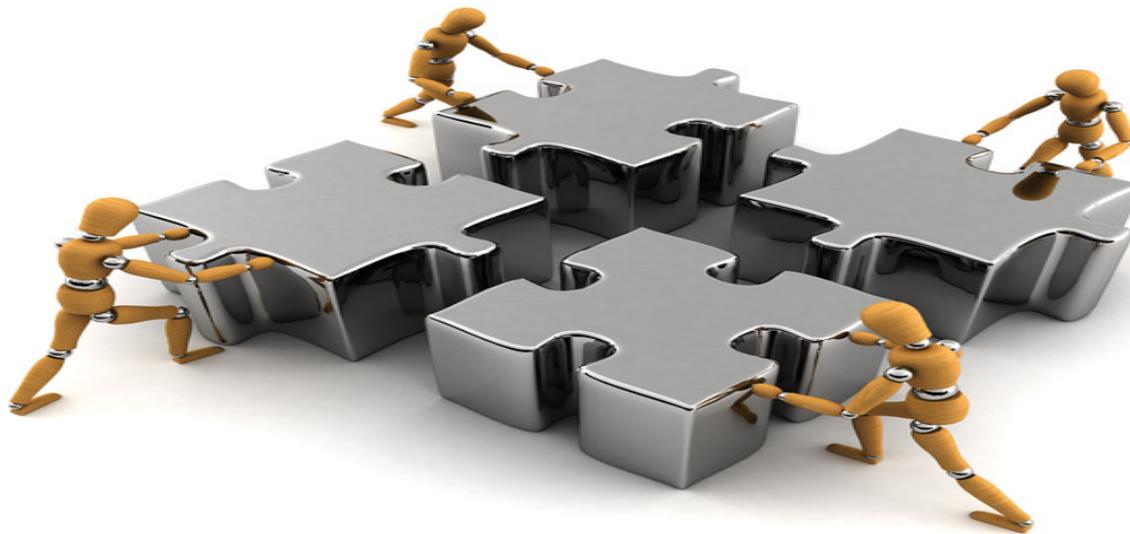


APL Security/Custodial Working Together Making the Puzzle Work



Marti Cascio, Custodial/Security Manager

Security

- Security Team Makeup
- ASH Task Force
- Security Cameras
- Training

SECURITY

- Security Supervisor, St John Requejo
- 2 Additional Security Officers – FY 10/11
 - ✓ 1 – Lead, 1 Guard
- Total = 14 Security Guards + Supervisor
- Balancing customer service with Security responsibilities

Security

- Formed in January 2007
- “Addressing Security & Harassment Issues at APL” ASH Task Force
- Original issues were “realities that made staff feel unsafe in the workplace” according to city-wide employee survey
- Listening to the Workforce
 - In 2007 - 47%

Security

- Other factors that contributed
- Electronic reporting system – APL wide
- Increase in incidents and escalating in intensity
- Security Cameras – project initiated to design, purchase, and implement a full security camera surveillance system...

Security

➤ Project:

- ✓ 01/01/08 - Research for video surveillance system begin in
- ✓ 06/02/08 – Created
- ✓ 07/28/08 - Installed indoor network cameras at Faulk
- ✓ 09/09/08 – Installed 2 outdoor cameras at Faulk

➤ Current :

- ✓ Central and History Center
- ✓ 11 Branch locations
- ✓ Recycle Reads

Security

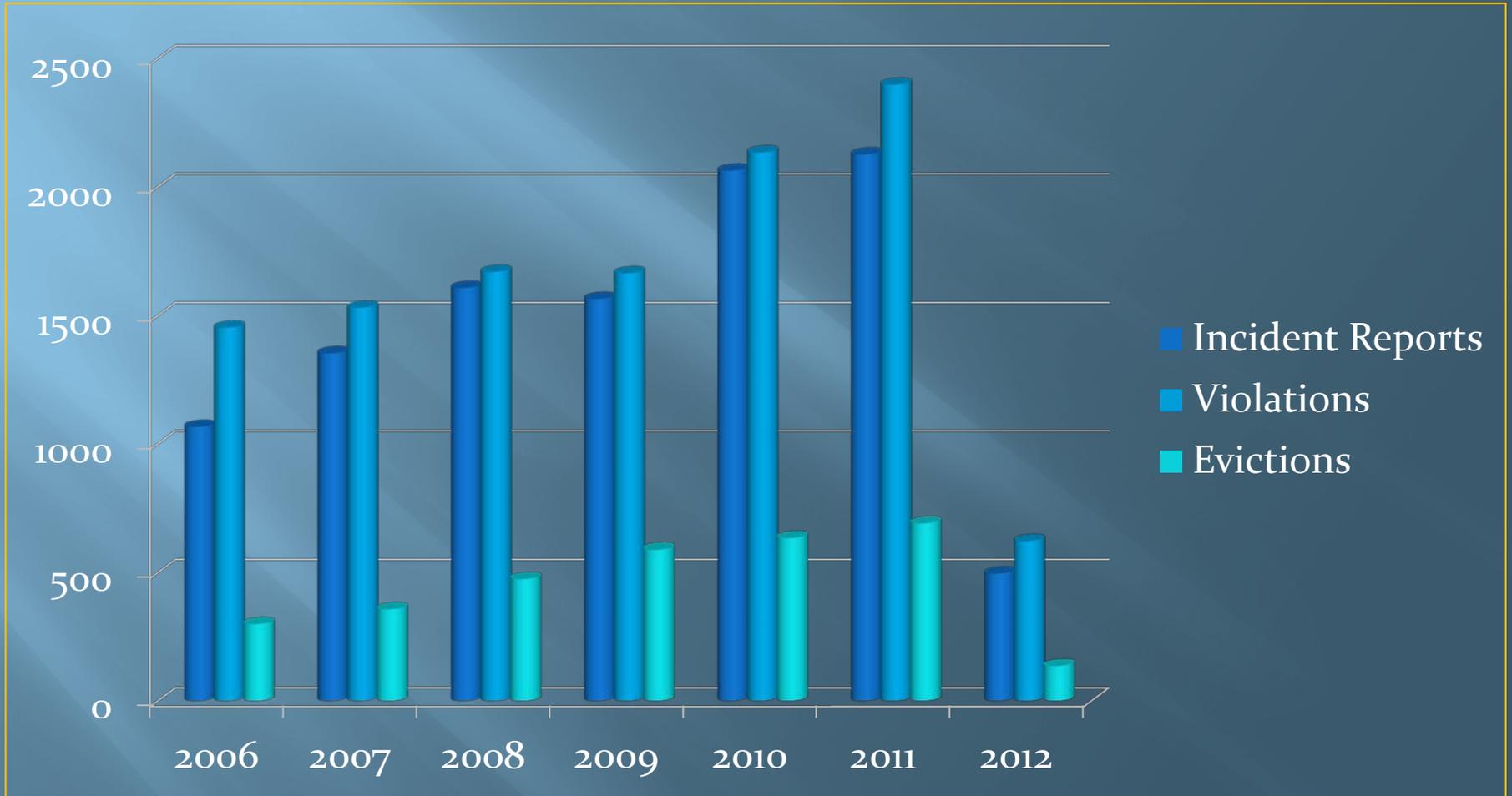
➤ Branch locations

- ✓ AUH/AWP/ARZ/ASE/ALW/AOS/ACB/ASJ/AHO/ANV/ATO/
ATB/AOQ
- ✓ Recycle Reads

Security

- Camera Training
 - ✓ Security guards received training on operations of cameras on 08/25/08
 - ✓ On-going with the increase in type and number of cameras installed

Security



Security

- Focusing/balancing customer Service and Security duties
 - *Treat customers as you want to be treated.*
 - *Tactful and Respectful approach.*
- Reinforcing consistency of policy enforcement
- Addressing the issues noted in 2007 has increased the security felt by staff
- Listening to the Workforce
 - In 2012 54%

Custodial



Custodial

- Custodial Staffing
- Adding 2nd Shift/On-Call
- Training
- Going GREEN –
 - Inventory Solution/Dilution/Dispensers

Custodial

- Supervisor , Walter Culberson
 - 2 Lead Custodians
 - 10 Custodians
- Total - 12 staff assigned to maintain a clean and welcoming environment for 24 buildings

Custodial

- **Added – 1 Person Second Shift/On-Call**
 - Responds to emergency clean-up calls
 - Supports clean-up of heavy traffic branches
 - Provides support for special functions
 - Weekend maintenance of John Henry Faulk and other branches with heavy visitor traffic

Custodial

- Custodial training enhanced to include Security
- CPR/AED and other applicable training by APL Safety Officer
- Vendor Demo Training
- Training as available

Custodial

- **GREEN Initiative**
- **Inventory Solution/Dilution/Dispensers**
 - ✓ **Cost savings with Dispensers**
 - ✓ Dilution
 - ✓ Hand wash total cost per year
 - ✓ Annual savings with FMX system \$843
 - ✓ Labor cost per year
 - ✓ Annual savings with FMX system \$276
- **Annual savings with FMX system = \$1,119 or 27⁰%**

Custodial

➤ Paper Products

➤ Annual Paper Costs

✓ C -fold cost per case	\$19.71	
▪ Annually usage - cases		561
▪ Annual Cost		\$11,057
✓ Emotion cost per case		\$55.87
▪ Annually usage - cases		161
▪ Annual Cost		\$8,995

➤ **Annual Savings of 18.65%**

Custodial & Security

Working Together to maintain a clean and safe Library environment for staff and customers.

Thank you!