

San Francisco Public Library: Security Assessment

Project Purpose

The Controller's Office performed a comprehensive assessment of the San Francisco Public Library's security resources. The objective of the assessment, conducted from September 2013 to March 2014, was to evaluate incident reporting and tracking protocols, security staffing and deployment.

Findings

- 1. Incident Tracking and Communication:** Security incidents are reported inconsistently by Library staff and security guards due to unclear reporting standards and limited communication about incident report outcomes. There is limited information transfer between Library staff and security guards surrounding recurring security issues, and no forum for Library staff and security guards, who both interface regularly with the public and address security issues, to discuss and troubleshoot problems.
- 2. Security Staffing and Deployment:** Serious security incidents are concentrated in the afternoon throughout the system, and SFPL security staffing could better match incident distribution over the course of the day. Security guards are overstaffed in the mornings and understaffed in the afternoons, meaning that Library security often falls short of full coverage because of guard availability and issues with filling positions.

Recommendations

The Controller's Office makes 11 recommendations broken into two focus areas:

ID	Recommendation	Time Horizon
<i>Finding 1 - Incident Tracking and Communication</i>		
1.	Develop incident reporting standards	Short-term
2.	Train all Library staff and security guards in consistent Library Guideline enforcement	Short-term
3.	Devote resources toward a trained data analyst	Short-term
4.	Utilize the expanded access of the new Incident Tracker software	Short-term
5.	Form a Security and Communications Focus Team	Short-term
6.	Incorporate customer service and low-level incident management training into security guard and Library staff training programs	Long-term
7.	Devote resources to an additional DPH social worker and additional Health and Safety Associates for the branch libraries	Long-term
<i>Finding 2 - Security Staffing and Deployment</i>		
8.	Develop a new schedule based on the strategic coverage scenario	Long-term
9.	Hire additional security guards to fill coverage gaps	Long-term
10.	Devote additional resources to high incident areas such as the restrooms and express internet stations	Long-term
11.	Supplement Library security through further partnerships with SFPD and other community security resources	Long-term

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