

CENTEGIX® Impact Story

Across Branches & Jurisdictions: Helping CALS Respond Faster When Staff Need Help



**CENTRAL
ARKANSAS
LIBRARY
SYSTEM**



350,000

local population
served



20

locations, including
15 libraries



6

emergency response
jurisdictions



2022

became a CENTEGIX
customer

The Challenge

- For the Central Arkansas Library System (CALS), safety must work across a distributed network of branches, staff, patrons, and properties.
- Along with its flagship library in Arkansas's capital city, CALS operates 14 branches in addition to a maintenance facility and four other properties. The system is geographically dispersed across two counties and served by six different emergency response jurisdictions.
- Communication across branches can be difficult because of the distance between them, and coordinating by phone is not always the most reliable way to quickly reach the right people during an emergency.

The Incident & Response

- That challenge came into focus during a library program at one CALS branch, when an altercation broke out between two patrons. A staff member used a staff alert to notify the branch manager and safety staff that assistance was needed. The alert told responders which staff member needed help and their current location, helping them get there quickly and safely.
- The branch manager and assistant manager responded immediately, identified the issue, and acted according to library policies and procedures. Support staff were able to respond quickly, deescalate the situation, and declare it resolved with a positive outcome.

The Outcome

- The situation was handled without complaint, and CALS noted that without that quick response, the event could have spiraled out of control and someone could have been injured. More broadly, the incident reflected the importance of enabling fast, local response across a distributed library system.
- CALS believes staff are more confident in the organization's response to staff alerts and potential lockdowns, and monthly testing at all branches helps reinforce that confidence by allowing staff to participate in the process and experience how the system responds in real time.

"The CENTEGIX system can dramatically reduce response times in crisis situations – it's a key part of our safety infrastructure."



Stuart Nichols
Safety Manager, Central
Arkansas Library System