

Moline Public Library
presents
Black Belt Librarians
featuring
Warren Graham
on
Tuesday, March 9, 2010
8:00 AM - 12:00 PM
at
Moline Public Library
3210 41st Street
Moline, IL 61265

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
Tuesday, March 9, 2010 at 8:00 AM - 12:00 PM at Moline Public Library
Cost: \$45.00 – Breakfast included Space is limited so act fast!
Please make checks payable to: Moline Public Library

Names: _____

Library: _____

Phone: _____ **Email:** _____

For additional information contact Sue Wheatley (309) 524-2443

or email: swheatley@molinelibrary.org