

TOWN OF TWO HILLS PUBLIC LIBRARY BOARD POLICY MANUAL

APPENDIX K

(Policy #801)

ROBBERY PREVENTION STANDARDS

KEEP THE CASH REGISTER FUND TO A MINIMUM.

- Remove all \$10 and \$20 bills as soon as you receive them.
- Advertise the policy.
- Ask customers for exact change or the smallest bill possible.
- Keep bait money (several bills with recorded serial numbers) in the cash tray for positive identification in the event of a robbery.

KEEP THE SALES COUNTER IN CLEAR VIEW FROM OUTSIDE THE LIBRARY

- Move any posters or displays that block the registers from view outside.
- After dark, remove any displays a robber could possibly hide behind.
- Make sure you can see out and the police or passersby can see in.

MAKE THE STORE ATTRACTIVE TO CUSTOMERS, UNATTRACTIVE TO ROBBERS

- Keep the store neat and clean.
- Keep it well stocked.

GIVE A FRIENDLY GREETING TO EVERYONE WHO ENTERS THE STORE.

- Look them directly in the eyes.
- Ask persons alone if they need assistance. Customers like the attention and robbers don't.
- Ask the customer ahead of someone suspicious, "Are you together?" The customer will usually turn around to look at the person and then may be able to help make an identification.

SPOT POSSIBLE HIDING PLACES OUTSIDE THE STORE.

- Notice possible escape routes from the store.
- Locate outside phone booths or other hiding places.
- After dark; observe lighting and dark corners.

KEEP ALERT AT ALL TIMES.

- Notice what is going on outside the store.
- Be aware of cars parked across the street or off to one side of the lot.
- Look for anyone who may be watching the store or loitering in or around it.
- If they do not leave, call the police and ask for a patrol check.

TAKE EXTRA PRECAUTIONS AFTER DARK.

- Drop money into your safe. Don't hide it in a drawer or under the counter.
- Check each night to see that outside lights are on and working.
- Operate one register late at night through early morning. Open the empty unused register drawer and tip it for display.
- Run an "empty register"...just \$5's, \$2's, and change.

Source: Information reproduced with the permission of 7-Eleven Stores

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