

## **Communication Log**

The Communication Log is located on the Portal. Log into the Portal at <https://portal.pueblolibrary.org/>, and select the *Security* tab located on the right side of the screen. Next, select the *PCCLD Communication Log Responses* tab and complete the form.

Accessible by all staff, it is a great communication tool used for communicating concerns or disseminating information to other staff members (not just security-related information).

Should be read by each staff member each day.

The Communication Log should document situations addressed by any staff member, which may result in a patron being asked to leave for the day. Regarding security concerns only include objective, factual information about behavior. Do not include opinions or personal feelings. The log can help track Offenses and Consequences to reveal patterns and trends. This will help staff determine when to increase levels of intervention and consequences.

If an incident, event, or emergency necessitates higher levels of intervention, an Incident Report should be written.

## **Incident Report**

The Incident Report Form is located on the Portal. The form can be accessed by logging into the library portal or at <https://portal.pueblolibrary.org/incidentreportform>

Incident Reports are sent via email to the Executive Director, the Associate Executive Director, the Director of the Rawlings Library and Customer Experience, and the Public Service Managers. Incident reports can be emailed to specific staff involved in incidents.

Information is stored centrally and is accessible by Executive Director and the Associate Executive Director.

The Incident Report Form is accessible by all staff.

Incident reports are required for any request for security footage to be saved for future investigation or other use.

Incident Reports should be used to document any circumstance or event that supersedes an entry into the Communication Log. Incident reports should be written for any incident that may need to be referenced in the future. Use Incident Report Forms to document any level of offense that results in suspension requested beyond seven (7) days, to document any medical event, any injury, all emergency-related incidents, or anytime Law Enforcement, Emergency Medical Services, and/or any other additional assistance is required.