



July 23, 2009

Agenda Item 7.0: Branch Security Audits

TO: Sacramento Public Library Authority Board Members

FROM: Don Tucker, Director of Facilities

RE: Branch Security Audits

RECOMMENDED ACTION: None – information only.

BACKGROUND

In November 2007, staff presented a system-wide security report that included detailed security audits of four branches, Belle Coledge, Carmichael, Colonial Heights and Del Paso Heights. These audits were written in collaboration with the Library's security contractor at the time, Securitas. Since then a number of changes and improvements have been made to security systems and procedures.

1. Branch staff began performing monthly security inspections of the facilities, checking for adequate lighting levels, emergency exit alarms, lock and door security, and emergency cell phone operation among other items. These inspections are used to generate Service Request Forms (SuRF) to correct any problems noted.
2. A new security services contractor was selected through competitive bidding in March 2008. All Phase Security now provides services at seventeen Library locations. Elk Grove Unified School District provides security at the Franklin Library.
3. Video surveillance capabilities have been added to eight locations: Arden-Dimick, Arcade, Rancho Cordova, Del Paso Heights, North Highlands, Belle Coledge, Carmichael and Elk Grove. These systems are state of the art networked cameras. Surveillance systems are planned at each new Library facility. Screen shots from each location are included in the attached report.
4. In January 2009, staff committed to completing security audits at all remaining branches by the end of 2009. Security audits for Arden-Dimick, Colonial Heights, North Highlands, Del Paso Heights, Central Library, Carmichael, Elk Grove, and Martin Luther King, Jr. Libraries are included in the attached report. These audits were done in collaboration with All Phase Security.



July 23, 2009

Sacramento Public Library Authority

Agenda Item 7.0: Branch Security Audits

SECURITY AUDIT REPORTS

The attached report focuses on those branches that have had historically high security incident rates and/or recent additions of video surveillance cameras. Images from those cameras are included, along with brief descriptions of the scenes and the reasons for the camera placement.

Maintenance problems that were noted during the audits have been corrected by Library staff.

ATTACHMENTS

Attachment A: Branch Security Audits – July 2009

Sacramento Public Library Branch Security Audits, July, 2009

Security audits have been performed at ten Sacramento Public Library locations since late 2008. Library staff worked in consultation with All Phase Security and City of Sacramento Police officers to compile these audits. Similar audits will be completed at the remaining seventeen locations by the end of 2009.

Arden – Dimick
891 Watt Avenue
Sacramento, CA 95864

Date: October 2008
 Security Officers: None

Teen space, video grab taken July 13, 2009, with a view of the emergency exit and new self-check stations.



Library Hours

Security Patrol Hours

Monday	12:00pm – 8:00pm (8 hrs)	None
Tuesday	10:00am – 6:00pm (8 hrs)	None
Wednesday	12:00pm – 8:00pm (8 hrs)	None
Thursday	10:00am – 6:00pm (8 hrs)	None
Friday	1:00pm – 5:00pm (4 hrs)	None
Saturday	10:00am – 5:00pm (7 hrs)	None
Sunday	Closed	None
Total Hours:	43 hours	0 hours

Arden - Dimick Activities:

All Phase Security, Inc has not provided services to this location since our award with the Sacramento Public Library service.

The building appears to be free of damage. The community room sign is rather old and the lettering is in disrepair. The trees and surrounding landscaping are in very good condition and maintained in such a way that concealment in these areas is difficult.

Safety – Security Assessment:

Outside Lighting:

Security conducted a lighting survey on October 28, 2008. Outside lighting was functional at the time of the survey.

During the lighting survey, the following lights were found to be defective:

- | | |
|--|-----------------------------|
| 1. Patio roof outside front entrance door. | 3 of 11 were out |
| 2. Parking lot pole lights: | All lights were functioning |

These were reported to Library Facilities for repair and were corrected in early November.

** It was reported in an earlier report that numbers had been added to the light poles in the parking lot. This was to help easily identify any lights that were found to be non-functional.

**North Highlands-Antelope
4325 Antelope Road
Sacramento CA 95843**

Date: November 2008
Security Officer: Daniel Ramirez

Main reader tables, video grab taken July 13, 2009, showing a new 140 degree camera view



Library Hours

Monday:	12:00 pm – 8:00 pm (8 hrs)
Tuesday:	10:00am – 6:00pm (8 hrs)
Wednesday:	12:00am – 8:00pm (8 hrs)
Thursday:	10:00am – 6:00pm (8 hrs)
Friday:	1:00pm – 5:00pm (4 hrs)
Saturday:	10:00am – 5:00pm (7 hrs)
Sunday:	Closed
Total Hours:	43 hours

Security Patrol Hours

4:00 pm – 8:00 pm (4 hrs)
2:00pm – 6:00pm (4 hrs)
3:00pm – 8:00pm (5 hrs)
2:00pm – 6:00pm (4 hrs)
1:00pm – 5:00pm (4 hrs)
1:00pm – 5:00pm (4 hrs)
none
25 hours

North Highlands - Antelope Library Activities:

There has been increased activity at this site because of the new high school (Antelope High) however all activity has been relatively calm and free of unwanted activity. A meeting with the on site Officer Ramirez resulted in no substantial issues at the location.

Safety Security Assessment:

Outside Lighting / Landscaping:

The parking lot lighting was found to be fully functional on October 28, 2008 at 7:00 p.m. in the evening. The parking lot was well lit with very few dark areas of the parking lot. There were no areas of concerns at time of the inspection in terms of lighting. Lighting fixtures along the outside perimeter of the building could use a cleaning to remove cob wends and other small debris.

The landscaping in the area was well maintained in all parking areas and along the building perimeter. There were no areas of damage to report at the time of the inspection. All parking areas were free of signs of asphalt or concrete damage that would cause a trip hazard or other safety issue.

The view to Antelope drive while exiting the premises via vehicle is unobstructed from all angles.

**Colonial Heights Library
4799 Stockton Blvd.
Sacramento, CA 95820**

Date: November 2008
Security Officer: Keith Parsons

	<u>Library Hours</u>	<u>Security Patrol Hours</u>
Monday:	10:00am – 6:00pm (8 hrs)	2:00pm – 6:00pm (4 hrs)
Tuesday:	12:00pm – 8:00pm (8 hrs)	12:00pm – 8:00pm (8 hrs)
Wednesday:	12:00pm – 8:00pm (8 hrs)	1:00pm – 8:00pm (7 hrs)
Thursday:	12:00pm – 8:00pm (8hrs)	1:00pm – 8:00pm (7 hrs)
Friday:	1:00pm – 5:00pm (4 hrs)	1:00pm – 5:00pm (4 hrs)
Saturday:	10:00am – 5:00pm (7 hrs)	11:00am – 5:00pm (6 hrs)
Sunday:	Closed	None
Total Hours:	43 hours	36 hours

Colonial Heights Library Activities:

All Phase Security, Inc. officers have experienced customers with loud cell phones, unruly, disruptive and disrespectful loud teenagers, and at times belligerent customers; however, there no major incidents to report. All activities have been relayed to the Branch Manager Elizabeth Blood.

All Phase Vice President Tim Huntsinger met with Ms. Blood on November 3, 2008 in order to get a first hand update as to the performance of All Phase Security, Inc staff. Ms. Blood indicated that the first officer assigned to the branch was not to her liking and asked for a new officer. Ms. Blood stated she was happy with the speed of All Phase Security’s response. She felt that communication with All Phase Security, Inc would be better if she could speak directly with the vendor and sometimes felt out of the loop. Ms. Blood was provided with additional contact information for Mr. Huntsinger and was assured that any issues that she felt needed to be made directly to All Phase would be passed on to Reed Dahlberg, Sacramento Public Library Security to assure the most efficient resolution to any issues that she or her staff may experience.

Ms. Blood stated that repair requests for graffiti, lighting issues, or other maintenance items were handled quickly and efficiently and had no issues with building, lighting, or other hazards at the time of the visit.

Paladin Security continues to provide armed patrol services for Colonial Heights Library three days a week (Tuesday through Thursday) from 4:30 pm until closing. No major issues or problems have occurred during the past three months.

Safety - Security Assessment:

Outside Lighting:

Security conducted a lighting survey on November 28, 2008. Outside lighting was operational with five lights out to report.

During the lighting survey, the following lights were found to be defective.

- | | |
|---|---------------------|
| 1. Patio roof outside front door entrance | 3 burned out lights |
| 2. Parking lot poles | 1 burned out light |
| 3. Walkway light | 1 burned out light |

Note: Facilities might want to consider having the pole lights numbered, which would make it easier to identify and locate defective lighting. Light poles were numbered as noted at Arden Dimick.

Lighting could be improved by cleaning the inside of glass, which appears to be covered with dirt and debris.

Note: Size of trees has far exceeded the size of the pole lights.

Trees were trimmed and lights cleaned to improve lighting in early December 2008.

**Del Paso Heights Library
920 Grand Avenue
Sacramento, CA 95838**

Date: December 2008
Security Officer: Ray Howe

Main parking lot video grab taken July 13, 2009 from among multiple exterior views at the Library.



Library Hours

Monday:	1:00pm – 6:00pm (5 hrs)
Tuesday:	11:00am – 6:00pm (7 hrs)
Wednesday:	11:00am – 6:00pm (7 hrs)
Thursday:	1:00pm – 6:00pm (5 hrs)
Friday:	1:00pm – 5:00pm (4 hrs)
Saturday:	10:00am – 5:00pm (7 hrs)
Sunday:	Closed
Total Hours:	35 hours

Security Patrol Hours

12:30pm – 6:00pm (5.5hrs)
10:30am – 6:00pm (7.5 hrs)
10:30am – 6:00pm (7.5 hrs)
12:30pm – 6:00pm (5.5 hrs)
12:30pm – 5:00pm (4.5 hrs)
9:30am – 5:00pm (7.5 hrs)
None
38 hours

Del Paso Heights Activities:

During the past three months, All Phase Security officer Ray Howes has had the normal types of problems – loud cell phones, and disruptive, unruly, disrespectful teenagers after school between the hours of 2:50 pm and 5:00 pm.

Staff at Del Paso Heights Library continue to be very helpful and have fully supported the security staff. Many of the teenagers that have caused problems at the library have been banned for a day up to a week. When they were allowed to return, their behavior demonstrated an improvement.

The bus stop to the west of the building continues to be an area where we are experience loitering from time to time. Normally the activity is located at or near the bus stop bench and rarely becomes a problem for the library. However, the officer does have to spend some time in the parking areas when a group begins to form in order to ease the minds of library customers that their vehicles are being watched.

Safety – Security Assessment:

The perimeter of the library appeared to be in good repair upon inspection on December 28, 2008. The landscaping of the building was in good repair. All doors and windows appeared to be in good overall repair as well.

The parking lot was clean and free of debris at the time of the inspection. The surrounding sidewalks appeared to be free of trip hazards or other disrepair that may cause a safety issue.

**Central Library
828 I Street
Sacramento, CA 95814**

Date: July 2009

Security Officers: E. Hagan, F. Petros, N. Sanders, M. Cisneros, K. Baker, A. Hemaiden, T. Kaur

	<u>Library Hours</u>	<u>Security Patrol Hours</u>
Monday	0545-1045-(5hrs)	1000-2000 (10hrs)
Monday	1030-2030-(10hrs)	
Tuesday	0545-1345-(8hrs)	1000-2000 (10hrs)
Tuesday	0930-1330-(4hrs)	
Tuesday	0930-1630-(7hrs)	
Tuesday	1130-2030-(9hrs)	
Tuesday	1330-2030-(7hrs)	
Tuesday	1630-2030-(4hrs)	
Wednesday	0545-1345-(8hrs)	1000-2000 (10hrs)
Wednesday	0930-1330-(4hrs)	
Wednesday	0930-1630-(7hrs)	
Wednesday	1330-2030-(9hrs)	
Wednesday	1330-2030-(7hrs)	
Wednesday	1630-2030-(4hrs)	
Thursday	0545-1345-(8hrs)	1000-2000 (10hrs)
Thursday	0930-1330-(4hrs)	
Thursday	0930-1630-(7hrs)	
Thursday	1330-2030-(9hrs)	
Thursday	1330-2030-(7hrs)	
Thursday	1630-2030-(4hrs)	
Friday	0545-1345-(8hrs)	1000-1800 (10hrs)
Friday	0930-1430-(5hrs)	
Friday	0930-1830-(9hrs)	
Friday	0930-1830-(9hrs)	
Friday	1430-1830-(4hrs)	
Saturday	0730-1730-(10hrs)	1000-1700 (7hrs)
Saturday	0930-1730-(8hrs)	
Saturday	0930-1730-(8hrs)	
Sunday	0730-1730-(10hrs)	1200-1700 (5hrs)
Sunday	1100-1730-(6.5hrs)	
Sunday	1130-1730 (6 hrs)	
Sunday	1130-1730 (6hrs)	
Total Hours:	205.5 hours	62 hours

Central Library -Activities:

On July 8, 2009 at approximately 00:03 am, Lieutenant C. Keola arrived on site to conduct a patrol of the property. The property was inspected for transients sleeping on the library grounds as requested by the Central Library Security Coordinator Mr. Reed Dahlberg. Upon checking the library location the following was observed:

No unusual activity to report near the Shipping & Receiving area located on J Street.

Observed six unidentified individuals sleeping on the bench area located on I Street. All persons were instructed to leave the area with which they complied without incident with the exception of one Caucasian male adult with white beard who was observed sleeping on the 5th bench located east of 8th Street. This unidentified male failed to respond to the request to leave the property. All Phase Security Dispatch was notified and Sacramento Police Department was dispatched to location to assist.

Safety – Security Assessment:

Outside Lighting:

On July 8, 2009 at approximately 00:20 am Lieutenant C. Keola conducted a Safety Security Assessment of the area checking the lighting and the landscaping. Upon doing so, the following was observed:

Lighting - (1) the lights above the J Street library book drop off area are out. (2) The lights above the Shipping & Receiving door are flickering on and off. (3) All lights for the Galleria area with exception of one light located on the 9th Street side entrance area were off. These lights were reported to and repaired by Library Facilities staff.

Landscaping - No report and or observation of property damage of building. This is to include graffiti, broken window, damaged doors and locks, etc. The I Street entrance area will be thoroughly cleaned and reconfigured on July 27, 2009.

**Carmichael Library
5605 Marconi St.
Carmichael, CA 95608**

Date: July 2009

Security Officer: Michael Crandell

Laptop area video grab taken July 13, 2009, showing an area where previous thefts had been reported.



	<u>Library Hours</u>	<u>Security Patrol Hours</u>
Monday:	Closed	None
Tuesday:	1400-2000 (6 hrs)	1100-2000 (9hrs)
Wednesday:	1400-2000 (6 hrs)	1100-2000 (9hrs)
Thursday:	1300-1800 (5 hrs)	1000-1800 (8hrs)
Friday:	1300-1700 (4 hrs)	1300-1700 (4hrs)
Saturday:	1200-1700 (5 hrs)	1000-1700 (7hrs)
Sunday:	1100-1700 (4hrs)	1100-1700 (8hrs)
Total Hours:	30 hours	45 hours

Carmichael Library Activities:

All Phase Director of Operations Fred E. Bess Jr. had a scheduled meeting with Ms. Shelly Andrews on Thursday 7/2/09 to discuss the following activities and or events;

The on-site security officer will conduct continuous exterior patrols of the parking lot area to keep a visual of any unusual activity (i.e. vehicle break-in, theft, vandalism, etc.).

The on-site security officer will conduct continuous interior patrols of the library to monitor the following; (1) Loud activity. (2) Unauthorized use of Library equipment (computers). (3) The on-site security officer will monitor the activity of teenage individuals entering the facility. (4) The on-site security officer will give the patrons a 15 min closing notice to make sure that all persons are out of the library no later than 1800 hrs. (5) The on-site security officer will enforce, along with the on duty librarian, the "Rules of Conduct" related to anyone failing to comply with the library policies. In addition, if a person violating this policy is observed near and or inside the property area, the Police Dept. will be notified immediately. (6) While monitoring the interior/inside of the library, the on-site security officer will monitor the use of cellular phones by patrons.

Emergency and or Hostile Environment Issues-The on-site security officer has been instructed to contact the police department immediately in the event that they observe any unusual activity. In addition, officers are to notify dispatch and give the deposition of the event.

Safety Security Assessment:

Outside Lighting / Landscaping:

On July 7, 2009 at approximately 23:12 hrs Lieutenant C. Keola conducted a Safety Security Assessment of the area checking the lighting and the landscaping. Upon doing so, the following was observed:

Lighting: Conducted exterior light checks on all lights attached to the building. Observed that all lights were currently working.

Landscaping: No report and/or observation of property damage to building. This includes graffiti, broken windows, damaged doors and locks, etc. In addition, there were no reports of any unusual activity.

**Elk Grove Library
8900 Elk Grove Blvd
Elk Grove, CA 95820**

Date: July 2009

Security Officers: B. Peoples, C. Okoroacha

Main service desk, first floor video grab taken July 13, 2009. Service desk views help in researching incidents at this key point of contact.



	<u>Library Hours</u>	<u>Security Patrol Hours</u>
Monday:	1300-1700 (4hrs)	1200-2000 (8hrs)
Monday	1600-2000 (4hrs)	
Tuesday:	1300-1700 (4hrs)	1200-2000 (8hrs)
Tuesday	1600-2000 (4hrs)	
Wednesday:	1000-1600 (6hrs)	1000-1800 (8hrs)
Wednesday	1400-1800 (4hrs)	
Thursday	1000-1600 (6hrs)	1000-1800 (8hrs)
Thursday	1400-1800 (4hrs)	
Friday:	1300-1700 (4hrs)	1300-1700 (4hrs)
Saturday:	Closed	1000-1700 (7hrs)
Sunday:	Closed	None
Total Hours:	43 hours	43 hours

Elk Grove Library Activities:

On Thursday July 9, 2009 patrol officer Andre Nevrov met with the on-site librarian to discuss any unusual activities that may have occurred within the last month, as well as reporting any concerns that may have occurred recently. Upon discussing these issues with the librarian, the following topics were discussed:

Parking Lot and Reserved Areas: It has been reported that materials have been stolen from that area. This includes vehicle break in, vehicle theft, etc. On-site security officers are aware of the situation and they are conducting heavy patrol in the parking lot area.

Safety - Security Assessment:

Outside Lighting:

On July 8, 2009 at approximately 00:56 hrs Lieutenant C. Keola conducted a Safety Security Assessment of the area checking the lighting and the landscaping. Upon doing so, the following was observed:

Lighting: Conducted exterior light checks on all lights attached to the building. Observed that one (1) wall globe light located at the bottom left area of the parking lot side entrance was out. One (1) wall globe light located at the bottom left of the Elk Grove Blvd entrance was out as well. These lights have been reported to Library Facilities staff and repaired.

Landscaping: No report and/or observation of property damage to building. This includes graffiti, broken windows, damaged doors and locks, etc. In addition, no reports were made of any unusual activity.

**Arcade Library
2443 Marconi Ave.
Sacramento, CA 95821**

Date: July 2009

Children's area video grab taken July 13, 2009. Children's areas are a top priority for video surveillance capabilities in all locations.



	<u>Library Hours</u>	<u>Security Patrol Hours</u>
Monday:	1000-1800 (8 hrs)	1400-1800 (4 hrs)
Tuesday	1200-2000 (8 hrs)	1600-2000 (4 hrs)
Wednesday:	1200-2000 (8 hrs)	1600-2000 (4 hrs)
Thursday	1000-1800 (8 hrs)	1400-1800 (4 hrs)
Friday:	1300-1700 (4 hrs)	1300-1700 (4 hrs)
Saturday:	1000-1700 (7 hrs)	1300-1700 (4 hrs)
Sunday:	Closed	None
Total Hours:	43 hours	24 hours

Arcade Library Activities:

Ms. Barbera Bass is the Arcade Library Branch Supervisor and supervises approximately six library staff members. The Arcade Library maintains a high volume of patron traffic from the community. Incidents are very low and mostly involve noisy teens. The assigned security officer, along with librarians, will enforce the "Rules of Conduct" with anyone who fails to comply with established library policies. The assigned security officer will conduct continuous exterior patrols of the parking lot area and grounds to keep a visual of any unusual activity, such as parking issues, campers, vehicle break-ins, theft, vandalism, etc.

The assigned security officer will conduct continuous interior patrols of the library facility to monitor the following: Loud, disruptive activity; any unauthorized use of library property, such as computers, etc.; and monitor the activity of minor individuals entering the facility.

While monitoring the interior of the library the security officer will be alert for the improper use (excessive volume/noise) of cellular phones by patrons.

The security officer will assist library staff in closing the library at the end of the day.

Outside Lighting & Landscaping:

Lighting: Exterior lighting is in place, appears to be in good working order, and adequate for the facility and grounds.

Landscaping: The building and grounds are well maintained and pose no apparent safety hazards. No damage to the property (building, parking lot, grounds) can be detected. Doors (including locks) and windows are of good construction and adequately secured.

**Martin Luther King, Jr. Library
7340 24th Street Bypass
Sacramento, CA 95822**

Date: July 2009

Martin Luther King main service desk video grab taken July 15, 2009. The view from behind the service desk is important in some incident investigations.



	Library Hours	Security Patrol Hours
Monday:	1200-2000 (8 hrs)	1200-2015 & 1200-2000 (16.25hrs)
Tuesday:	1000-1800 (8 hrs)	1000-1815 & 1000-1800 (16.25hrs)
Wednesday:	1000-1800 (8 hrs)	1000-1815 & 1000-1800 (16.25hrs)
Thursday:	1200-2000 (8 hrs)	1000-1815 & 1000-1800 (16.25hrs)
Friday:	1300-1700 (4 hrs)	1300-1715 & 1300-1715 (8.50hrs)
Saturday:	Closed	None

Sunday:	Closed	None
Total Hours:	36 hours	73.50 hours

Martin Luther King, Jr. Library Activities:

The Branch Supervisor is Ms. Bess Chen, who supervises approx. eight library staff members. The library services a high volume of traffic. Patrons include all age ranges. A large number of patrons are youths. The two on-site security officers conduct continuous interior & exterior patrols of the library. This includes the parking lot area to keep a visual of any unusual activity (i.e. vehicle break-in, theft, vandalism, etc.). Interior patrols of the library to monitor the following; (1) Loud activity, (2) Unauthorized use of company equipment (computers), (3) The on-site security officer will monitor the activity of teenage individuals entering the facility. (4) The on-site security officers will give the patrons a 15 min closing notice to make sure that all persons are out of the library no later than 1800 hrs, (5) the on-site security officers will enforce along with the on duty librarian the "Rules of Conduct" to anyone who fails to comply with the library policies. In addition, if any person who violates this policy is observed near and or inside the property area, the Police Dept. will be notified immediately. (6) While monitoring the interior/inside of the library the on-site security officer will monitor use of cellular phones by patrons. Emergency and or Hostile Environment Issues- The on-site security officer has been instructed to contact the police department immediately in the event that they observe any unusual activity. In addition, they area to notify dispatch and give the deposition of the events.

Safety Security Assessment:

Video Surveillance Camera System

The library is equipped with an effective video surveillance camera system. Six cameras are installed in the interior of the library at strategic locations. Two cameras are located at the exterior. Locations include, but are not limited to, reference desk, computer areas, facility entrances (patron & staff), restroom entrances, parking lots, and stacks. A large monitor is visible upon entry to the library, making it know to all who enter that video surveillance is being conducted. The cameras are accessible via library staff PC terminal to monitor and review activity. The camera system has proved to be effective in identifying persons responsible for theft, and other prohibited behavior.

Outside Lighting / Landscaping:

Lighting: Exterior lighting appears to be in good working order and adequate to the area.

Landscaping- No observation of property damage of building. This includes graffiti, broken windows, damaged doors and locks, etc.