

Incidents Flow

While we strive to make every library visit a positive and productive experience, incidents will occur. Staff should be as consistent as possible in order to facilitate inter-staff cooperation before, during and after an incident, as well as ensuring transparency for library patrons.

An example escalation of an incident is detailed below for reference. Skip any steps if the behavior and situation warrant it.

- Encounter 1:
 - Acknowledge every person **before** you see a negative behavior.
 - Greeting, eye contact, smile.

- Encounter 2 (if mis-behavior is observed):
 - Offer information regarding the behavior in a nonjudgmental manner
 - Ask them to behave correctly.
 - Walk away to give the patron space to make a choice.

- Encounter 3 (if mis-behavior continues):
 - Check back in a short while.
 - Remind the patron that you already discussed the behavior.
 - Offer the choice to change behavior or leave.
 - Walk a short distance away and give them the space to comply or go.

- Encounter 4 (if mis-behavior continues):
 - Check back sooner.
 - Remind the patron that you already discussed the behavior;
 - Let them know it is time to leave the library;
 - Choose a phrase and stick with it (Broken Record);
 - If the patron does not leave nor comply with the request for the behavior to stop, then choose an option based on their general behavior:
 - Call for backup from supervisor or PIC;
 - Call 911 or the nonemergency Police Contact (757-2244);
 - Inform the patron that he or she should not return until notified by the library;

- Backup
 - Means we are aware of what is happening and can help if needed
 - Helping the situation not 'ganging up'
 - "Help" includes being a witness, offering moral support, offering assistance, calling for more help, calling police
 - 10 feet
 - Engaged in a support role
 - Don't wait to be asked – watch and listen
 - Step closer if the coworker looks worried or is struggling
 - Verbally offer Backup – respond as requested
 - Offer to take over if coworker is out of her depth

Incident Tracking – public documents

Notebooks

This is a ‘stream of consciousness’ type of report, in date order, typically handwritten, and not formal. This is a quick way to share with colleagues what has been going on that they need to continue to monitor.

Individuals

This identifies people who may need to be monitored but informally. It is organized by the person’s name, and tracks an individual’s behavior over time. We may need to intervene at some point, but not yet.

Incident Reports

Incident Reports are intended **to provide a description of what happened as objectively as possible**. The form communicates actions and responses with colleagues, and with outside agencies such as the police, parents, caregivers and other interested parties. Administration reserves the right to edit the report or to ask the author for any missing or extraneous details to ensure accuracy and clarity.

Below are some reflection questions that can assist in writing an Incident Report:

- Did I describe what happened as clearly and objectively as I can?
 - Did I include all the players? If I need help identifying them, did I ask colleagues for help?
 - Did I complete as many boxes on the Incident Report form as I can?
- Did I pay attention to the TIME at which each phase happened (necessary for finding video evidence if that is kept, or for police reports)?
- What details did I include that convey the severity of the incident (i.e. direct quotes)
- How can my description show the patron’s intensity? (i.e. were they openly disrespectful, did the action incite further conflict)
- What could I add to make the physical description as specific as possible?
 - Height, weight, age, gender, tattoos, other obvious identifiers;
 - Are my descriptions racially/culturally fair and balanced?
- What follow up did I see and/or give that would be helpful in the “Response” section?
- Is there anything I should include that I should preface with “it seemed like...”?
- Did I offer physical aid or assistance? If so are there any supplies that need to be recovered or restocked (ice packs, band-aids, carts brought back upstairs, etc.)
- Was any damage done that needs a Maintenance Request form?
- What follow up seems to make sense? Suggest long or short term or no follow up.