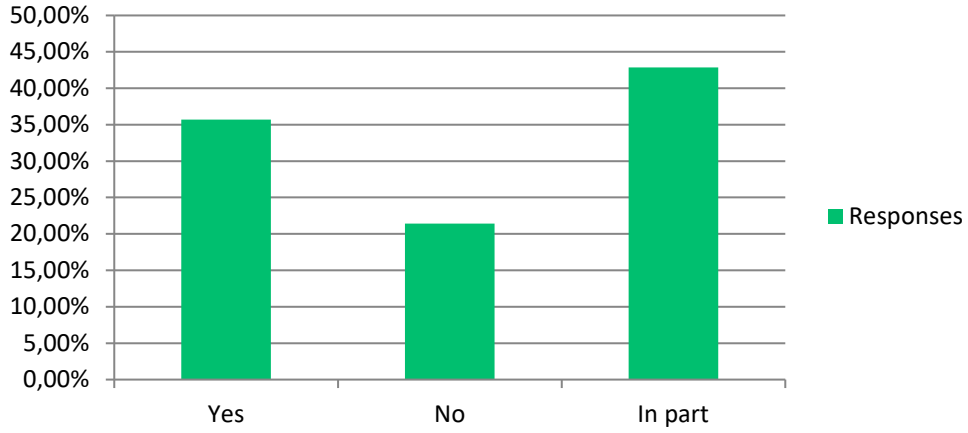
You include copy specific information in the catalogue records



You have measures in place to prevent unauthorised changes to your accession and catalogue records

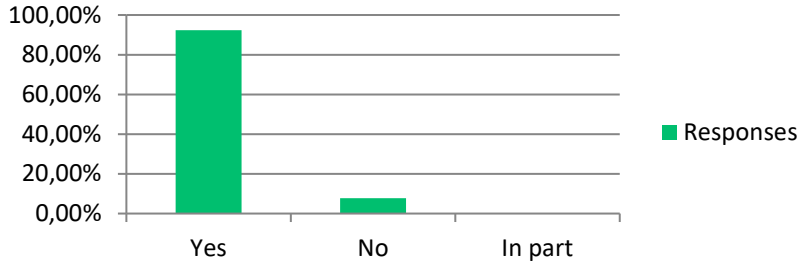


You have agreed procedures for the use of uncatalogued items: this includes close invigilation by staff

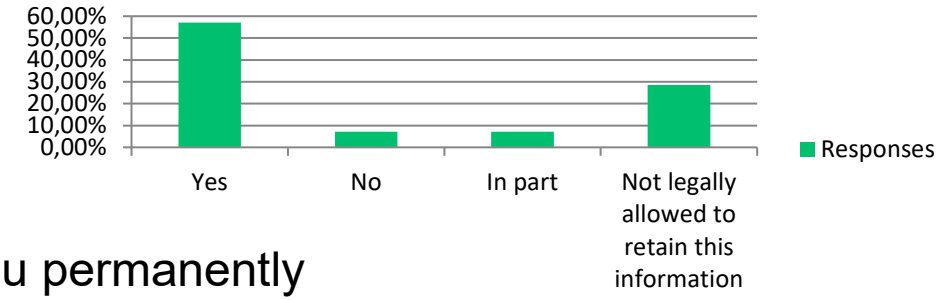


Privacy aspects (Q 23, 47, 75)

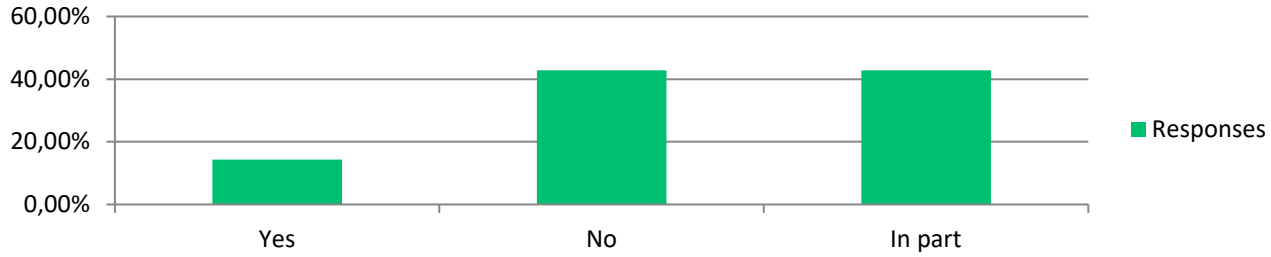
You maintain and retain accession records



If legally permitted to do so, you permanently retain a record of collection use allowing you to identify the items used by each Reader, and to list all users of a particular item.

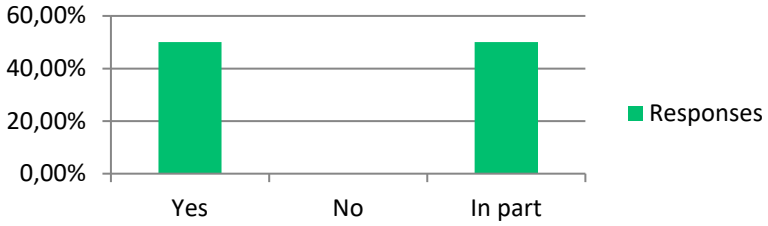


If legally permitted to do so, you permanently keep a complete record allowing you to identify the items used by Individual members of staff, and staff who work in a processing department

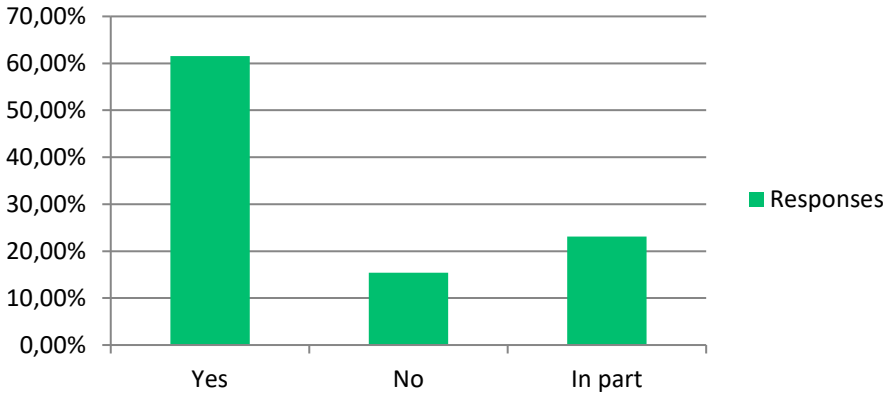


Specific copy information (Q 24-26)

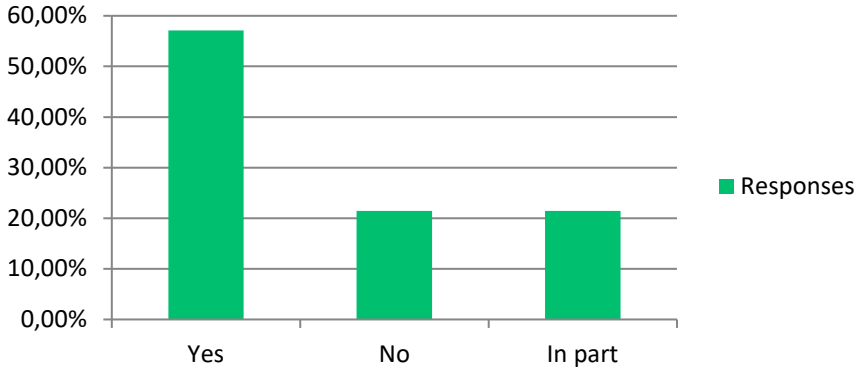
You maintain information on distinguishing features in your collection (i.e. bindings, ownership stamps etc)



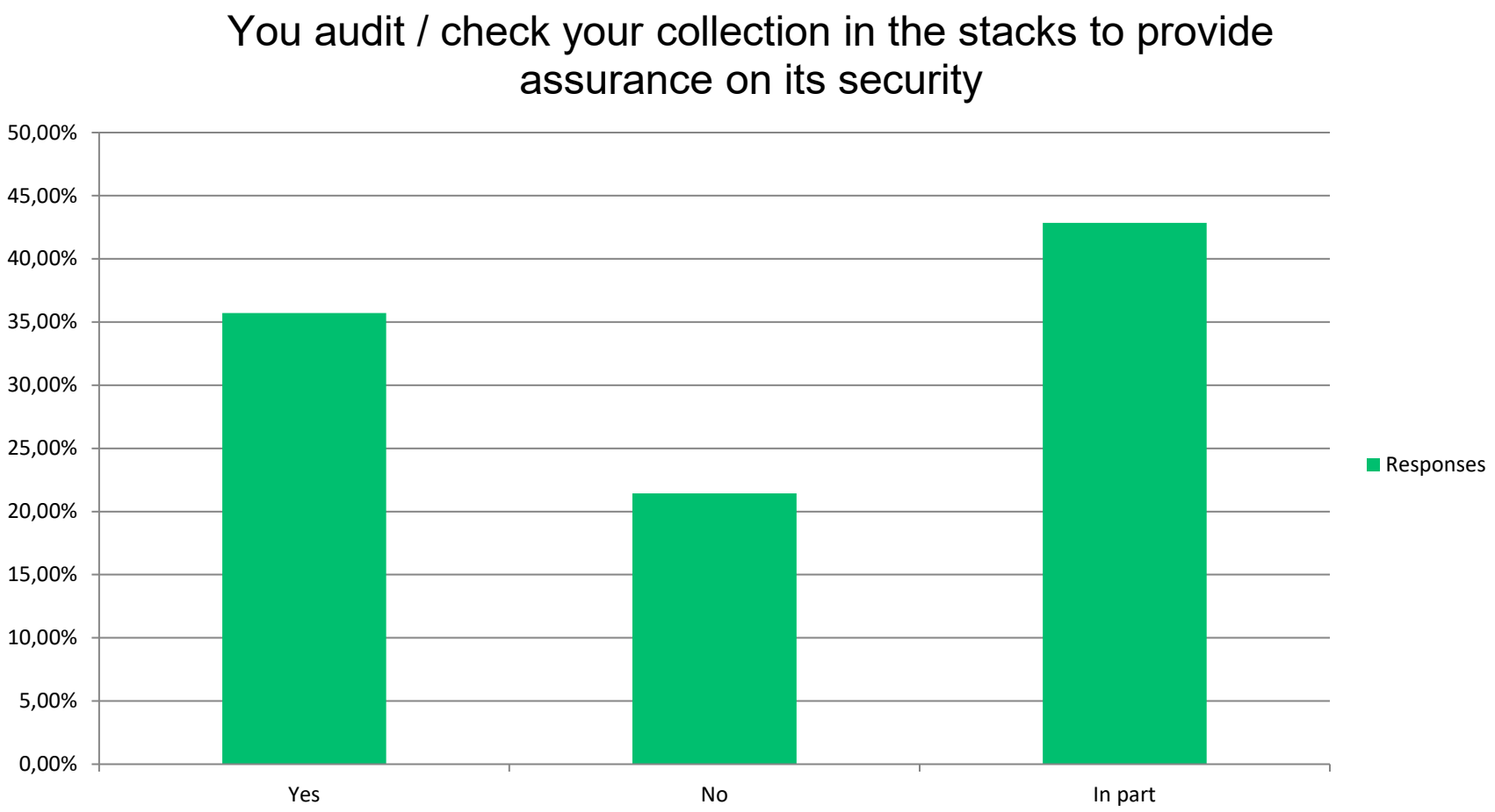
You place ownership marks in your collection items



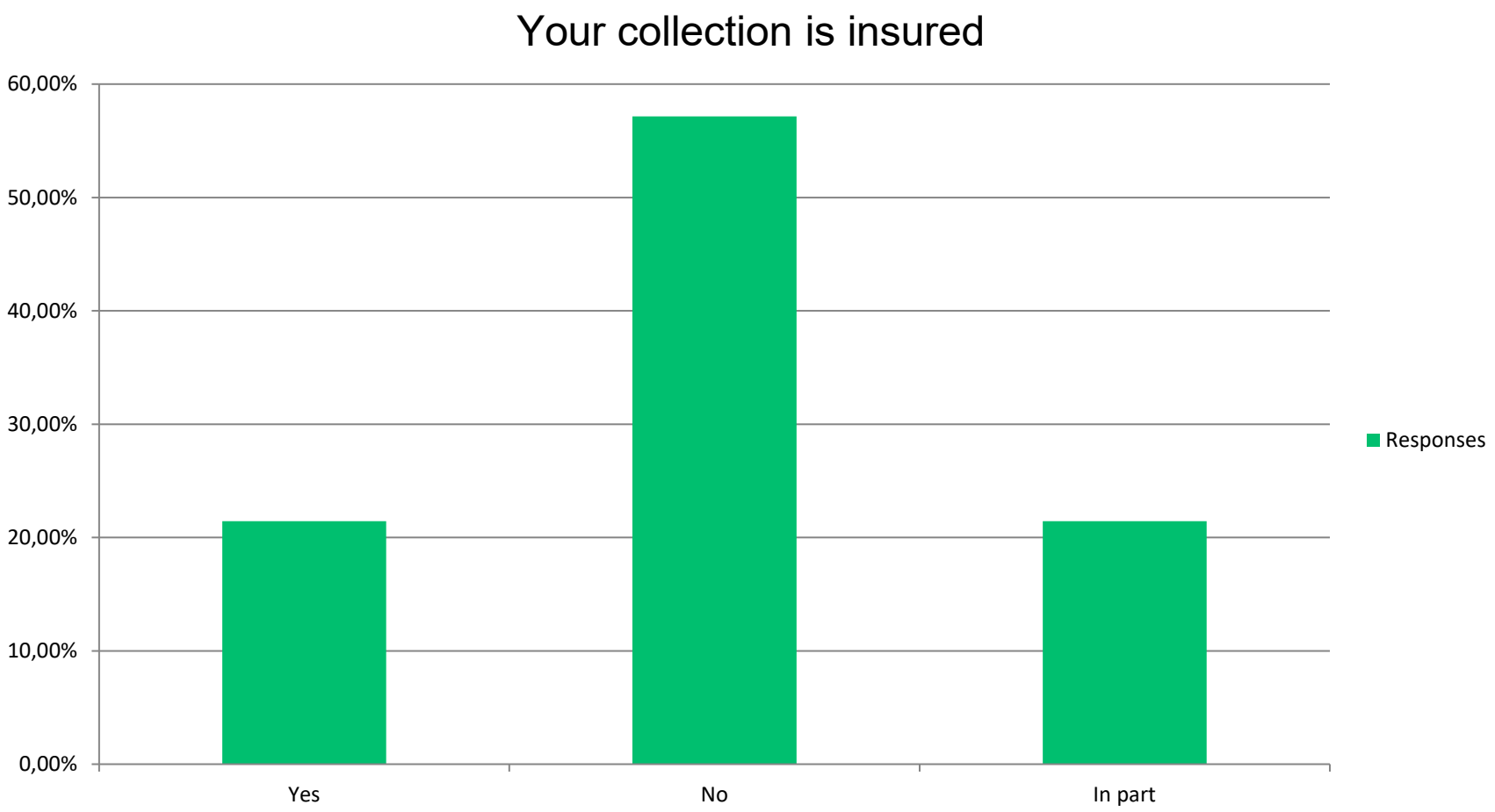
You place shelf mark labels on your collection items where appropriate



Stacks (Q 31)

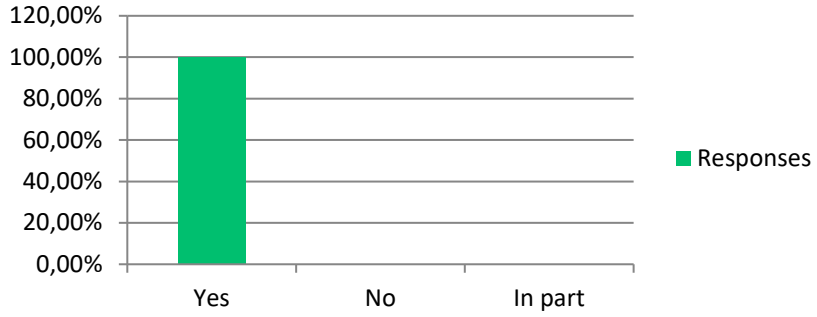

You audit / check your collection in the stacks to provide assurance on its security
50,00%
45,00%
40,00%
35,00%
30,00%
25,00%
20,00%
15,00%
10,00%
5,00%
0,00%
Yes
No
In part
Responses

Insurance (Q 35)

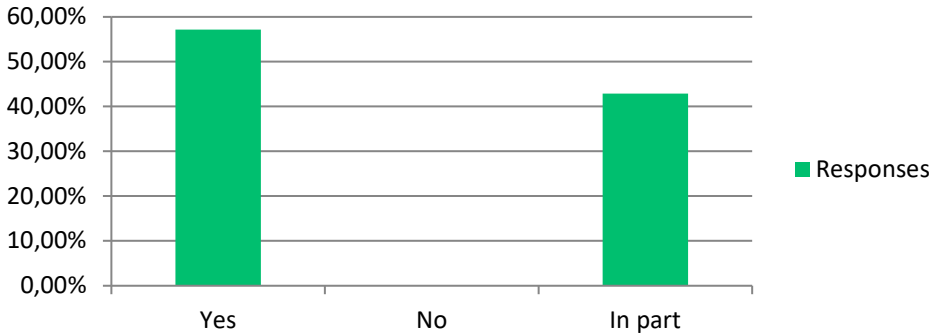


Readers (Q 36-38)

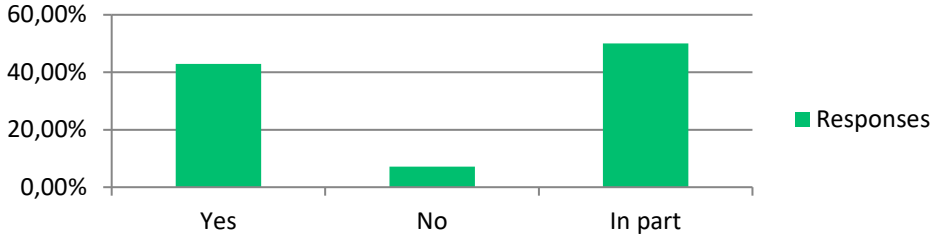
Readers may only access your collection if they undertake to comply with your Reading Room rules and regulations



Readers are required to provide documentary proof of their identity and address, and have their photograph taken, before using your collection

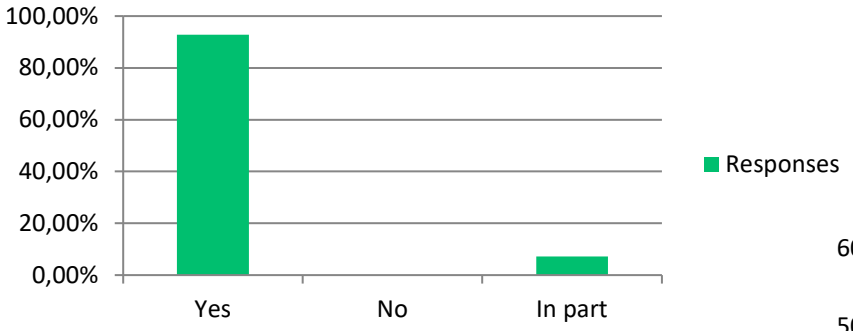


You permanently retain information on the name, address and (where appropriate) institutional affiliation of every Reader, and a photograph of every Reader

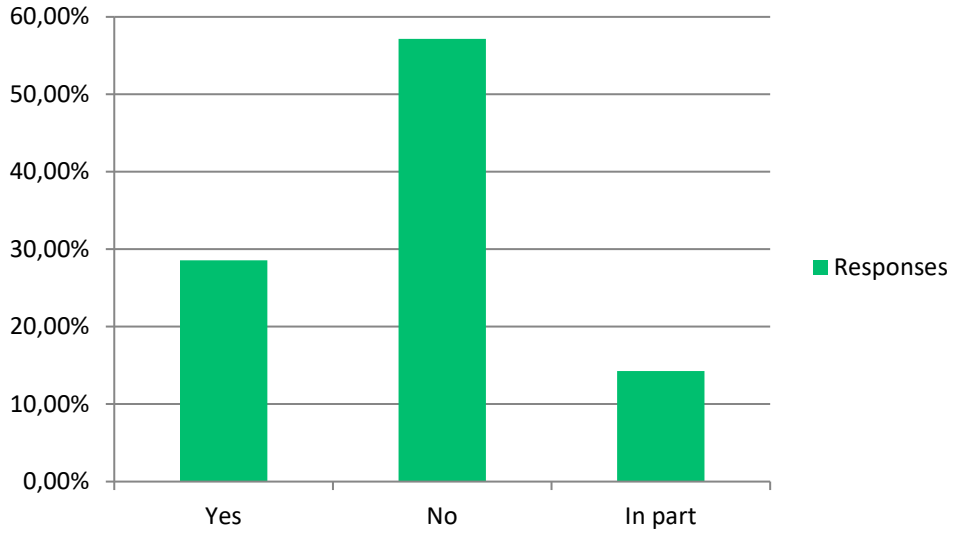


Reading Room (Q 39-40, 42-46)

Readers are not permitted to bring coats or large bags into your Reading Room, nor any object that might harm the collection (knives, blades, food, drink)

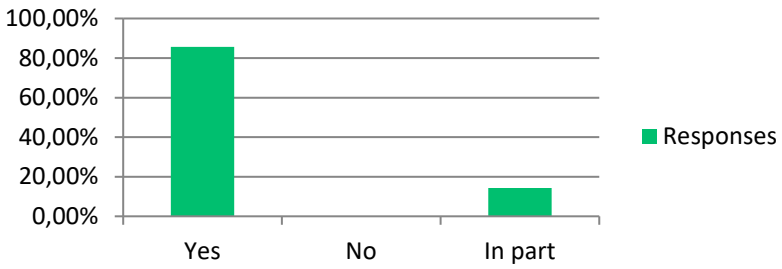


Readers' belongings are searched as they exit the Reading Room

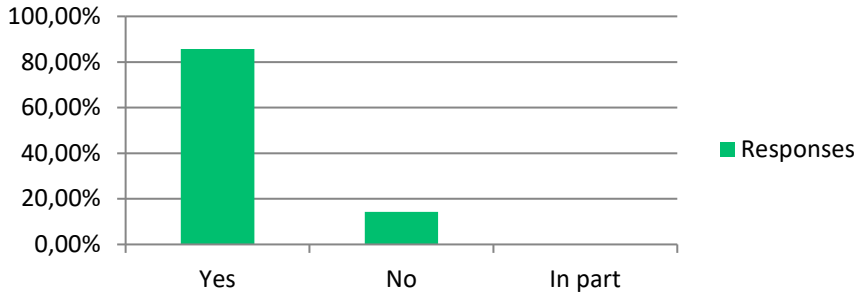


Reading Room

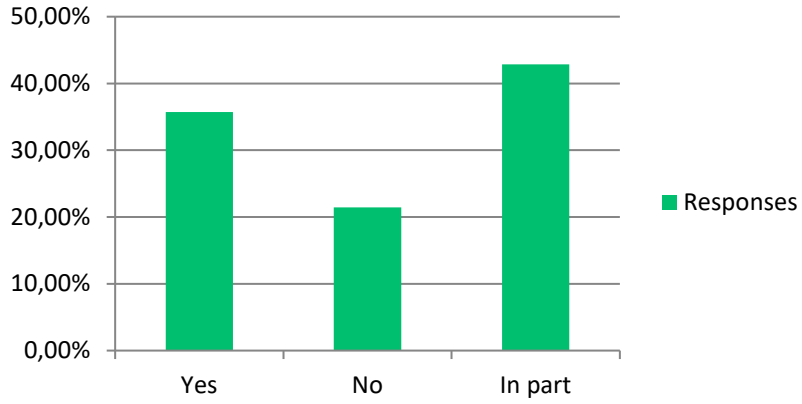
Readers' use of highly valuable/vulnerable items is invigilated by staff



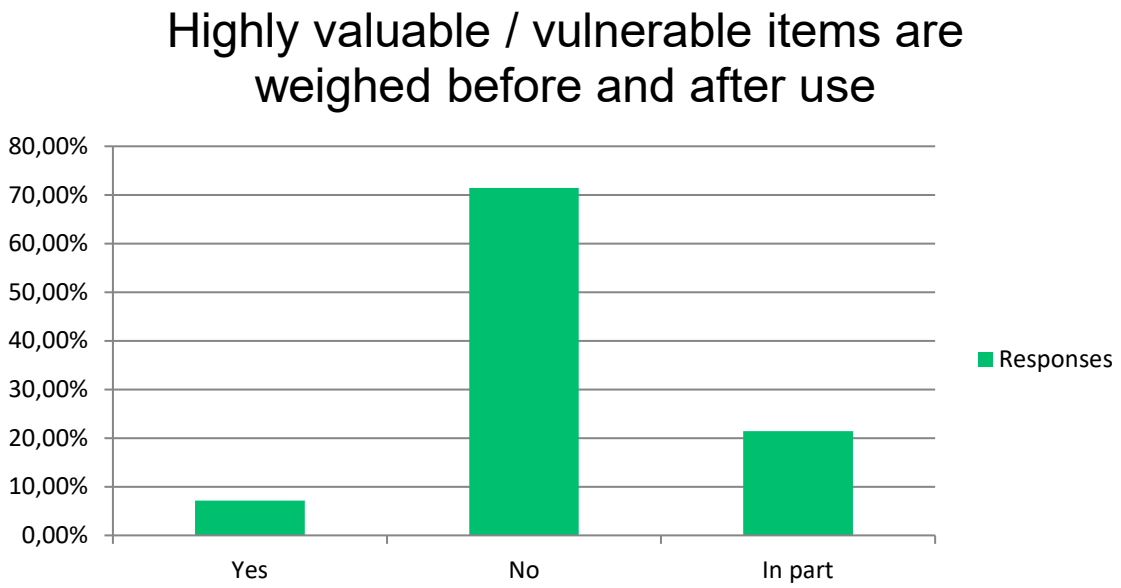
You limit the number of items that may be seen at any one time by Readers

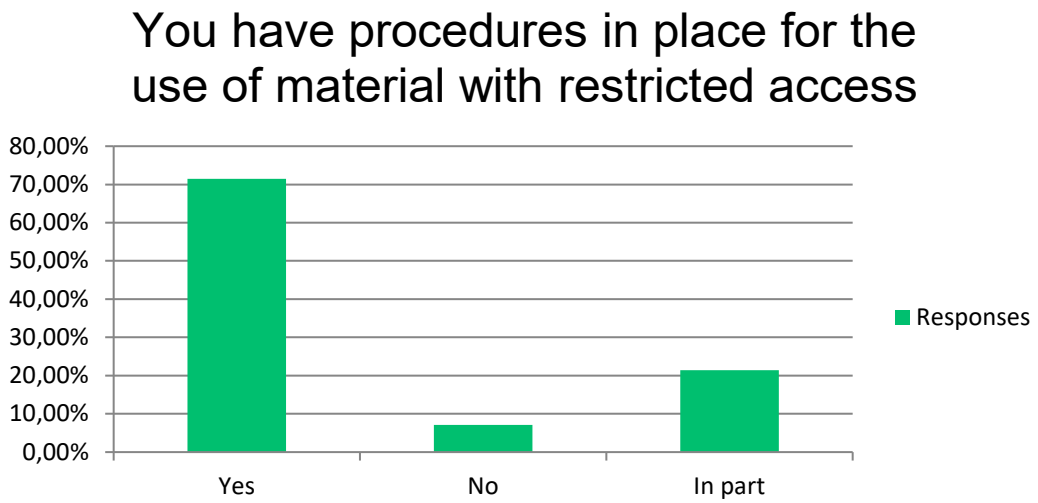


Highly valuable/vulnerable collection items are inspected by staff before and after use



Reading Room



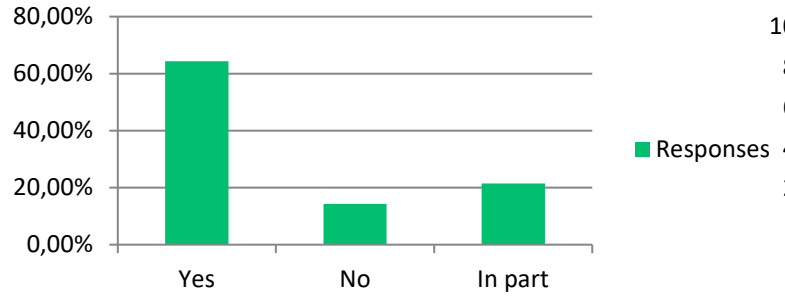


Reading Room

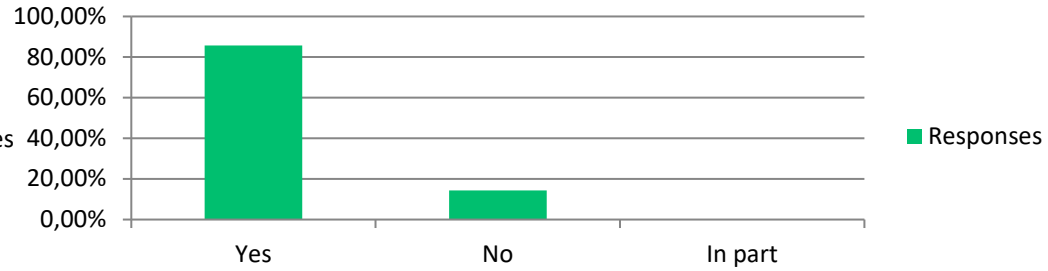
- What topics should be covered in the Reading Room rules and regulations? How do you make them known? Who enforces them?
- General topics not covered in the survey: how do you position staff in the Reading Room, where to place cameras (if any), use of laptops and cameras
- What is the best place to search readers' belongings? When leaving the reading room, leaving the building? Visual inspection? Electronic? What happens when the electronic gates go off?
- Is there any difference between libraries and archives in this?
- Are other methods of inspection available?
- What tools are available for an assessment of collection vulnerabilities?

Compartimentation (Q 48-55)

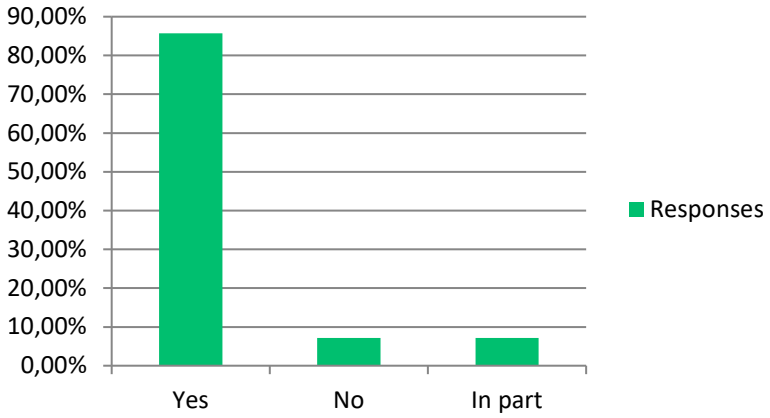
Readers are not permitted access to collection storage areas



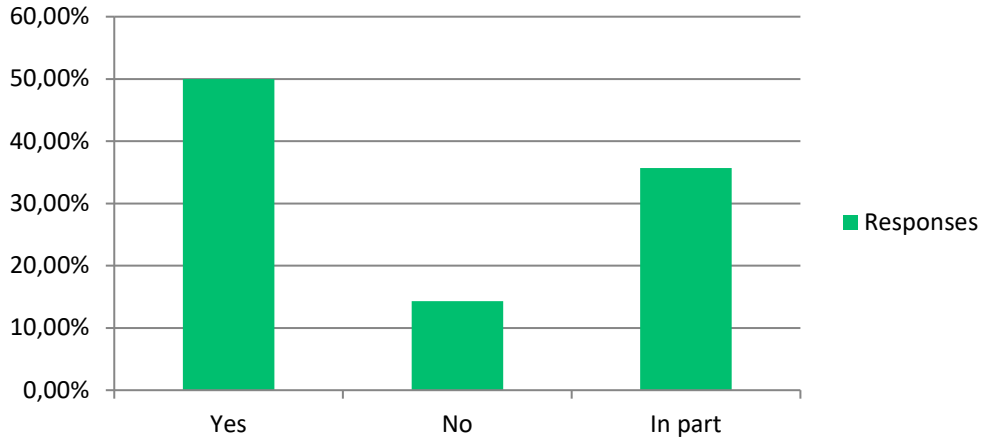
Readers are not permitted access to departments where collection items are processed (for example conservation or reprographic departments)



Staff must be authorised to access collection storage areas

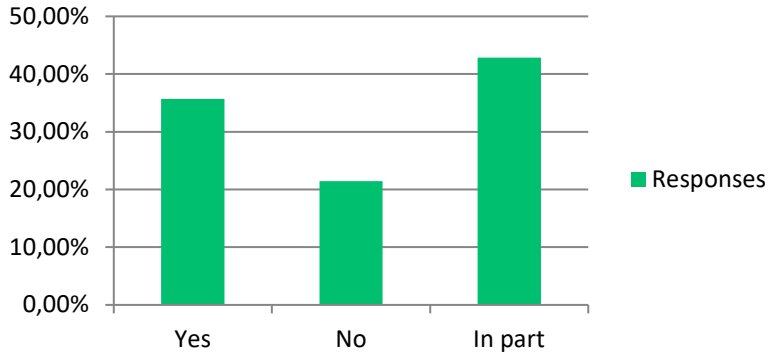


Staff access to collection storage areas is restricted on the basis of need

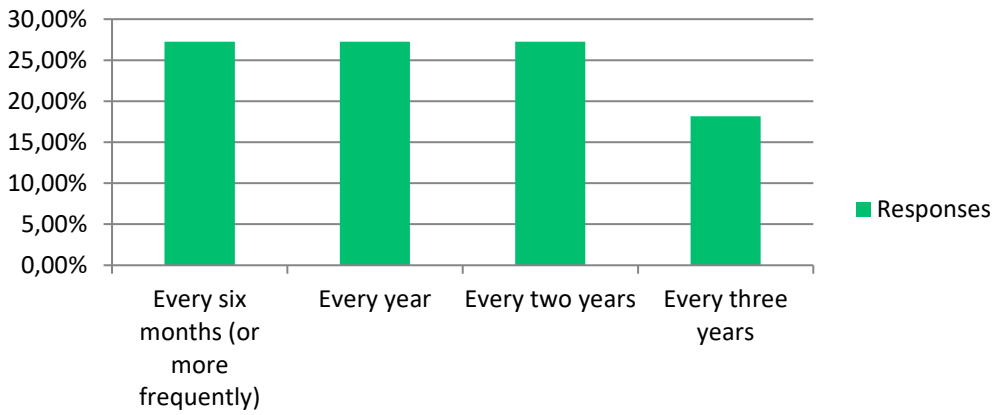


Compartimentation

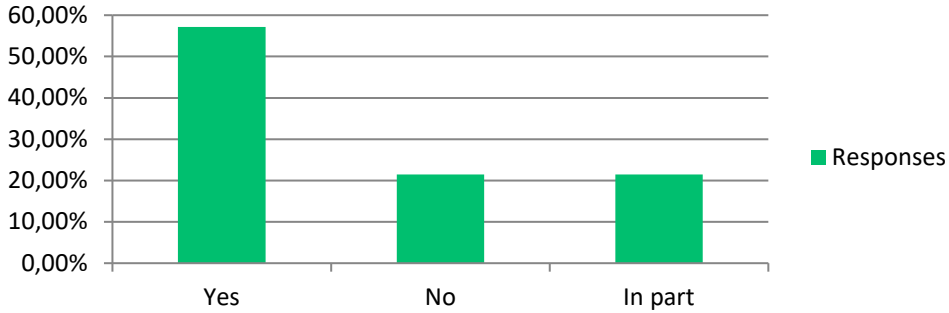
Do you revise/audit authorized access to storage areas after a period of time



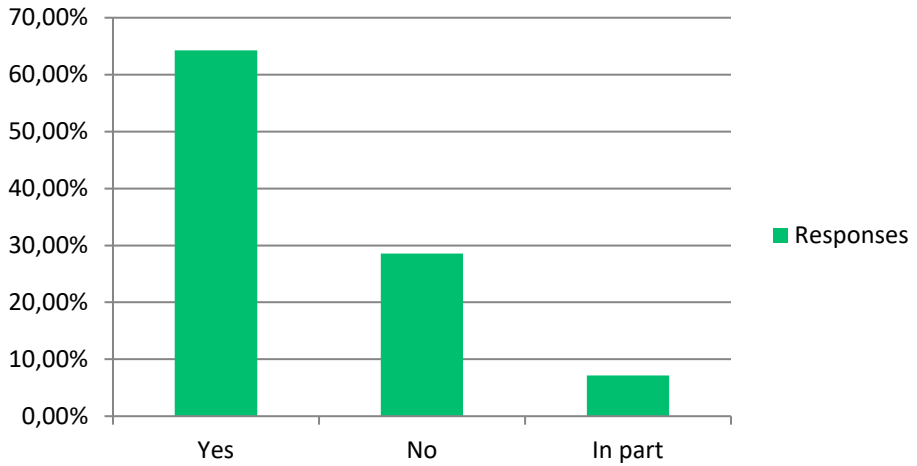
Staff access to collection storage areas is reviewed:



Any person (e.g. contractors) who has not been fully security cleared, and who needs to access collection storage areas, is escorted at all times by a member of staff

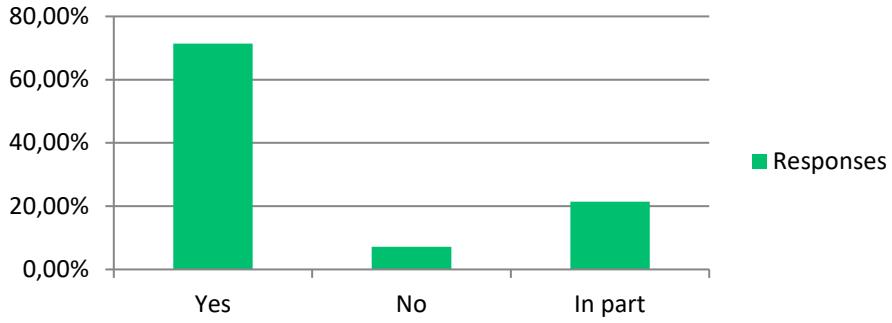


The number of staff able to access Strong Rooms is strictly controlled

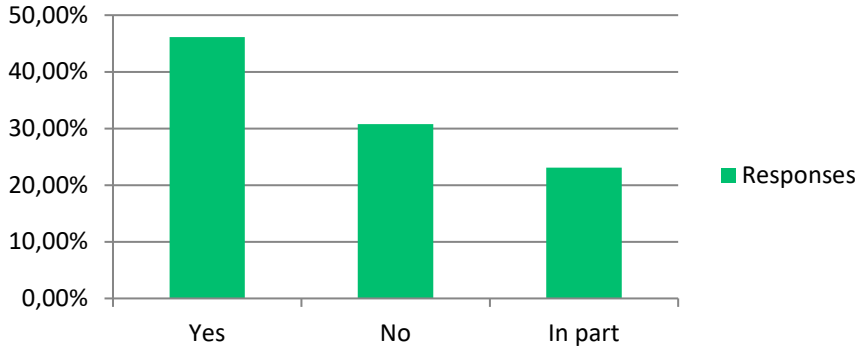


Building (Q 58-71)

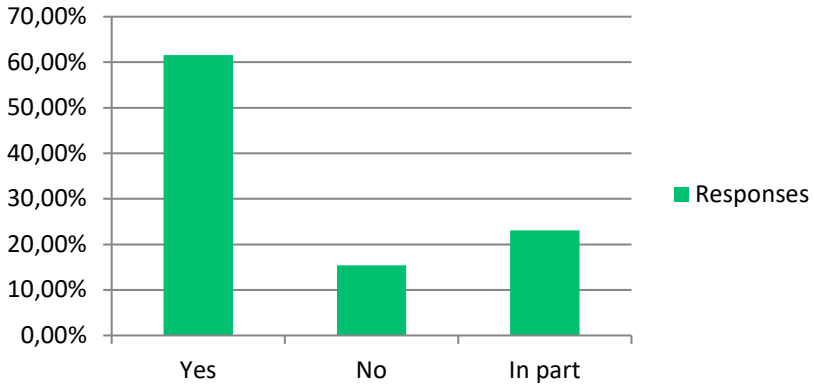
All points of access to your building(s) can be secured



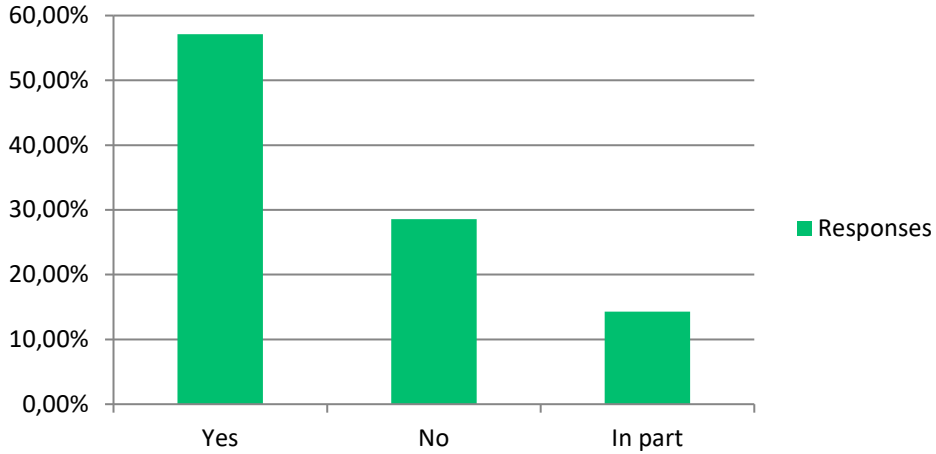
You have a security presence in your building 24/7



Response to the activation of the alarm system is within 2 - 5 minutes

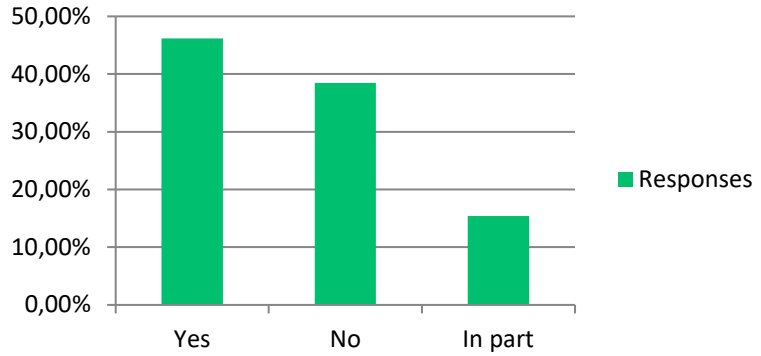


There is CCTV coverage of the Reading Room areas where highly valuable/vulnerable items are used

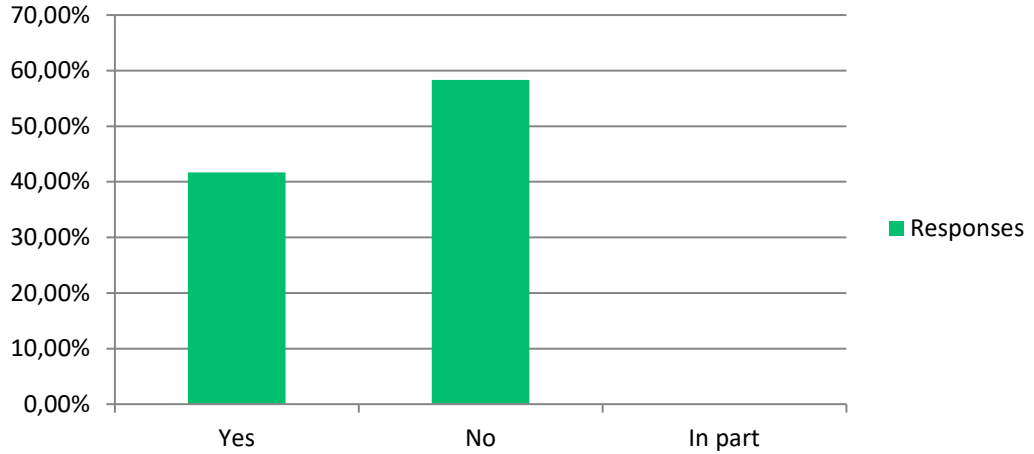


Building

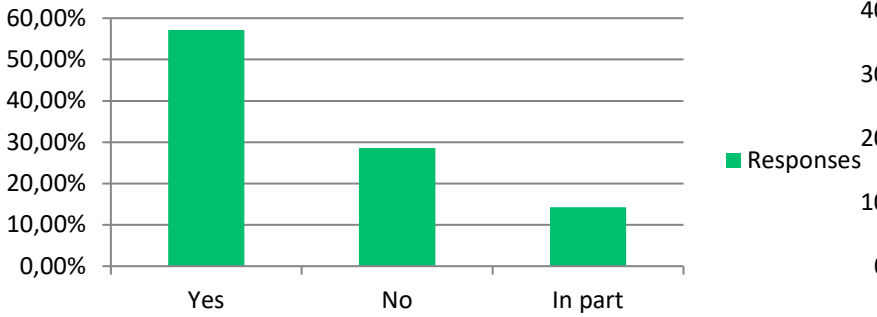
There is CCTV coverage of entrance doors and logistical routes



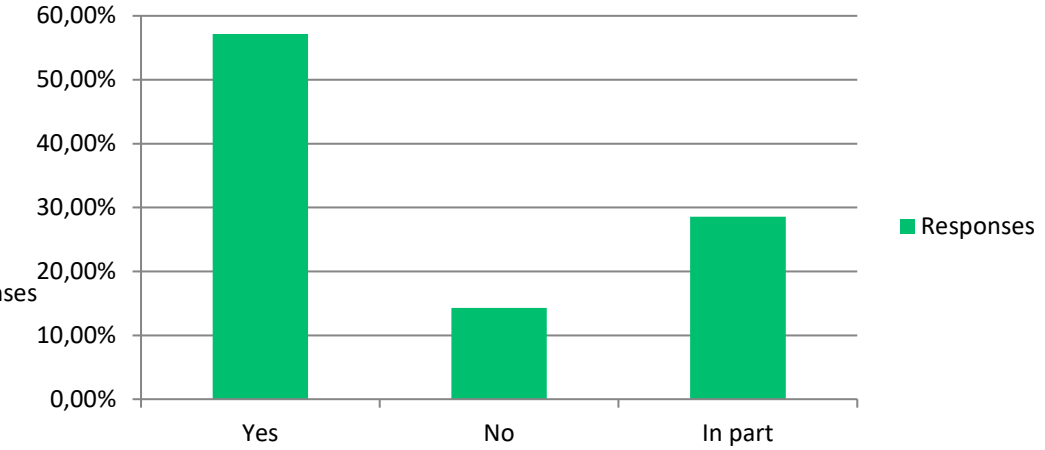
CCTV footage is retained for a minimum of one month



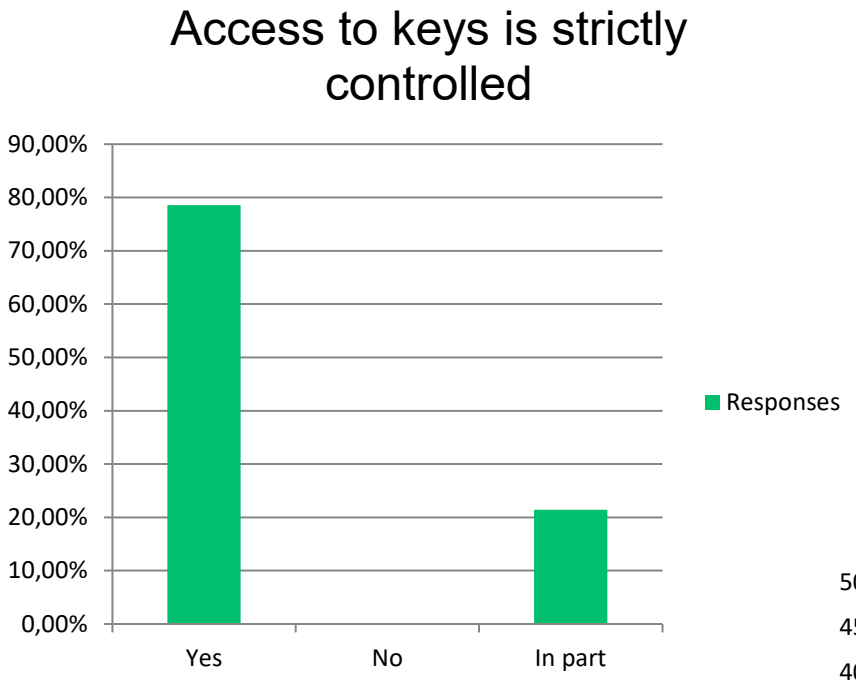
There is an effective security barrier between the public parts of your building (s) and staff offices/storage areas, to prevent public access to staff areas

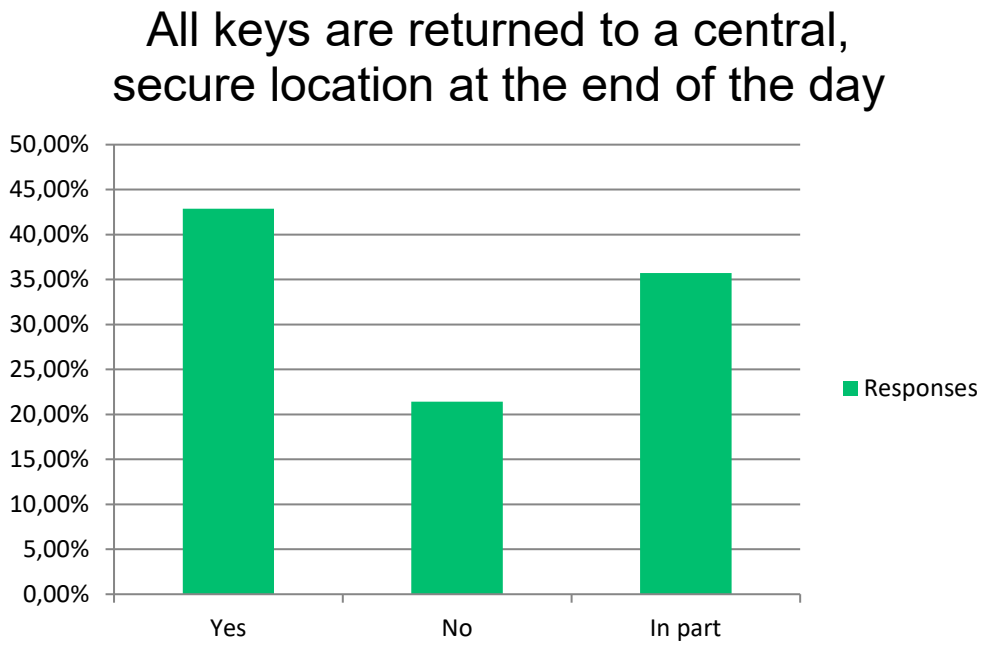


Security staff are consulted prior to any building alterations



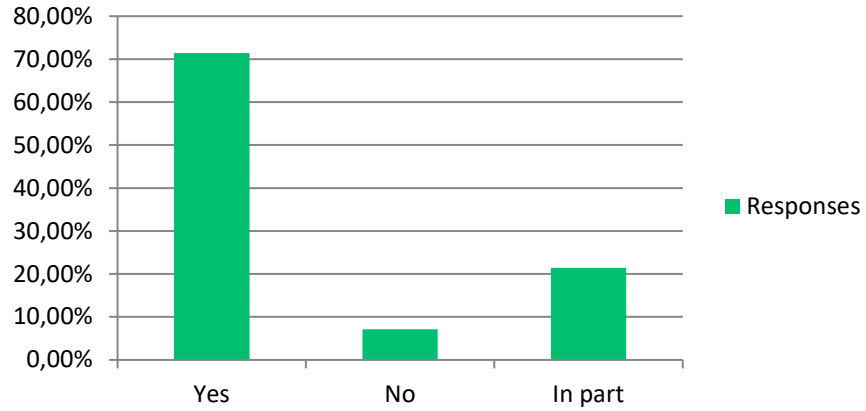
Building


Access to keys is strictly controlled
90,00%
80,00%
70,00%
60,00%
50,00%
40,00%
30,00%
20,00%
10,00%
0,00%
Yes
No
In part
Responses

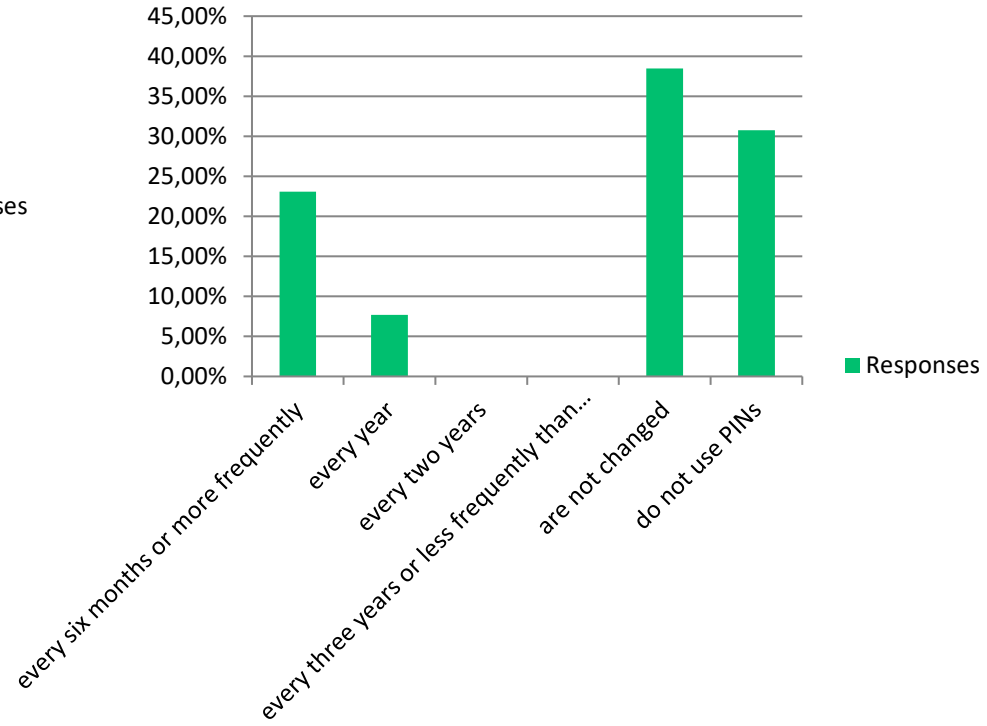

All keys are returned to a central, secure location at the end of the day
50,00%
45,00%
40,00%
35,00%
30,00%
25,00%
20,00%
15,00%
10,00%
5,00%
0,00%
Yes
No
In part
Responses

Building

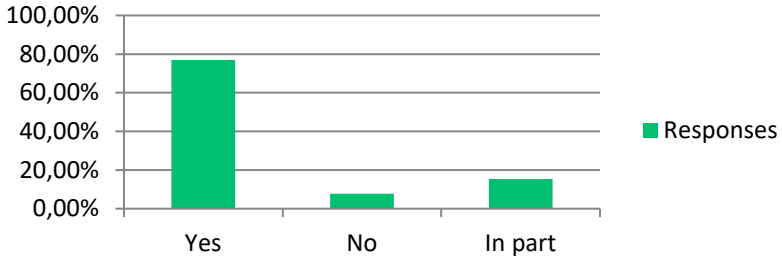
Electronic access is used wherever possible



If you use electronic access the PINs are changed:



A designated member of staff is able to reach your institution within 20 minutes if there is a security incident when the building is closed.

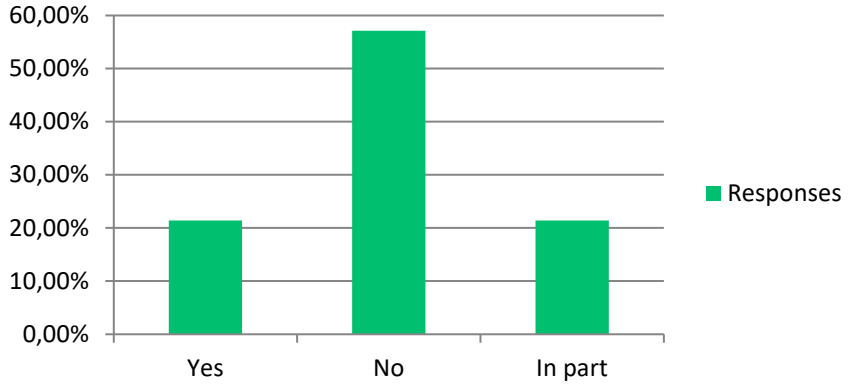


Building

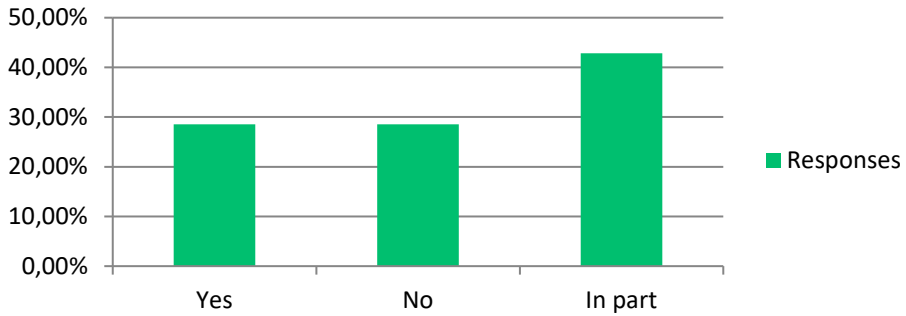
- Electronic access systems offer the opportunity to track which member of staff has been where. Do you keep these records and if so, do you keep them permanently?

Staff (Q 72-74, 76-82)

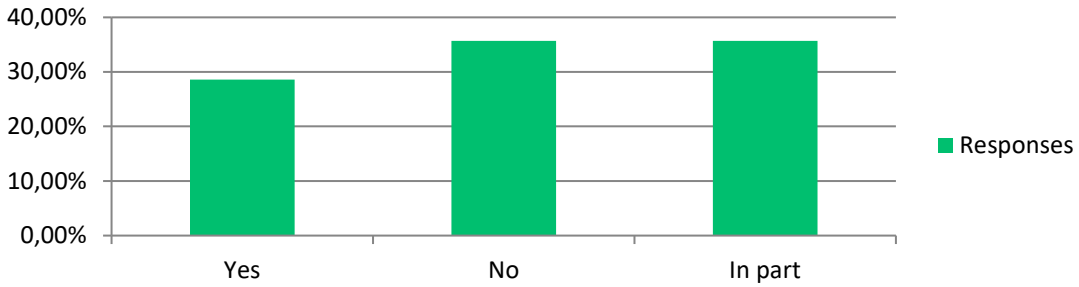
All new staff and agency workers must undergo a police check prior to employment



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

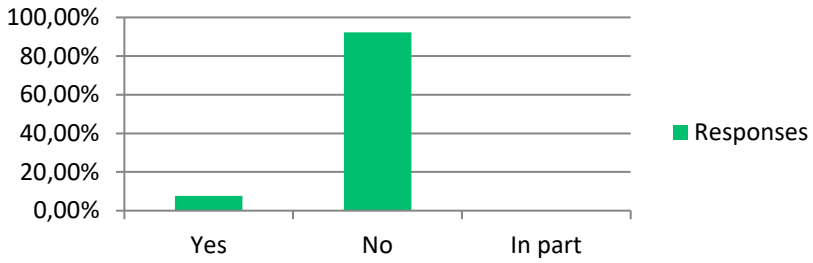


Awareness training is delivered regularly to staff to ensure that they remain aware of their responsibility for collection security

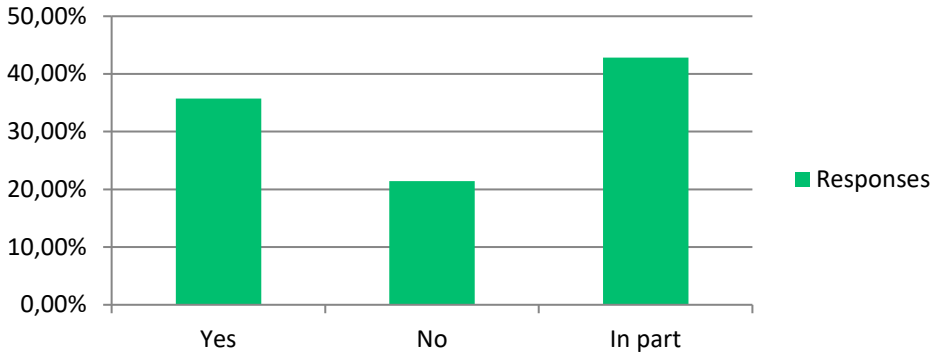


Staff

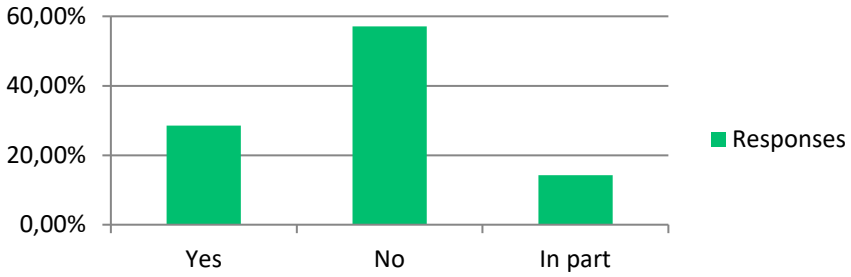
Staff and departments who use collection items are audited regularly to assess their compliance with your collection security policy



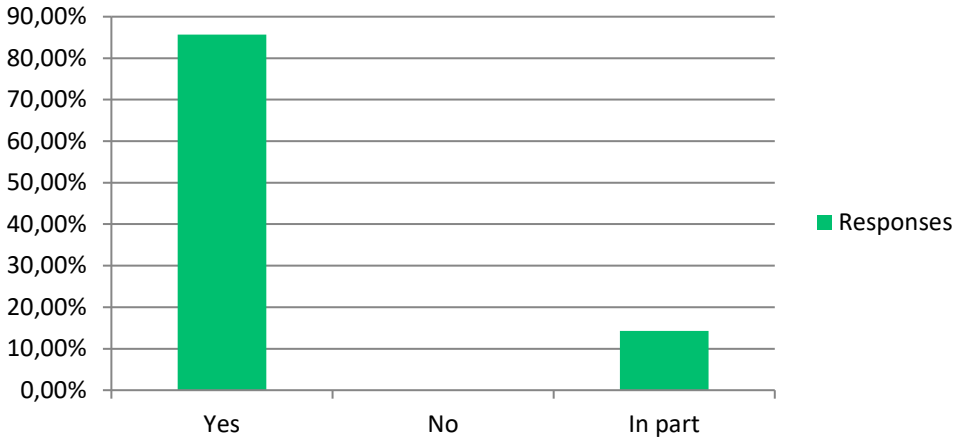
Staff at all levels of your institution comply with your collection security policy



Staff whose work involves contact with the collection have their collection security responsibilities included in their job descriptions / role profiles

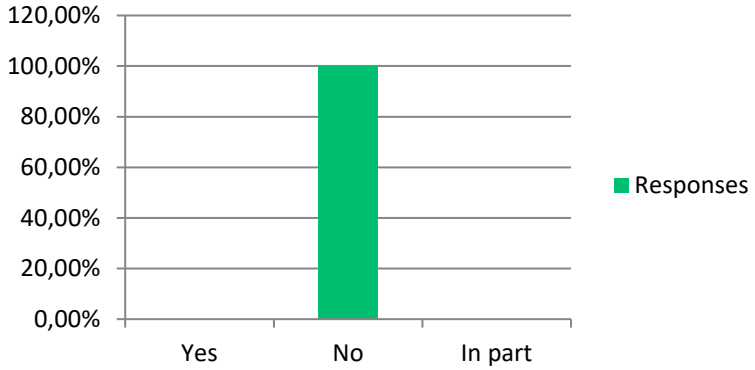


Staff comply with recognised professional codes where appropriate

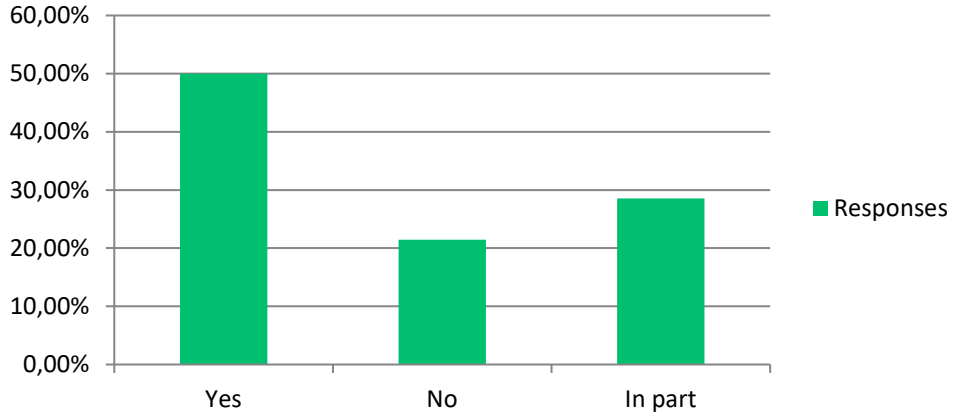


Staff

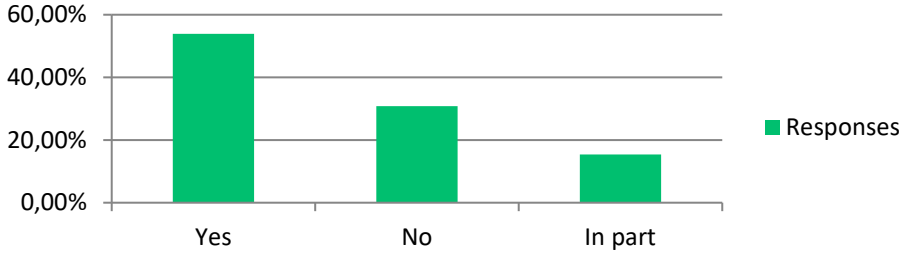
Staff belongings are inspected as they leave your building(s)



Staff and visitors to offices and storage areas must be recognisable as such by wearing an ID card



Staff must use the agreed retrieval procedure when they need to use items (i.e. staff do not retrieve items for their own use)

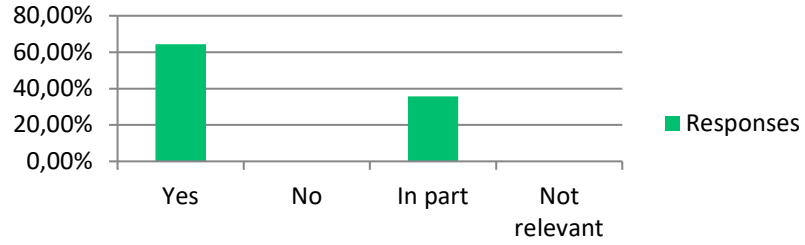


Staff

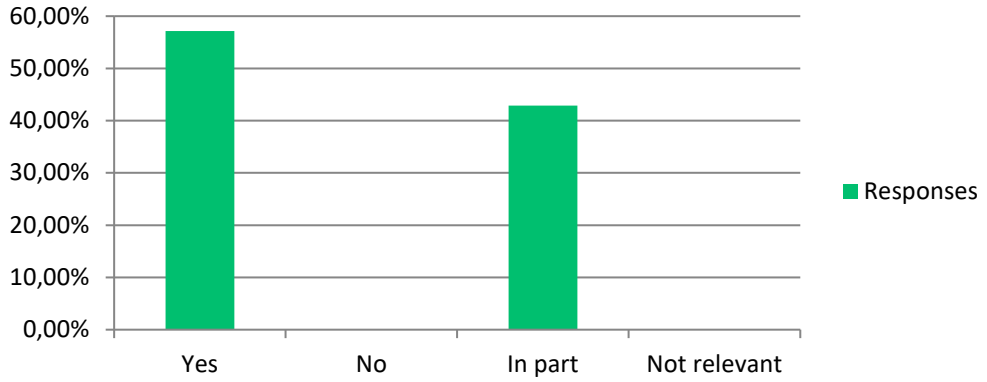
- What do staff with collection security tasks do to keep themselves informed? Do they have a network of coleagues in other heritage institutions? And how do they inform their colleagues and superiors?

Exhibitions (Q 83-96)

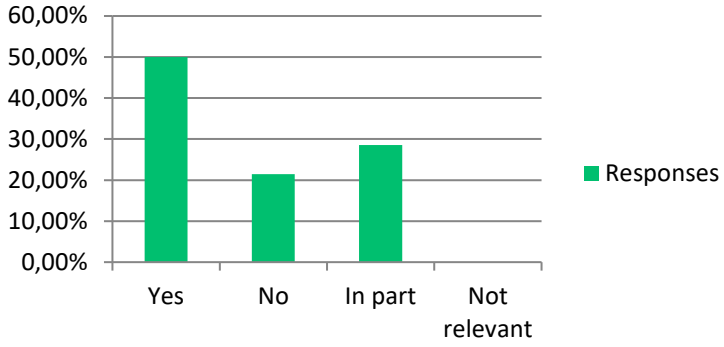
You display collection items in secure, alarmed cases; glass should comply with your relevant national security standard



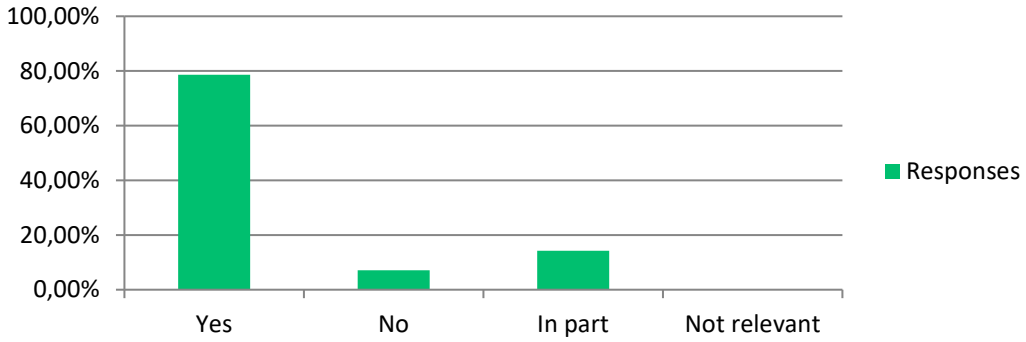
Exhibition areas are patrolled by staff during open hours



You provide training to staff who act as couriers when taking items to other institutions

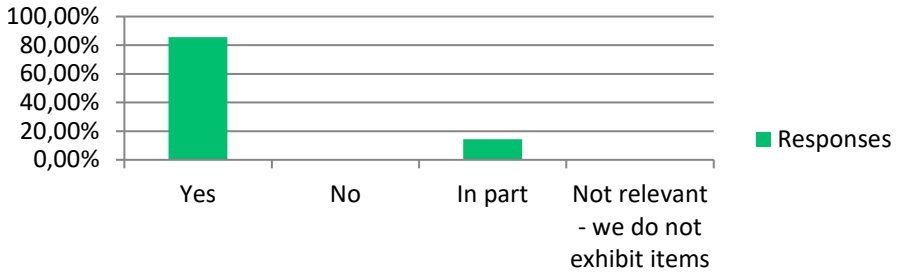


You require all request for loans to be accompanied by a facility report on the borrowing institution.

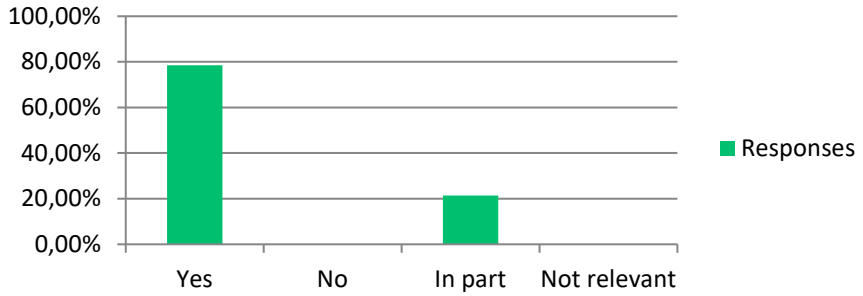


Exhibitions

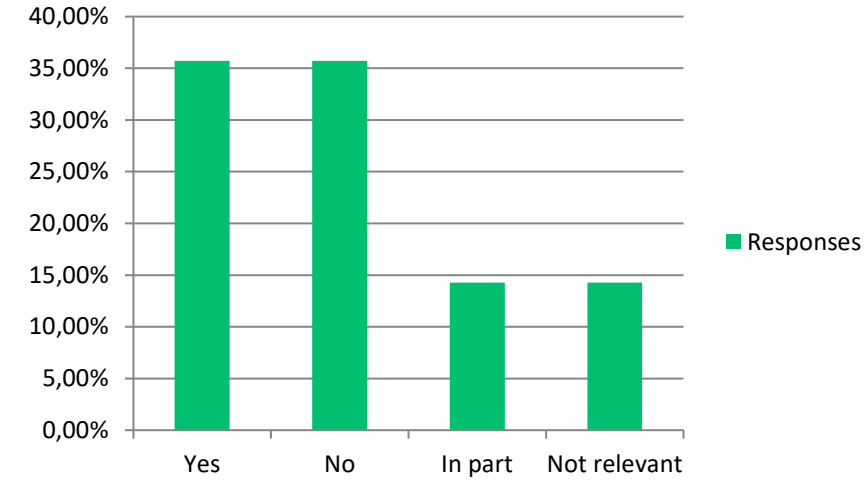
You carry out condition reports on collection items before and after they are exhibited; this includes a photographic record for items loaned to other institutions.



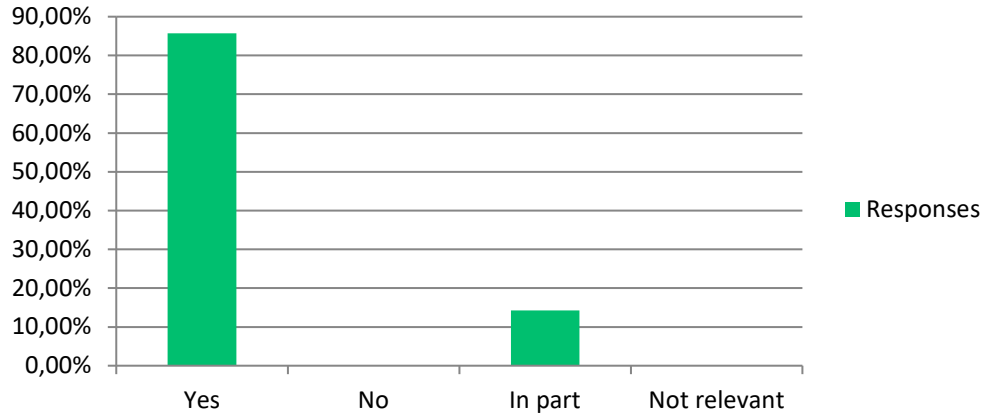
The condition of displayed items are checked regularly while on display



The condition of high level displayed items is checked daily

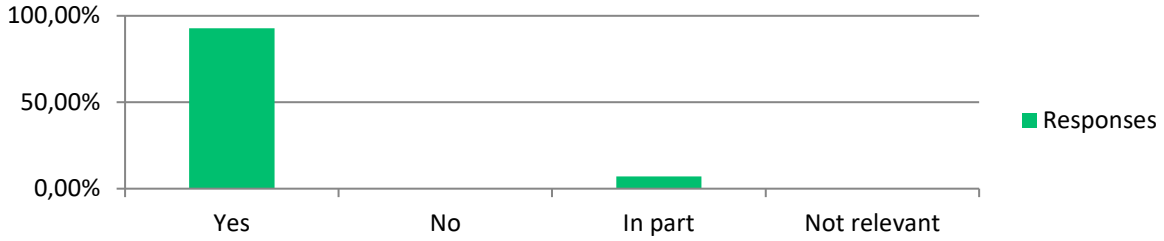


The condition of displayed items is checked before (during) and after exposure.

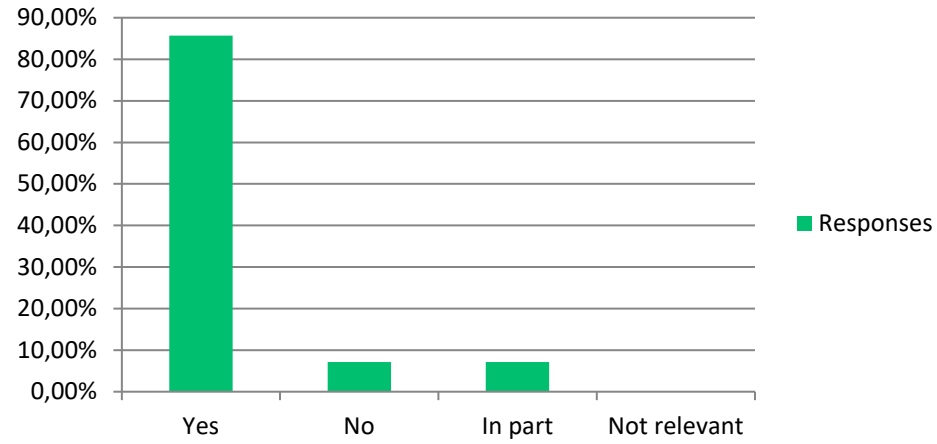


Exhibitions

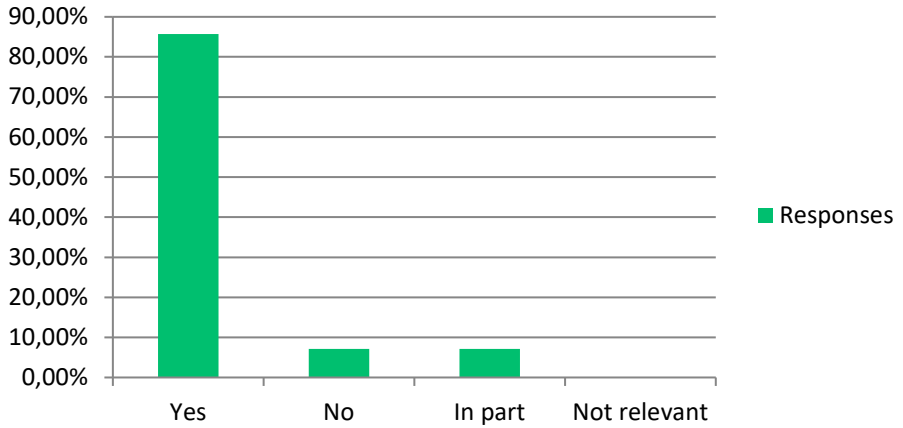
You agree formal, legally binding loan contracts with institutions to which you lend items; these specify the conditions under which the item will be lent and exhibited.



A financial valuation is prepared for all exhibited items

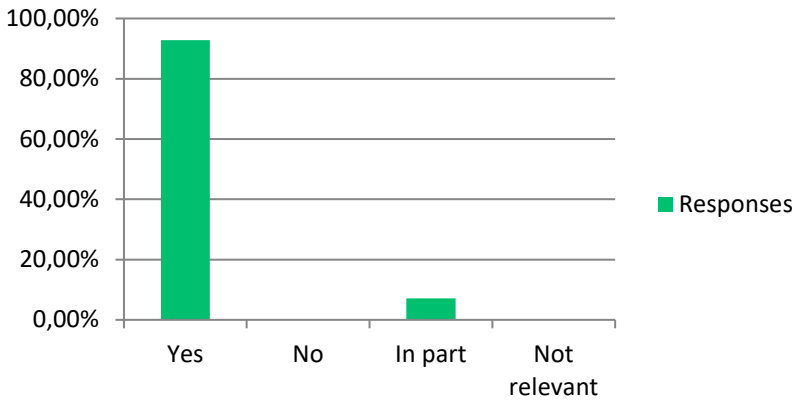


Items are insured when exhibited at another institution

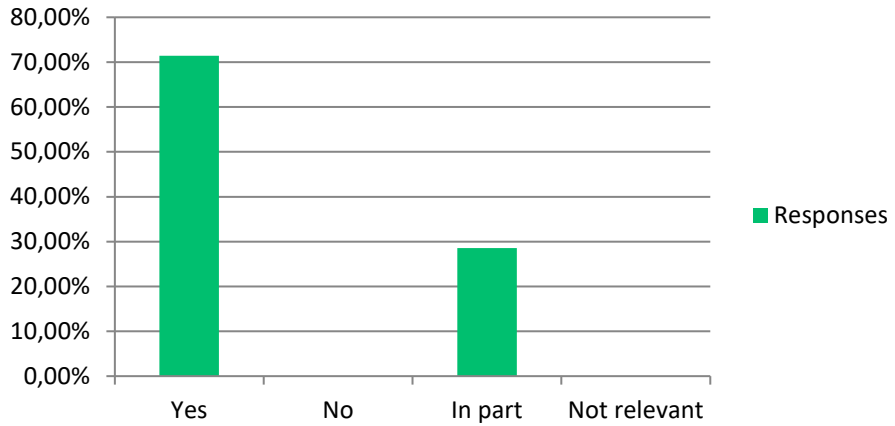


Exhibitions

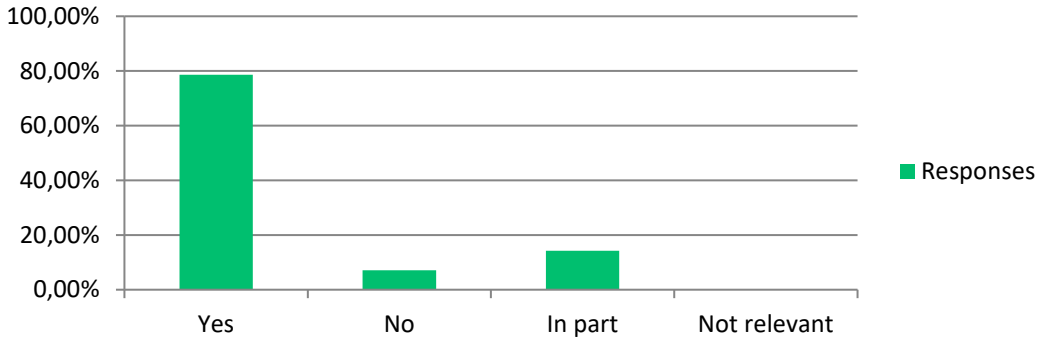
You have staff with specialist training in packing collection items



You use specialist removal contractors to transport items



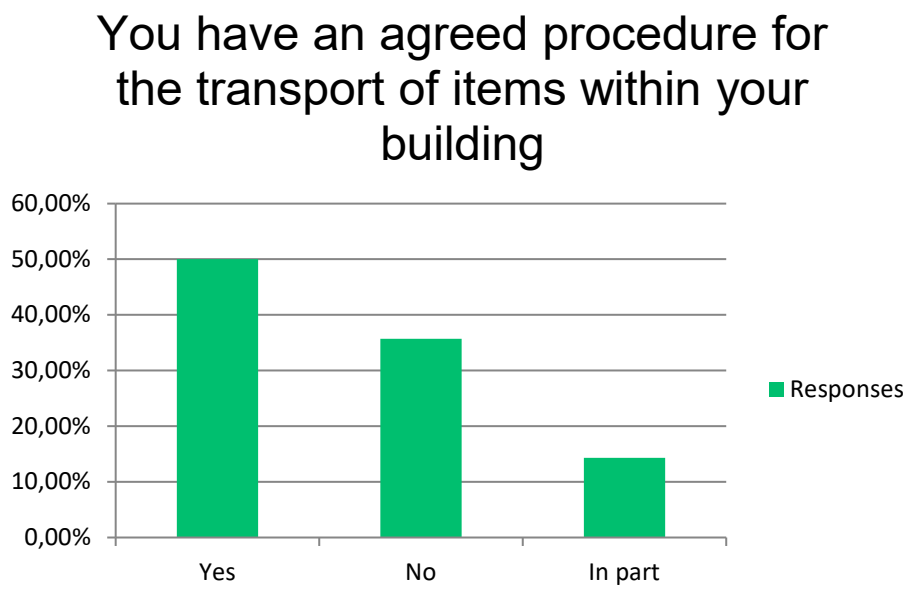
Collection items transported to and from exhibitions are accompanied by a courier

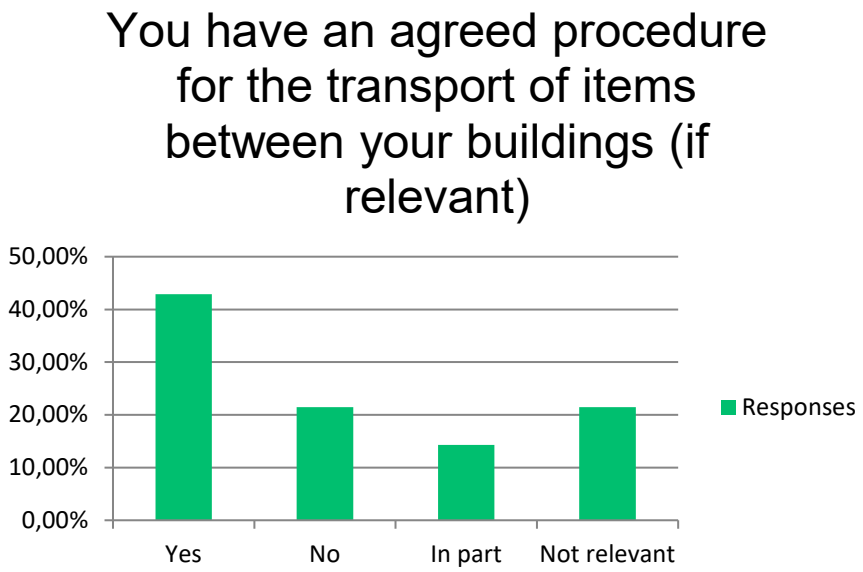


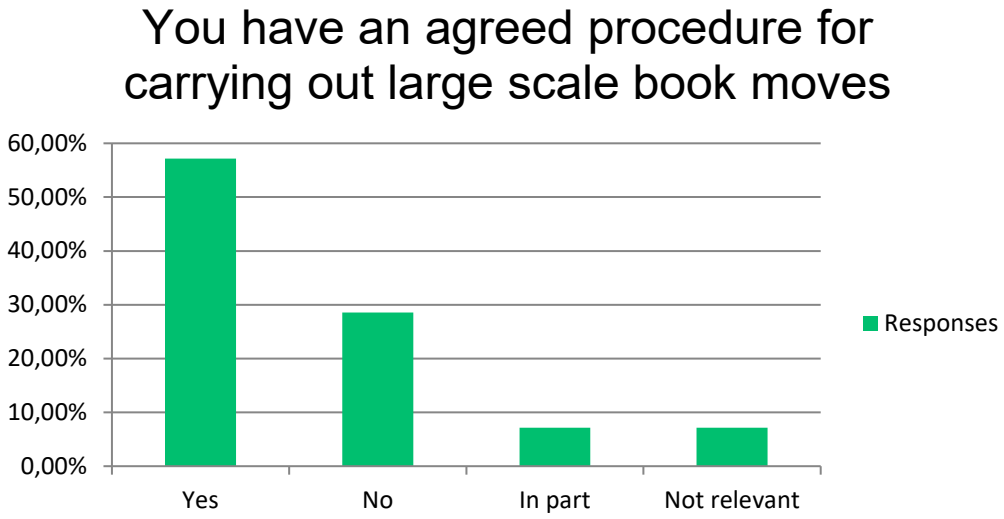
Exhibitions

- Are there any special legal issues involved in loans to exhibitions abroad? If so, where do you source your best advice?

Transport (Q 97-99)







Transport

- When drawing up procedures for transport, what topics need to be considered?