

## Incident Report *(non-medical)*

**Date:**

**Patron Name:**

*(or description)*

**Contact Information:**

*e.g. library card, address, email*

**Description of Incident:**

**Steps Taken:**

*(select all that apply)*

Patron Rights/Responsibilities Policy (Required)

Given verbal warning

Given written warning

Asked to leave the building

Other (see Comments)

**Comments :**

**Submitted by:**

***Instructions and Tips***

- 1. Please complete within 24 hours of incident.*
- 2. Save to S:\00 - Incident - Accident - Injury - Report\Patron Incidents as **yyyy-mm-dd Patron Name** (e.g. 2021-07-28 Smith) If you do not have a name, please use Unknown.*
- 3. Email copy to Director and Assistant Director*
- 4. Use neutral language and refer to policies as needed.*
- 5. Reports are reviewed every month and deleted after 6 months if there are no further incident.*



## HANDLING DISRUPTIVE BEHAVIORS

*Every incident is different and employees should use their judgement when dealing with any behavioral issues. The first priority is always life safety and employees should immediately call emergency services or use the panic buttons located at the service desks if they feel the safety of any individual is at risk.*

*Employees should always refer to library policies to determine if an incident warrants corrective action. The library advocates intellectual freedom, freedom of speech, and individual privacy. We do not judge or limit attitudes, thoughts, or expression. However, we are responsible for dictating the time, place, and manner of employee and patron behavior. Most relevant policies to managing patron behavior are:*

- *Patron Rights & Responsibilities policy and*
- *Internet Use*
- *Safe Child Policy*
- *Meeting Room Policy*
- *History Room Use and Access Policy*

*However, all employees are responsible for knowing all Reading Public Library and NOBLE policies.*

## PROCESS

*In general, individuals violating any policy are subject to:*

- 1) *Verbal warning regarding behavior with printed copy of the relevant policy*
- 2) *Written warning that can be signed by the Library Director, Assistant Director or Division Head. The warning should be handed to the individual. If they refuse the document, a copy may be emailed if that information is available. If the incident involves a minor, a copy of the written warning is also sent to parent or guardian if known.*
- 3) *No Trespass Order must be signed by the Director and filed with the Reading Police Department. The order is sent certified mail to patron or served by the police if needed. The default time period for a No Trespass is 6 months but may be for longer or shorter periods of time depending on the level of risk and employee/patron safety. No Trespass orders for minors usually include a clause that permits use of the library when accompanied by a parent or guardian.*

*In some cases, individuals will require immediate Written Warning or No Trespass. Again, every situation is different. An individual using a Children's computer to access pornographic material (likely immediate No Trespass and call to the police) is much different from a young adult yelling at another student in the Teen Spot (likely verbal warning possibly with a request to leave the building immediately). Neither is acceptable behavior, but these situations would be handled quite differently.*