



## PROCEDURE

SECTION: 4.8.a

SUBJECT: Incident Report

The following procedures will provide guidelines for the safe, consistent enforcement of the Rules of Conduct; provide a method for sharing information with all staff at all locations about customers who violate the Rules of Conduct; provide a method of documentation of a person's behavior; and provide a method for documenting accidents on library property, whether work-related injuries to library staff or injuries to the public.

**APPROACHING CUSTOMERS WHO VIOLATE LIBRARY POLICIES (Rules of Conduct)**

When a violation, or potential violation, of the Rules of Conduct occurs within view of a staff member, it is the responsibility of that staff member to take immediate action, as long as that action does not place the staff in any jeopardy. Handle each situation as quietly and as professionally as possible. Treat problem customers in the same manner that you yourself would like to be treated. Confrontations with visitors or others are almost inevitable. This is not always a function of security, but should first be attempted by assigned staff in their area of responsibility.

**DO:**

- Ask a co-worker to witness your interaction with the customer.
- Remain calm and speak calmly.
- Listen carefully.
- Give the customer a copy of the Rules of Conduct.
- Explain your position in a simple, friendly way. Be direct, concise and impersonal when setting limits.
- Suggest realistic alternatives. Tell a person that his/her behavior has consequences. Give choices.
- Leave a plausible way out for the customer to save face whenever possible.
- Call for security or police when necessary.

**DON'T:**

- Show fear, anger, or panic.
- Use a moralizing or condescending tone.
- Lose your dignity.
- Become sidetracked by extraneous issues.
- Argue the point.
- Make physical contact.
- Make a confrontation personal.
- Bluff by threatening to call police.

**For first time violations:**

When you witness behavior in violation of the Rules of Conduct, ask a co-worker to observe. Approach the customer, provide him/her with a copy of the Rules of Conduct and ask him/her to comply. One way to approach a person is to say; "You may not know that we have Rules of Conduct for the libraries. Please . . ." The first approach should be a warning.

**IF THE BEHAVIORS ARE ILLEGAL, NO WARNINGS ARE NECESSARY – CALL THE POLICE.**

**For subsequent violations:**

When a customer has received a copy of the Rules of Conduct and a warning about his/her behavior, but does not comply, approach the customer with another staff person (or security if available) as witness, and tell the customer he/she must comply or leave the building for the rest of the day. Call the police if necessary. Again, if the behaviors are illegal, no warnings are necessary – call the police.

**When the police are called:**

If the police make an arrest, get the arrest report number. If the police do not make an arrest, talk to the officer before he lets the customer go.

**WHAT TO SAY (examples):**

I hear your frustration. What information are you seeking? May I help you find something?

Is there something I can help you with? You seem upset and I would like to help.

I can see this situation is upsetting to you. I would love to talk to you about it, but first I need you to lower your voice. Let's step over here where we can discuss the situation more carefully.

I would like to help you. Please calm down and talk more slowly so that I will be able to help you.

Excuse me. I work for the library. I would like to help you. Everyone has a turn and I will help you as soon as I can.

We want to keep the library's furniture looking nice. Please don't put your feet on the furniture.

I'm afraid you're making noise, which is disturbing other customers.

I hear you're angry but your behavior is inappropriate and I am feeling uncomfortable. I would like to continue working with you on this. To do so you have two choices: 1) You may lower your tone of voice so that we can continue working together on this situation OR 2) You may leave the library and come back another day.

If you cannot speak more calmly, I cannot help you.

I find your language offensive and inappropriate. Please leave the building if you are going to continue to talk to us this way.

We would appreciate it if you could ask your child to stop running in the library (throwing a tantrum, etc.). His/her behavior is beginning to disturb our operations and other customers.

To Teens: I appreciate that you guys are trying to have a good time while you study. I would really be grateful if you could please lower your voices so that our other patrons aren't disturbed. Thank you for being willing to set a good example for our younger customers.

**REPORTING ACCIDENTS ON LIBRARY PROPERTY**

If a patron reports an injury on library property:

- Complete a Library Incident Report.
- Complete the City's Risk Management "Report of Accident on City Property." (<http://starnet/departments/finance/riskmanagement.asp> Click on "Forms"). It is helpful to complete the Library's Incident Report first, because the information you gather for that report can easily be used in the Report of Accident on City Property form.
- Email completed forms to the Chief of Risk Management within 48 hours of accident.
- Send copies of the completed forms to the Administration Office.
- Contact Director, Assistant Director or Deputy Director.

## REPORTING EMPLOYEE WORK-RELATED INJURIES

- Employees requiring medical attention as a result of an alleged work-related injury must be allowed to select from the City's panel of physicians.
- Give the injured employee the Panel of Physicians form.
- If the employee chooses to be treated by one of the authorized physicians, the supervisor should fill out the Authorization for Medical Treatment form for the employee to take with him/her to the physician.
- The supervisor should fill out the Supervisor's Investigation and Report of Employee Injury form (City form for OSHA report).
- The supervisor should fill out the Employer's Accident Report (Virginia Workers' Compensation form).
- Scan and email, or fax, all forms to Risk Management and send hard copies to Risk Management via courier.
- Send copies to Administration for inclusion in employee file.

## DOCUMENTING AND SHARING INFORMATION ABOUT INCIDENTS

The Incident Report Form is on the G-Drive.

The Report of Accident on City Property form is on Starnet: Departments: Finance: Bureau of Risk Management: Forms.

The forms for reporting employee work-related injuries (Panel of Physicians form, Authorization for Medical Treatment form, Employer's Accident Report form and Supervisor's Report of Employee Injury form) are on Starnet: Departments: Finance: Bureau of Risk Management: Forms.

1. Each staff person who confronts a customer or who sees/handles an accident should fill out an incident report describing the situation and the customer involved. Staff who witnessed the situation should also fill out an incident report. Be as detailed as possible in the description of the customer(s) and the incident itself. If the incident involves a child, include the child's name and the parent's name. Detailed Incident Reports provide the documentation necessary to support Administration's decision to suspend customers' privileges and protect the City from liability in event of accidents.
2. Email or send by interoffice mail a copy of the report to the Administration Office, to the Deputy Director for Public Services and to the Assistant Director for Internal Operations. Administration will file incident reports in the Administration Office.
3. Administration will determine if the situation calls for a warning or a suspension, and will notify the patron of the decision.
4. Administration will request the Circulation Department to put a note in the customer's borrower record briefly describing the warning given to the patron, or the suspension of privileges.
5. Administration will post on the G-drive, in the RPL Suspension List folder, a list of the names of customers who have been banned from any or all locations or whose computer privileges have been suspended.

Situations that have resulted in police/fire/rescue intervention should be reported by conversation (telephone or face-to-face) to staff at each public service desk, as well as with a copy of the written incident report. Notify Administration immediately if police/fire/rescue have been called.

The Branch Manager or Department Supervisor, or their designees, will be responsible for making sure there is an adequate supply of copies of the Rules of Conduct at the public service desk in his/her branch/department. This person will also be

responsible for checking the Incident Report folder on the G-Drive each day, checking the "Banned" folder, and sharing updates with co-workers.

As shifts change, staff leaving should review with staff coming on reports of any situations that have occurred during the day.

## **SUSPENDING CUSTOMER PRIVILEGES**

### **A. Suspending "use of building" privileges.**

If staff has asked a customer to leave the library for the day, follow the procedure for filing an incident report. If the one-day ban does not resolve the situation and the customer continues to exhibit the inappropriate behavior during subsequent library use, submit a recommendation to Administration for a longer suspension of privileges.

If the decision is made to suspend, we will follow these procedures:

The customer's card will be blocked.

The Library will write a letter, on Library letterhead, to the customer, including the date, time and details of the incident resulting in the ban.

The letter will inform the customer that he/she can contact the Library Director or the Director's Designee to appeal this decision.

The letter will state the date that the suspension expires and the customer may request Library Administration for reinstatement of privileges.

The Library will mail or hand the customer a copy of this letter.

A list of customers banned will be posted on the G-Drive.

The Branch Manager/Department Supervisor responsible for maintaining the branch/department Incident Report notebook will be responsible for keeping their staff aware of updates to the banned list.

### **B. Suspending Internet use privileges.**

For the abuse of computer and Internet privileges, follow the procedures for warning customers and suspending computer use privileges as stated in the Computer and Acceptable Internet Use Procedure (6.1.a).

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