

Upper Hudson Library System
presents
Black Belt Librarians
featuring

Warren Graham

on

Wednesday, March 4, 2009

9:00 AM - 4:00 PM

at

Guilderland Public Library

2228 Western Avenue

Guilderland, New York

Warren Graham is nationally renowned as an expert of day - to - day library security procedures. He has been a security professional for twenty-five years, and he spent the last seventeen years as the Security and Safety Manager for the Public Library of Charlotte and Mecklenburg County, North Carolina, developing and overseeing their program. Some of the areas he will address are:

- Essential elements of a truly effective security program;
- How to inform patrons of rules in a way that will most ensure compliance;
- How to recognize levels of emotion that a patron may be in and strategies on how best to respond;
- Ten maxims of security no matter the size of your library;
- Easy ways to document your security and safety matters.



Black Belt Librarians Workshop featuring Warren Graham

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Cost: \$25.00 - Breakfast and lunch included

Please make checks payable to: Upper Hudson Library System

Names: _____

Library: _____

Phone: _____ **Email:** _____

For additional information contact Jo-Ann Benedetti (518) 437-9880 x225

or email: Jo-Ann@uhls.lib.ny.us