



QUARTERLY AND FINAL REPORT FORM

Fiscal Year 2017-2018

COUNTY OF HUMBOLDT – MEASURE Z Report Form

Department Name: Humboldt County Library Report Date: July 18, 2018

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Please attach a narrative report addressing the items outlined in section I below. Feel free to attach any other relevant materials or reports.

I. QUARTERLY NARRATIVE (please attach a maximum of 1 page, exclusive of attachments)

A. Results/Outcomes

- 1. Please describe the Measure Z activities completed and/or total numbers served or reached.
- 2. What difference did Measure Z funding make in our community and for the population you are serving? Please discuss evidence of effect (e.g., community indicators, outcomes, etc.). *If you have evaluation materials that document outcomes and impacts of your work, feel free to attach them in lieu of answering this or other questions.*
- 3. Describe any unanticipated impacts of receiving Measure Z funding, positive or negative, not already described above.

II. FINAL SUMMARY REPORT (please attach a maximum of 2 pages, exclusive of attachments)

A. Lessons Learned

- 1. Describe what you learned based on the results/outcomes you reported in Section A above and what, if any, changes you will make based on your results/outcomes.
- 2. What overall public safety improvements has your organization seen as a result of receiving Measure Z funding?

Measure Z Final Summary Report – Fiscal Year 2017-18 – Quarterly Narrative

A. Results / Outcomes

1. The Humboldt County Main Library in Eureka serves on average 100 patrons per hour and open 30 hours per week. In addition to the walk-in traffic, there are those members of the public who chose to use the Library's grounds for other and more nefarious activities. That amount of traffic and questionable activity has proven to be too much for the library staff to comfortably handle, both from a time consuming and skill level perspective.
2. Having a security guard on-site during all open hours this past year, thanks to Measure Z funding, has proven to have a noticeable improvement and one that is simply unachievable otherwise. Library staff have been unburdened from dealing with difficult and time consuming patron behavioral interactions – and those more appropriately handled by a security guard in conjunction with Eureka Police Department. As staff, we have been able to redirect our focus more to library orientated tasks. Daily calls to the Eureka Police Department are common – mostly for behavioral issues related to narcotics, mental illness and overall belligerence from a small, but highly vocal and visible, segment of our patron base. In this past year we have experienced an uptick in unacceptable behavior necessitating the need for police assistance, use of Narcan, regular complaints from our patrons regarding inappropriate use of our public restroom, etc.
3. We were pleasantly surprised to find how over time and as our patrons became familiar with our regularly assigned security guard, patrons would actually ask for him by name when they felt they could use his assistance. Other times, they would seek him out independently of Library staff. Our patrons quickly developed a comfortable relationship with the security guard, welcomed his presence and often expressing to staff their relief, knowing security – beyond library staff – was available. They, too, were feeling overwhelmed with our security needs were questioning whether or not they wanted to continue using the library for their personal and professional needs.

Having a security guard on-site during all open hours has not only relieved the staff from a time consuming task, but obviously has made our patrons more comfortable in using our services.

Measure Z Final Summary Report – Humboldt County Library – Fiscal Year 2017-18

A. Lessons Learned:

1. Based on the results of having a Library Security Guard on-site during all open hours has proven what we suspected – enforcement of the Library’s Safe Use and Conduct Policy is more effectively enforced when patrons are approached by a person in uniform. The uniform alone demands compliance and authority when dealing with non-compliance behavior.

A contracted security guard, who is part of a larger pool of employees who are fully trained and equipped to deal with difficult public safety situations is far more efficient than one library staff person who is assigned to the task. As a contracted service, there is a built-in employee substitute system. As will always be the need, when the security guard is unable to report to work (vacation, illness, etc.), a contracted substitute can be asked to report on that person’s behalf. Library staff are not asked to ‘fill-in’ as it would be.

2. With Measure Z funding, we are able to ensure we have effective security guards assigned to our facility – with one primary security guard assigned, he has become familiar with the activities taking place in and around the facility. The public acting outside of our Safe Use and Conduct Policy have learned they will be asked to leave the facility if they are repeaters. These patrons are now much less likely to go unnoticed or have their behavior reported to us by other patrons. Security is continuously walking the grounds and inside and out; therefore, likely to rein in on unwelcomed behavior before it becomes a reportable issue. Being proactive, rather than reactive, makes the library a much more welcoming space for everyone, staff and public alike.

Prior to employing a security guard, the library staff was always in a reactive mode. We did not have the time dedicated to monitoring public behavior in and outside the premises.