Public Services and Security in Special Collections

Beinecke Rare Book & Manuscript Library
Yale University
New Haven, CT

About Beinecke....

- 8320 researchers (FY 11), 40% non-Yale

- 1886 new registrations (FY 11) (51% non-Yale)

- 19,614 requests (FY 11)

- 125,919 building visitors each year (FY 11)

- 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 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 mapss 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.

  - 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

- 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

	Location
	BRBL
	BRBL
	BRBL
	BRBL Computers
	BRBL Computers
	BRBL Computers
	BRBL Service Desk
	BRBL Table 01

- ⊞ Requests (2 items)
- ⊞ Patron Requests (1898 items)
- ⊞ Staff requests (450 items)
- ⊞ Loans (28 items)
- ⊞ LSF (208 items)
- ⊞ Photoduplication (322 items)
- ⊞ Exhibition (229 items)
- ⊞ NOS (147 items)
- ⊞ Classrooms (52 items)
- ⊞ Non-Processing Queues (19919 items)
- ⊞ Preservation (706 items)
- ⊞ Printed Acquisitions (2 items)

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Separating Security from Public Services

- 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 notes as 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 belongings when they leave. Staff and other visitors' belongings are also checked.

- Invested in cameras over each table in the reading room and in the classrooms, monitored at all times by another security officer.

- 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.

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.

- Developing a security mindset: recognizing suspicious behaviors, understanding the principles underneath our rules and regulations, understanding motivations for special collections thieves.

- 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 conflicting goals of public services and security.

- Discuss real world examples of special collections library thefts.

- 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.

Creating an atmosphere of trust and concern for the collections

Security Staff

- Translating a security/law enforcement background into a special collections setting.

- Proper search of bag class and confidentiality training.

- Materials recognition class.

- HIPPA certification.

- Identification of suspicious behaviors.

- International Foundation for Cultural Properties Protection 11 DVD Certification Course http://www.ifcpp.org/cipm-options/cipm-certification-options.

- Security/Control Room training.

- Upon completion of all required training, security staff are promoted to a higher pay grade.

- Security officers are fully integrated into the library staff.

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 separated

- Cross-training between the two departments and communication is essential