As a CCPL employee, has there ever been a time where you were placed in an unsafe situation? If yes, please explain the situation and how it was handled.

The wording on this question is so misleading and poorly worded that I am unable to answer it completely, with one little blank to explain my answer. The survey should be reissued, after being redesigned.

As being a public service oriented profession, situations do arise. Since the library has a appropriate behavior policy most patron interactions that escalate are quickly and professionally dealt with. I always felt supported in my patron interactions from both managers and director. Difficult patron interactions have increased since the board of commissioners and library board members effectively condoned a small groups decision to villainize the library profession and their own employees. While coworkers, managers, and the director have the employees safety in mind, the commissioners and library board do not.

I have been in many unsafe situations as a library employee over the years. I will not describe specific ones in detail because patron privacy is a thing and we deal with many unique situations. I have been hit, spit on, kissed without my consent, received a phone call where the male caller was actively masturbating to my voice, had staplers, books and rulers thrown at me, I could go on and on and on. Library management and directors have always had my back to help in these situations. I will say, however, that during the last two years, the inaction by the commissioners and the library board to discourage abuse of us as county employees has put us in many unsafe situations at work and in the community. I have actively walked out of appointments, grocery stores, church, and more because I was being accosted for being a library employee. When we tried to communicate that to the commissioners and the board we were called "whiney" and "females using crocodile tears." So that was how it was handled. Instead of helping, they support the people who do it.

Board announced in November or December that anyone checking out books to a minor that represented kissing, grinding, sex, sexual education, etc. could be arrested. I am afraid every day that I am being set up by someone on the board. We have many children/teenagers that are active readers and read above their grade level. I have never said no to a child when they have given me their library card. Their parent's signed for it and if they are 14, they can also have their own library card. I never know if they are testing me by the board and if I will be arrested and be on the front page for doing my job. I know I supported by my supervisor and my Director; but statements by the CCPLS Board make me fear that I might not go home at night because I protect the right for free learning for all.

Every current board meeting (since the new library board started their term) creates an unsafe work environment/situation for library staff and patrons.

I am taking this question as physically unsafe which the answer is no. But emotionally unsafe 100% these last 2 years have been exhausting. The amount of time and energy spent is

I've been at the library board meetings and leaving when have been verbally attacked by patron. And have been called a liar by a board member when asking a question in the lobby of the library. The board has contributed to the anxiety that the staff feels. Most boards are here to promote the entity the are representing. The current board is tearing the staff down with their own agenda. It makes the work environment tough to deal with. And also then we have patrons come in and make people feel uncomfortable.

There are members of the community that now feel they are justified to threaten, ridicule, accuse, blame, and shame CCPL employees for doing the job we are hired to do. Many librarians feel it is their duty to provide library materials for ALL members of the community, regardless of personal beliefs and preferences. This philosophy is also part of CCPL mission statement and the collection development policy. The overall feeling is that managers and the director are doing there best to protect and support their staff in this. Their efforts feel redacted and unsupported by the board. I cannot feel safe at my job where choose to uphold the mission statement and CDP, because it is the right thing to do, but may be endangering myself personally, my co workers, and/or my employment.

First of all, there is physical safety and there is psychological safety, and both should be protected for County employees. We've seen an uptick in unfamiliar members of the public - people who are not regular library patrons - loitering in the building, making critical remarks about books on the shelf, and being disrespectful to library staff. We don't know these people, and have no idea whether they are safe in the physical sense. We are also not safe psychologically; it is not safe to do our jobs when we are under constant threat of criticism or worse. Regularly, members of the public attend Library Board meetings and make disparaging, or even threatening, statements about the library staff. Some have even called for people to be fired, which of course, is not the public's role or responsibility. Rather than correct or stop this type of behavior, the members of the Library Board seem to ignore it or expect staff members to "just take it." None of us are the Director, who is the only public official. All of us are county employees doing our jobs. The members of the Library Board, with the exception of Charlie Anderson, seem unable to comprehend this or take any action to protect county employees. I will also extend this criticism to the County Board of Commissioners, who seem to be more inclined to try to find fault with library employees than to protect them from the public's ridiculous, demeaning behavior. I will also extend this criticism to the County HR department, who seem to be aware of the problem but unwilling to make a strong statement to either the Library Board or the County Commission in defense of county employees. It is a hostile work environment.

Due to the nature of the event if I give any specific information my survey will not be anonymous. But my manager and director handled the situation well.

Dealing with the public always has a measure of unsafety to it. "Handling" these situations comes with training beforehand, and support afterward. Both of which I have received from my direct manager.

I worked on the Monday night that a man came into the building and told our staff that it was not safe for us to return to work the next day. This was 2021.I haven't felt safe since. I'm not afraid of our patrons, I'm afraid of extremists that have been told that we are pedophiles and groomers and might want to initiate a mass shooter event. I'd also like to say that our library board has never corrected that narrative nor have our county commissioners. My coworkers, managers, and director have been supportive and have dealt with an immense amount of abuse by certain members of the public.

I have been fortunate to not have had to deal with any disgruntled patrons (namely those that are challenging books and their location in the library). However, I can see myself potentially feeling unsafe were I had to deal with those patrons.

I have had a male patron invade my personal space and put his hands on me repeatedly. Right out in the open of the library. However, there wasn't another coworker or manager around to help me. I did my best to not get upset and to manage on my own and talked to a manager about it later. There was a great deal of talk about the need to improve what is written in the safety manuals about this kind of situation and the need to get practice dealing with this. While there is now more focus on others helping each other, there is not a better policy in place to my knowledge that would have

made me feel empowered to do more to deal with that patron. I have been given many "should have" solutions, but that is unhelpful and makes things worse. I have also been in the building while community members who are very unhappy with the library have been in and while there wasn't a specific danger or threat, their presence and attitude towards employees creates incredible anxiety. One cannot call us groomers or pedophiles in a public meeting and then expect the staff to feel comfortable around them while they are in the library complaining but refusing to see a manager. It isn't safe.

There have been times where I have been confronted by an upset patron while I was alone in my department. While trying to de-escalate the patron I emailed the manager for help so I wasn't alone.

There is a very real concern that the Board's words and actions will result a person or persons harming library staff. It was very similar rhetoric that led to an armed man entering a pizza restaurant under the assumption that children were being harmed on the premises. In a country that has been rocked by one violent act after another, having a Board that actively inflames the public is irresponsible. They have done nothing to de-escalate the situation. Instead, they have actively worked with a recognized hate group to continue to spread disinformation.