

Evaluating Collection Security

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Introducing Perpetuity

- A 'spin-out' company from the University of Leicester
- Commitment to bridging the link between academia and practice



Other projects

- Are security guards effective?
- Why do people commit fraud?
- What causes indiscipline in schools?
- What drives persistent offenders?
- Are robberies preventable?
- What causes false alarms?
- Does CCTV work?



Background

- Information is limited regarding the security of major library collections
- It is believed to be a growing and significant problem



The problem

- Stealing can vary from the non-return of legitimately borrowed library books to deliberate theft
- Deliberate mutilation can involve the highlighting or annotating of a reference document to the removal of coloured plates from rare and valuable books



Main conclusions

- Libraries are clearly vulnerable to a range of criminal threats and more needs to be done to reduce the dangers identified
- That there is strong commitment to security, but significant scope for improvement



Conclusions

- Whilst there is rightly a push for many libraries to provide maximum access to their Collections, this is not currently balanced by a commensurate drive to protect the Collections from theft and abuse



Mystery Shopping

- Previously done work in retailing
- Understanding security loopholes
- Very specific knowledge
- Means of highlighting realities
- Staff do not know about these



Does CCTV Work?

- What is the problem?
- Why is CCTV the best solution?
- Do you properly understand the risks?
- Are staff trained? Is it managed well?
- Is there a good response?



Are security guards effective?

- What do you want them to do?
- How do they fit in with overall strategy?
- Are they properly managed and trained?
- Is the company supported and integrated?



What drives persistent offenders?

- Needs
- Opportunities
- Knowledge networks
- Skill sets



Key points

- More general staff awareness of how they can help
- A security culture
- Awareness of blind spots needed
- Access needs to be controlled
- Instructions for borrowers needs to be clearer, they can help too



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