

PERSON IN CHARGE - PIC TRAINING GUIDE

A complete guide for Pueblo City County Library District PIC's covering the role, responsibilities, and resources that everyone in charge at must know.

Pueblo City
County Library
District

PIC OVERVIEW

What is a PIC?

PIC stands for Person-In-Charge. At Rawlings being PIC is the responsibility of the assigned Manager/Supervisor or librarian. At branch libraries, the PIC may also be assigned to a Library Specialist or a Program & Outreach Specialist who has completed the PIC training. When an employee is the on duty PIC, they will continue to perform their regular position duties – although PIC responsibilities have the highest priority; therefore the PIC may have to assign another staff member to cover for them when performing PIC duties.

Who can be a PIC?

A Director, Manager/Supervisor or Librarian may be a PIC at the Rawlings Library. The Rawlings Manager oversees the Rawlings PIC schedule kept on a shared Google Rawlings PIC Calendar.

At the Branch Libraries, Managers, Librarians and Program & Outreach Specialists, may serve as PICs. It is the Library Manager's responsibility to create the staffing schedule and ensure that their library has PIC coverage during all hours of operation. Branch Libraries may also utilize the PCCLD Float Staff for PIC coverage

5 Key Areas of Responsibility for a PIC?

- **Staffing & Supervising** - The PIC is responsible for verifying that all assigned staff members have reported to work, filling staff shortages, and supervising on-duty personnel within set policies and procedures to ensure smooth functioning of department/branch.
- **Customer Service & Resolution** – The PIC is responsible for ensuring excellent customer service is provided by all staff, for handling escalated customer issues, responding to customer needs, and following the resolution process for escalated issues.
- **Documentation** – The PIC is responsible for properly documenting all incidents that happen while they're in charge, and making sure others are aware of the situation.
- **Handling Emergencies** – The PIC is responsible for responding to emergencies of all types and working with designated staff to address them. This includes addressing inclement weather situations, responding to building alarms and coordinating emergency evacuations.
- **Working with Support Departments**
 - **Security** – The PIC is responsible for working with security and/or first responders to ensure that the building and its inhabitants are safe. The PIC ensures procedures are followed and that accidents and incidents are documented.

- o **Facilities /IT**– The PIC is responsible for reporting/following through on any current or developing facilities and IT issues.

STAFFING & SUPERVISING

Scheduling

<i>PIC must make sure there is sufficient staffing for customer service and workload.</i>
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PICs are responsible for ensuring the library is fully staffed and that assigned staff have reported to work. At the beginning of the shift the PIC should check in with staff to ensure they know who the PIC on-duty is. The PIC should also check in with Security if there is an assigned officer on-duty.

When staff shortages occur, the PIC should follow-up with the absent employee, report the absence to the employee's regular manager, and follow the substitute procedure to fill the staffing gap. On Sunday, the Rawlings PIC may also choose to re-assign staff from one department to another to ensure adequate staffing needs are met.

- Assess the day's schedule and adjust staff as needed.
- Supervise regular staff, subs, and volunteers.
- Handle staff shortages, call offs, no-shows, tardiness, and sick leaves using the proper procedure and calling tree.
- Copy the employee's manager on scheduling changes, performance issues or employee relations issues.
- Take note of any sick call-ins or staff who do not show up for work; document and share information with the manager.
- If after attempting to schedule a sub, and need emergency assistance covering a shift:
 1. Substitute Supervisor at (719) 553-0355
 2. If urgent and other tactics do not work, call the Rawlings Manager x648 cell: 719-671-9289 or The Associate Director x205 cell: 719-248-4912

Covering Staff Shortages

When shift vacancies occur due to employee absence or a job vacancy a substitute can be used to cover the shift. The substitute budget does not cover shifts that are in addition to regularly scheduled staffing hours. A manager may request approval for surplus hours to be staffed with substitutes by submitting a written request to the Substitute Supervisor.

Extended Vacancies: When a substitute is needed to cover a job vacancy the manager must request the substitute through HR. The HR Manager will generate a PAF form to be approved by the Substitute Supervisor and Executive Director. The HR Manager will work with the Substitute Supervisor and Payroll to recruit a substitute to fill the vacancy while the position is being recruited. Payroll will provide temporary access for the substitute to clock into the department salaries budget.

Clocking In: When employees or substitutes are covering a job vacancy, they should clock in to the department's salaries budget. When employees or substitutes are covering a temporary absence for an employee they should clock in to the department's substitute budget.

Substitute (CSR) – Able to perform all MHT & CSR job duties with minimal supervision; have demonstrated the ability to work at locations throughout the district. May be scheduled for training to work in Call Center, Special Collections, Idea Factory or Library @ Y with approval.

Employees as Subs - When employees are scheduled to work as a substitute the manager must record the shift on the Employee Subs Calendar as a means of notifying the Substitute Supervisor that the substitute budget is incurring expenses and for payroll verification purposes. Employees who work additional shifts as subs, must work within the same role as their regular job and clock in as subs to the correct location. Managers and employees need to manage hours so that part time employees do not work 30 hours or more per week on a regular basis.

Substitutes - Contacting and Scheduling Procedure

1. Managers have the option to schedule a Float by directly accessing the [Substitute calendar](#) and entering the shift during any time the Float has available - Floats should be utilized before subs.
2. Managers and PICs can request a substitute by sending an email to the Substitute Pool, or GHV Substitutes, and/or Employee Substitutes Gmail List which includes all subs and regular employees who may be available to work.
3. Call Individuals on [Substitute List](#)
4. Available subs and/or employees will respond (usually by email) to the Manager/requestor.
5. The manager/requestor selects and contacts a substitute to fill the shift.
6. To Confirm: the manager/PIC adds the shift to the [Substitute Google Calendar](#) and invites sub to accept the shift. ***The sub/shift is NOT confirmed until they accept the calendar invite.***
7. Manager/PIC emails the Substitute list to announce the shift has been filled.

8. If a substitute becomes unavailable to work a shift, they must cancel the shift on the Substitute Google Calendar **and** notify the department manager and must notify the Substitute Supervisor

Important Tips

- All sub shifts must be added to the Substitute Google Calendar for payroll verification purposes.
- Managers must provide a three day notice when canceling a sub or float shift to allow the worker time to find an alternate shift to work.

Reporting Substitute Issues:

1. Substitutes are required to report absence or tardiness to the Manager or PIC at the library or department where they are scheduled to work. If unsuccessful in reaching that person, the sub should let a staff member at the location know and then call *their manager* (the Substitute Supervisor) to report the absence or tardy. The Substitute Supervisor will then find a replacement sub depending on who took the call.
2. If a substitute fails to report for duty, the department Manager or PIC should refer to the Substitute List on the Portal, and call the sub to remind them of their shift. If they are not able to reach the sub they should contact the Substitute Supervisor.
3. All performance and/or policy issues concerning subs including tardiness, absence, and work injury must be reported to the Substitute Supervisor.

Opening and Closing Duties

The PIC must perform or delegate opening and closing duties and must make sure each department's opening and closing duties are completed, including Security closing procedures.

- Know where to find specific opening/closing instructions for the location – Check the [PIC Reference folder](#) on the portal.
- At Rawlings: All staff and the PIC should notate the PIC Closing Checklist when each department is clear of customers and staff are leaving. The red binder is located at the first floor security desk. When all is clear PIC may have the Security Officer escort them out of the building to their vehicle.
- At closing time make sure that everyone has left the building – this includes patrons and staff.

Handling Money

- If your department or location makes sales to the public make sure to retrieve the money from the safe, and return it at closing. All fine payments should be made at the self-check.

Unattended Minors

When a child's behavior indicates that they are too young to be alone in an area of the library or in the library itself, the PIC should work to locate their parents and let them know that the child may not be left alone. This may result in suspension if repeated.

PICs should assist minors in contacting their guardians if the minor expresses the need for help. If a minor believes they have been left at the library or that they do not know how to get home, it is helpful to utilize Koha for guardian contact information. It may be appropriate to contact law enforcement.

Approximately 15 minutes before closing time, any unattended children should attempt to contact their guardians for a ride home.

When a minor is left after closing the PIC and Security Guard should wait together until their ride arrives. They should ensure that the minor has made contact with someone and that they are on their way.

If the minor is unable to make contact with a ride or their guardian, or if they are at the library 15 minutes after closing without explanation, notify law enforcement for assistance. If an expected ride does not arrive at the anticipated time, additional attempts may be made to contact the guardians and law enforcement may be involved.

Complete an incident report.

Employment Guidelines

PICs should refer to the [Employment Guidelines](#) when a personnel issue arises. For additional assistance the PIC should contact the Director of Human Resources at x632.

Employee's Injury at Work

Injuries should be reported to your direct supervisor, HR via phone or email, or the PIC on duty within 72 hours of the accident or benefits coverage may be at risk. If an injured employee requires emergency medical care, call 911 or take them to the nearest hospital. Workers Compensation will cover all hospital emergency visits but will not cover urgent care visits.

All Workers Compensation forms can be found on the Portal.

Go to Documents>HR> Workers Compensation

1. When an employee is injured at work they must complete an [Employee First Report of Injury form](#) and submit it to their manager and Human Resources, regardless of whether or not they need medical care. In the event the employee is unable to complete the form, the manager should complete it for them.
2. The manager or PIC on duty must then complete a Supervisor Report of Accident form and submit it to Human Resources.
3. If the injured employee needs to see a doctor, they must call one of the designated care providers below. Workers Compensation will not cover medical appointments made with other providers.

Designated Health Care Providers for Workers Compensation		
Centura 4112 Outlook Blvd., Ste. 37 Pueblo, CO 81008 Phone (719) 562-6300	Southern Colorado Clinic 3676 Parker Blvd., Ste. 220 Pueblo, CO 81008 Phone (719) 553-2200	Emergicare 4117 N Elizabeth Dr. Bradley Pueblo, CO 81008 (719) 545-0788

1. Human Resources will complete an [Employer Report of Injury to Workers Compensation form](#) and submit all 3 forms to **Tristar Managed Care** (the 3rd party administrator for Colorado Special Districts Workers Compensation Insurance).

Note: If Human Resources is unavailable the manager may call in the claim and notify Human Resources.

Claims are submitted by phone, fax or email to:

Tristar Managed Care

TRISTAR Risk Management

Office: 720-962-0222 Ext.3231

Fax: 720-962-0301

Jonathan.Beck@tristargroup.net

PCCLD Policy #11W26007

2. A claim number will be assigned. From that point forward the medical provider will manage the employee's care and will keep Human Resources informed on the status of

the employee's injury. Human Resources will keep the manager informed and will work directly with the employee to oversee medical leaves, return to work, modified work duty or light duty and other related matters.

CUSTOMER SERVICE

Treat customers with respect. If you are running around frazzled and stressed out, customers will sense it. Take time to breathe, smile and welcome everyone.

PCCLD Mission

We serve as a foundation for our community by offering welcoming, well equipped and maintained facilities, outstanding collections, and well-trained employees who provide expert service encouraging the joy of reading, supporting lifelong learning and presenting access to information from around the world.

Facilitated Customer Service: Service made easy

Staff at PCCLD make it easy for customers to get the library resources they want. Most materials and services are available for self-service, easiest for some. Others prefer staff support. From checking out materials and recommending good reads to scheduling time for in-depth support, staff are available to help customers make best use of the many library resources. Staff are routinely measured for success within the four phases of a customer service interaction: initiation of service, communication of information, elevating need to content experts, and motivating customers to use other library services. Service expectations include:

Initiate –

Staff are available

- Be at full attention when customers are present, saving other tasks for off-desk time
- Be identifiable, with name tag, mobile technology, and professional attire

Staff initiate service

- Speak first by greeting customers and offering service
- Seek out customers when not engaged in a service interaction

Staff serve with good cheer and empathy

- Connect with customers by repeating the understood customer need, find common ground/agreement, or voice a confirming statement
- Smile and make eye contact with customers moving through the area
- Adjust communication style as needed

Communicate –

Staff meet the need

- Share information about events and services
- Provide options when a customer request cannot be met immediately
- Walk customers to items

- Follow-up to ensure customer understands information presented
- Staff maintain order

- Use the 5-Step Method of Influencing Customer Behaviors
- Give more attention to situations that seem suspect
- Submit incident reports
- Employ strategies to de-escalate heightened customer response to an issue
- Properly address issues with gate alarms
- Call 911 when necessary

Elevate –

Staff master the art of the hand-off

- Recognize when a customer's need goes beyond scope of front line staff
- Identify expert staff to support requests that require more skilled knowledge
- Share feedback methods such as physical and online forms
- Initiate materials requests in response to identified needs
- Initiate work orders to ensure well maintained and equipped facilities

Motivate –

Staff upsell to drive results

- Share current talking points
- Share new services and materials
- Share news of upcoming events
- Invite further engagement with library services

ADA – What a PIC Needs to Know

The American Library Association recognizes that people with disabilities are commonly an underserved group in the community. Pueblo City County Library District (PCCLD) strives to assist persons with disabilities by facilitating equal access to information, resources and events that are available to the public at its library locations. PCCLD's strategy to support ADA integrates library policy, strategic planning, partnerships in the community, and investment in resources to meet the needs of this segment of our community. PCCLD upholds all federal, state and local laws that support ADA and that protect against discrimination.

Access to Materials and Services

PCCLD strives to ensure that individuals with disabilities have equal access to library materials and resources.

- Library collections in a variety of formats: Audio Books, Large Print Collections, Digital Materials, DVD's and Blu-Ray discs with closed captioning
- Books in Braille by request through ILL
- On-line account services, automated renewals, remote access to library collections & databases
- Reference services provided on-line, by email or by phone
- Home delivery of materials for persons with disabilities through our Homebound Program
- American Sign Language (ASL) interpreter services by request. Contact the Rawlings Manager or email accessibility@pueblolibrary.org for assistance.

- Colorado State Library – talking book program

Assistive Technology Center

PCCLD strives to meet the needs of people with a broad range of disabilities, including learning, mobility, sensory and developmental disabilities by offering assistive technology resources.

Trained library staff are available to assist all users with library assistive technology on the 2nd floor of the Rawlings Library. Resources currently available include:

- Power adjustable table & ergonomic chair
- Dedicated Assistive Technology Computer
- Headset & Microphone
- Large Track Mouse Ball
- Large Print Key Board
- Dragon Naturally Speaking speech recognition software
- JAWS screen reading software
- Open Book scanning screen reading software
- Text Enlarger
- Assistive Hearing Technology

Facilities Accommodations

PCCLD has eight library locations across the city and county of Pueblo. Each location provides accessible parking, clear paths of travel to and throughout the facility, entrances with automatic doors, handrails, ramps, and accessible public conveniences such as restrooms & drinking fountains. In addition, the Rawlings Library provides elevators, braille signage, a motorized scooter, an assistive technology workstation on the 2nd Floor of the Rawlings Library and additional bus stop lighting.

Service Animals in the Library

There is often confusion about the differences between service animals and companion, assistance or emotional support animals in the library. The following information is provided to clarify those differences and clarify the federal, state and local laws as they pertain to the Pueblo City County Library District policies regarding ADA animal accommodations in the library.

Service Animals – Service animals are allowed in the library. A service animal is defined by federal and Colorado law as a dog (or miniature horse) that has been individually trained to perform a specific task or service for a person with a disability. A service animal is considered an extension of a person with a disability and is allowed in any place that is open to the public.

Owners of service animals are NOT required to:

- have the service animal certified
- present “proof” that the animal is a service animal
- make the service animal demonstrate a service task
- wear a vest or other identifier

Owners of service animals are required to:

- keep the service animal under control at all times
- remove the animal from the library if it becomes threatening or is a nuisance (the customer may return without the animal)

Service animals “in-training” are NOT regarded as a service animals

If a customer complains about a service animal’s presence in the library (i.e. allergies) the customer making the complaint should move to another location in the library or come back to the library at a later time.

Companion or Assistance Animal – Companion and assistance animals are NOT permitted in the library. Business owners and other places of public accommodation are not required by law to allow companion, assistance or emotional support animals. Assistance and companion animals are protected under the Fair Housing Act and Colorado state law as animals that help a person with a disability alleviate one or more symptoms of their disability. Emotional support animals fall within this classification of animals as a subset of companion animals. Companion or assistance animals may be many different types of animals, and are not limited to just one animal. Landlords cannot charge pet fees for animals that are assistance or companion animals because they are not considered “pets” under the law.

If a person brings an assistance or companion animal into the library, the animal owner will be asked to remove the animal (the customer may return without the animal).

If a customer with a service animal wishes to discuss their access to library service or register a complaint concerning access, they are invited to complete a *Customer Concern Form (ADA)* at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org.

ADA Customer Concern Form

It is the policy of the Pueblo City-County Library District to provide equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like to understand the problem, or your concern, and know your ideas on how we can serve you better. Please ask a Customer Service Representative for a “[Customer Concern Form - ADA](#)”.

Customer Resolution Process

Handling Customer Complaints

The PIC is responsible for ensuring excellent customer service and for handling customer complaints.

The PIC must be prepared to handle difficult customer service issues (for example, arguments over fines). The PIC should be aware of what is happening and be ready to step in if needed or asked by other staff or customers who may ask for “the person in charge”.

HINTS AND TIPS

- Practice active listening. Focus on what the person is asking for or upset about, not on their words or manners. Check your perceptions (“What I hear you saying is that you want to check out items today, but you can’t pay all your fines at once.”)
- Find a quiet spot for the two of you to sit down to discuss the issue removes the audience factor. However, in some cases, the customer may want to complete a Comment Form. It gives them a chance to air their concerns in writing.
- When handling disputes about lost or damaged materials, fees or fines, direct the patron to use a [Customer Resolution Form](#). Completed forms are forwarded to the Circulation Manager for review and resolution.

The Six Steps to Influence Customer Behavior

1. **Introduce/Identify** yourself when approaching a patron and then LISTEN to what the patron has to say. When people are upset they need to vent and are not able to listen to you until they are heard. Acknowledge that you hear what they are saying. Don’t argue or invalidate their perspective.
2. **Politely ask** them to do what it is you need them to do. Keep a question mark in your voice. Don’t command.
3. **Explain Why** – what is the impact of what’s happening. Explain why choosing to voluntarily comply is a good decision for them. Don’t be threatening or sarcastic.
4. **Present Options** – In a friendly voice put the specific positive option first, followed by options with negative consequences.
5. **Confirm their Decision** –and make a last attempt to help lead them to the best choice.
6. **Act.** If the patron does not voluntarily comply with you, take the action necessary to uphold the rules. This may mean issuing a suspension and calling 911.

DOCUMENTATION

The PIC and Security are jointly responsible for ensuring Customer Conduct issues are de-escalated whenever possible and handled according to PCCLD policies and procedures. Both provide back-up to staff when needed.

- The PIC must know when and how to complete the following:
 - [Incident Report](#)
 - [Suspension Form](#)
 - Create and edit customer account notes in Koha

Incident Report

What qualifies as an incident?

- Any event such as an accident, concern, hazard or disturbance, no matter how minor, that a supervisor may need to know about or follow-up on. For example an Incident Report should be completed for customer behavior issues, theft, health, or safety concerns.
- If emergency medical attention is needed for a customer, the PIC (or designee) should proceed to call an ambulance. All library patron inquiries about payment for costs resulting from an occurrence on library property should be directed to the Associate Executive Director.

Filing Incident Reports

Incident reports should be filed for any security concern/violation of our Rules of Conduct. This way we can return to that documentation in the future if necessary, and it alerts administration of current concerns. You may access this report by visiting the Portal – Links – Incident Report.

<https://portal.pueblolibrary.org/incidentreportform>

Reports may be filed by any staff member, and staff are encouraged to include as much information as possible.

HINTS AND TIPS

- Complete all appropriate sections of the form
- Be specific when describing the incident. Always include what, when, where, how and who- always obtain first and last name, address, phone number of violator and witnesses.
- Include your name, email and phone number.
- Include the names of any other staff who need to receive a copy of the incident report. Copies will automatically be sent to the manager.
- These are public records which can be subpoenaed, etc. Make sure your words will pass this test: “I would be comfortable if this were printed in the newspaper, shared on the internet, read in a court of law, or read by the person I’m writing about.
- **When in doubt, document.** Create an additional document if you have a lot of information to capture but are not sure if it should go into the incident report. The PIC

can submit additional information for Security or law enforcement to review in an investigation. Having little or no documentation is far worse than having too much. Be sure to communicate all incidents to Security.

Suspensions and Trespasses

The PIC is responsible for determining when suspension is appropriate and for implementing the suspension and follow-up documentation.

When a customer violates the [code of conduct](#) depending on the level of severity, they will either be asked to stop the behavior or leave. The Rules of Conduct and levels of offense can be found in the Customer Service Guidelines: 03.06.03.S1 Offense and Consequence Levels. According to this document, if the PIC deems it necessary to suspend a customer, they should follow the Suspension Procedures: 03.06.03.P1 Suspension Procedures. After the suspension process is finalized, the suspended person will be added to the suspension list which is found on the portal.

- The PIC must know when and how to suspend a customer.
- The PIC must be familiar with PCCLD rules and the suspension period for violation of rules.
- The PIC must complete the Suspension Form and an Incident Form and email it to Security@pueblolibrary.org

HINTS AND TIPS

- Some common behavior problems are:
 - Computer time abuse
 - Belligerent or argumentative customers
 - Solicitors not adhering to their prescribed areas
 - Inappropriate use of restrooms (shaving, bathing)
 - Sleeping in the library
 - Unattended children
- Remember: Many of your customer's interactions don't require suspension. In most cases, the interaction is successful if the customer stops the inappropriate behavior. This might mean just listening to someone vent, finding an alternative solution to their issue, or allowing them to save face and leave on their own.
- Utilize the 6 Steps to influence behavior: Introduce, Ask, Explain Why, Present Options, Confirm Decision, Act
- Do a self-check on your own feelings, attitudes, and biases. Are you treating this young person with the pierced eyebrow the same as you would a man in a business suit? If you ask the table of young people to quiet down, you also need to ask the man on the cell phone to quiet down if he's speaking loudly. You need to ask the well-dressed woman

with the heavy perfume to leave just as you would an unwashed person if their body smells are equally disruptive.

Suspension Procedure

When a library customer has engaged in conduct sufficient to necessitate expulsion from all library properties and incur restriction of library privileges, the following Suspension Procedure is designed to direct the proper actions of staff to initiate a suspension.

Temporary Suspension Notice

1. The Security Manager, a Security Officer (SO), Library Manager or Person-In-Charge (PIC) may issue a **Temporary Suspension Notice** by either verbally notifying the customer that they are under temporary suspension or preferably, by issuing a printed Temporary Suspension Notice which can be completed at www.pueblolibrary.org/tempsuspensionform.
2. A Temporary Suspension immediately revokes the customer's library privileges and prohibits them from using the library for a period of one week, while the suspension is under Administrative Review.
3. Once completed, the Temporary Suspension Notice is automatically submitted to the Security Manager for Administrative Review.
4. Temporary and Final Suspensions are posted on the Portal at <http://portal.pueblolibrary.org/suspension-list>

Final Suspension Notice

1. The Administrative Review is conducted by the Security Manager, Associate Director of Public Services and Library Manager, who will perform an investigation and check library records for previous history; the Security Manager or their designee prepares a **Final Suspension Notice** which specifies the length of the suspension to be issued.
2. The Security Manager or their designee signs the Suspension Notice and submits it to the Associate Director of Public Services for final approval.
3. The approved Suspension Notice is then delivered to the customer in person, by US Mail or by verified email address. In the event the person is unreachable or refuses to accept the notice, the Suspension may be communicated verbally to the customer.
4. Undelivered, approved suspensions are available on the [Portal/Security/Undelivered-Suspensions](#).

What if a suspended customer trespasses?

Anyone on the [Suspension List](#) is suspended and has not been reinstated. When any individual who is suspended enters any library facility, they are violating their suspension and trespassing. If this happens, they should be informed of their suspension and told to leave the premises.

If they refuse to leave or cause any problems, law enforcement should be contacted and informed that we have a suspended customer who is trespassing on our property (for non-emergency choose contacts on phone, push 7, and scroll to either Pueblo Police 719-553-2502, or Sheriff's for county 719-583-6250). Click on the picture of the person on the suspension list, and their Suspension form should be attached. Provide that form to law enforcement if required. They will issue a trespass. In some cases the information provide on the suspension list may indicate that it is better to contact law enforcement immediately without approaching the suspended person. Then complete an incident report.

Appeal Process

All Temporary Suspensions and Final Suspensions may be appealed by contacting PCCLD's Executive Director, at the Rawlings Library, 100 E. Abriendo Ave., Pueblo, CO 81004 or by calling 719-562-5625.

Reinstatement After Suspension

After a suspended patron has met with the Security Manager or Library Manager a Reinstatement form will be completed, and the patron's suspension notice on the Suspension List will be noted as "Reinstated".

More information about handling Incidents and Suspensions

Customer Service Guidelines:

<http://www.pueblolibrary.org/sites/default/files/Policies/policycutsrvc.pdf>

- 03.06.01 Acceptable Library Use and Safety
- 03.06.01.G1 Guidelines Governing Use of the Library
- 03.06.02 Child Conduct and Safety
- 03.06.03 Customer Code of Conduct
- 03.06.03.G1 Customer Suspension Guidelines
- 03.06.03.P1 Suspension Procedures
- 03.06.03.S1 Offense and Consequence Levels

Security Camera Footage and Photography

All security staff and library managers, the Associate Director of Public Services and Executive Director have access to the security video cameras. When a Code of Conduct violation has occurred, the preferred procedure is for the PIC to make a request to Security to view security footage. Security will coordinate sharing video, pictures and information with authorized parties. The library does not provide captured images or information about such with library customers, but rather advises them to file a police report so that we may cooperate with law enforcement in providing such information.

Security Officers may take photographs using the PCCLD security cell phone. Note that it is within a person's rights (including PICs) to video or take pictures of what they believe to be a crime or threat in progress.

HANDLING EMERGENCIES

Reporting Incidents to Law Enforcement

To get immediate assistance, you may contact the Pueblo Police Department (PPD) or Pueblo Sheriff's Office (PSO) Non-emergency numbers by locating them on our staff phones, searching Pueblo.

The numbers are:

Pueblo Police Department Dispatcher 719-553-2502

Pueblo Sheriff's Office Non-Emergency 719-583-6250

Pueblo Police Department also has an online Police Report website: <http://police.pueblo.us/p2c/>.

In case of Emergency, always dial 911.

Calling 911

- When using Library phones must dial **-911**, it will come up as Rawlings, so know address of branch where calling from.
- Make sure the situation requires **911** assistance. ... a threat or emergency is eminent
- **Call** if you aren't sure. ... but there is the possibility of a threat or emergency
- **Dial 911** and briefly state the problem... don't go into too much detail
- Answer the dispatcher's questions. ... clear, concise answers
- Follow the dispatcher's instructions. ... don't hang up until they tell you to
- Combat the bystander effect ... stay focused and only talk to the dispatcher
- Follow through if you **call** by mistake. ... don't just hang up, apologize then report it to IT
- Don't **call 911** for the wrong reasons such as to ask for information, non-emergencies, animal control, etc.

Active Shooter Event

View the [*"Run, Hide, Fight" video*](#).

Emergency Security Situation

In any situation where the safety and security of staff and customers is at risk, contact 911. Any staff member can do this. The PIC is responsible for coordinating the response to alarms.

- a) In the event of any serious injury or fire, any staff member may call 911.
- b) Upon discovering a fire, staff should alert others in immediate danger by pulling the facility-wide fire alarm.

- c) The staff member should notify the Person In Charge (PIC) and Security as soon as possible to explain what they saw.
- d) The PIC will notify the Facilities Director, Security Supervisor (Associate Director of Public Services) and Executive Director that there is an emergency in progress. The PIC will go to the facility entrance to meet the Fire Department until the Facilities Superintendent, Security Supervisor or Executive Director arrive.
- e) The PIC then joins the evacuated staff and waits to provide further direction to staff. The PIC will try to account for all staff working who have evacuated to the gathering area and report any missing staff to the Facilities Manager, Security Supervisor or Executive Director.
- f) During an evacuation, Security will report to the front entrance to guard the door and ensure patrons do not re-enter the building while under evacuation, perform general crowd control and escort patrons to re-enter the building under the direction of the Facilities Superintendent, Security Supervisor or Executive Director.
- g) When the evacuation alarm sounds, all employees should immediately turn off equipment, close doors, and evacuate to their designated evacuation areas. Attendance will be taken to account for all personnel. Stay together in the group gathering area until further instructions are received.

Evacuation

In the event of an alarm or evacuation at any PCCLD library, staff should immediately exit the building as a group. Each library has a designated meeting location. At Rawlings, the staff gathering location is the corner of the parking lot at Main St. and Church St. The PIC should call the emergency contacts to alert them to the situation including the Executive Director, Associate Director of Public Services and Facilities Director. The PIC should stay with staff until a member of the Emergency Calling Tree arrives and instructs them to take other actions. Patrons are evacuated and asked to move to the assembly area. If there is a Security Officer on-duty, they will guard the front door to ensure no one enters the building and that the facility is secure during the emergency.

Inclement Weather & Closures

At times, emergencies such as severe weather, fires, flooding, power failures or other unforeseen events can disrupt PCCLD operations. In extreme cases, these circumstances may require the Executive Director or acting director to order the closing of a library location(s).

Whenever possible, the library should provide at least two-hour notice to patrons and staff before making an early closure.

PIC Procedure:

1. When questionable circumstances arise that may warrant an early closure, the PIC should contact the Executive Director, at (x625) or their cell phone 719-248-1278 or the Associate Director of Public Services (x205) or their cell phone 719-248-4912 to authorize closing the library. The Executive Director or Associate Director of Public Services will use the Calling Tree to ensure the library's website and social media reflects the closure.
2. The PIC should post temporary signage on the door to indicate the library is closing early due to a power outage, water outage, inclement weather or other reason.
3. The PIC should contact all staff who are scheduled to arrive to work that day to inform them of the closure, including any known substitutes or volunteers.
4. The PIC should ensure that all people who have meeting rooms reserved are called to inform them of the library closure.
5. The PIC should also notify any staff who have scheduled after hours programs.
6. The PIC may authorize employees who anticipate an unsafe journey home to leave early, and reassign staff to ensure adequate coverage is maintained until the early closing.
7. The PIC should perform all routine closing procedures when closing early.

WORKING WITH SUPPORT DEPARTMENTS

Working with Security

Security Contact Numbers

Dial ext. 621

Security Officer On Duty 719-252-8500

Security Supervisor On-Duty 24/7 719-470-8062

PIC - Librarian on Duty at Rawlings 719-289-1000

When to Call Security

- You see something suspicious
- Patron has concern
- Violation of Library Rules of Conduct
- Assistance with Patron Issue
- Report a crime
- You dialed 911 (1st), Call Security (2nd)
- For Back-Up
- Suspended Customer enters library
- Escort to car
- Security Coverage at other locations

Security Guard's Responsibilities:

- 1) Check in with PIC when coming on duty and library staff in each department as rounds are performed. Ask about security concerns.
- 2) Patrol the library continuously inside and out observing and watching for:
 - a. Violations of the Library Rules of Conduct
 - b. Maintenance and safety concerns
 - c. Staff or customers who appear to be in distress
 - d. Customers in staff only areas
 - e. All appropriate doors are locked
 - f. Check restrooms for evidence of theft or vandalism
 - g. Monitor staff coming and going from the parking lot for safety
- 3) All Library Staff may approach customers to prevent or stop the following behaviors, and should then notify the Security if assistance is desired:

<https://www.pueblolibrary.org/about/rulesofconduct>

Working with Facilities

Facilities Issues

The PIC is responsible for following through on any current or developing facilities issues.

Report issues to FACILITIES such as clogged toilets, dripping faucets, elevator malfunctions, light bulb outages, unusual noises or smells, etc. ***after verifying the incident yourself.***

- ☐ For routine non-immediate needs create a Work Order from the Portal, and CC the manager of the department.
- ☐ For immediate needs such as plumbing or cleaning issues that impede library operations, ***after verifying the incident yourself***, you can call the following cell phones directly, (***make sure to fill out a work order in this situation too so there is documentation***).
 - call the Facilities On Call Cell phone at 719-240-1546.
 - If no answer, call the Facility Manager 719-250-0425.
 - If no answer, call the Facilities Director directly at x658 or his cell phone, 719-717-0822. This would include serious facility issues that may result in closing part of all of a library location or that requires immediate outside vendor response.

Hazardous Area Procedure:

- Notify Facilities by one of the above options that there is an immediate facilities need.
- Close off problematic area by roping it off or placing cones around the area.
- Post a temporary “Out of Order” or “Closed” sign to detour patrons and other staff from the area.
- If necessary, lightly cover any unsightly debris with odor canceling powder or newspaper.
- Never attempt to clean up bodily fluids or chemicals yourself; it is strictly the job of facilities.
- If additional assistance is needed, notify security for assistance.

Response to Finding Drugs and Paraphernalia:

- If drugs are found on or inside the library property, contact local law enforcement. Please use the appropriate non-emergency law enforcement telephone number to report the finding. Ask law enforcement to respond to the library for the removal of any drugs found.
- If drug paraphernalia is found on or inside the library property and there are no drugs that accompany the item, contact facilities for its removal and disposal.

Working with IT

- ☐ The IT Help Desk is staffed during all hours of operation. For system failures or computer issues call ext. 219 from any library location. If there is an IT emergency that is mission critical, outside of the Monday-Friday schedule, please reach out to the IT Director 719-373-3144

EXAMPLES OF SPECIFIC INCIDENTS

Theft Prevention and Reporting

It is illegal to steal materials or items from any library. The best prevention of theft is customer service. Staff should follow the following steps to prevent theft:

- 1) Make eye contact and greet every customer, offer assistance
- 2) Be available and within eyesight of all customers
- 3) Check the bathrooms frequently
- 4) When the gates alarm, offer to help the customer check out the items that causing the alarm (verifiable by utilize the Bibliotheca gate software)

If we believe (because we witnessed the action or because the gates continue to alert for unchecked out items) that a customer has library materials in their bags, we can tell them we need to verify that by looking in their bags.

Until a customer has left the building without checking an item out, it is not theft. But when we have a verified theft we can law enforcement. It will be necessary to provide specific information as much as possible including item #s, titles, and suspect information.

Complete and incident report.

Theft of Customer Property

If a customer claims that their personal item was stolen on library property, provide information (phone number, website) for them to file a police report. They may choose not to. Photos or camera footage of the incident may only be provided to a law enforcement officer, and not the victim, so please refer them to the Rawlings Library Manager for more information.

Complete an incident report.

Insect-Infected Material

Consult the [Insect Infested Materials Guidelines](#)

Parking Lot Accidents

If a car accident in the parking lot occurs, assist the customer in contacting law enforcement. If footage exists we may show it to the police when they arrive. If they need a copy of the footage, request it through your Incident Report and follow-up with Security Supervisor (Rawlings Director) to make sure it is copied and available to the police.

Complete an incident report.

Finding Drugs or Paraphernalia On-Site

When drugs or paraphernalia are found on-site, please contact the Pueblo Police Department or Pueblo Sheriff's Office, depending on your library's location. They may come by to pick up the items, or may advise proper disposal.

Complete an incident report.

Graffiti or Vandalism

When you observe graffiti or vandalism, complete an Incident Report and a Helpdesk Ticket to Facilities to clean it up. Please describe where it is, and include a photo.

Complete an incident report.

Soliciting

Soliciting is prohibited on library property. Notify the individuals soliciting that they must move off of library property or stop the activity. If they do not move, they will be suspended. After being notified of their suspension they will be trespassing and law enforcement should be contacted if they persist.

Complete an incident report.

Vapor Cigarettes & Tobacco Products

Smoking or other tobacco use (including the use of smokeless tobacco products, e-cigarettes, and unregulated nicotine products) within the building or within 20 feet of an entrance. When a violation of this is observed, notify the customer that they need to move. If they do not move, they will be suspended. After being notified of their suspension they will be trespassing and law enforcement should be contacted if they persist.

Complete an incident report.

Intoxication, Possession of Alcohol, Marijuana or Illegal Drugs

If a customer is found to be intoxicated, encourage that person to leave the library immediately. Customers may refuse and sometimes they can't leave – call 911. If they do not leave, they will be suspended. After being notified of their suspension they will be trespassing and law enforcement should be contacted if they persist.

If a customer has alcohol or marijuana in their possession, they must leave the library. If a customer has illegal drugs we should contact law enforcement. Possession of alcohol or drugs will result in immediate suspension. After being notified of their suspension they will be trespassing and law enforcement should be contacted if they persist.

If any of these situations appears to be unsafe or requires additional assistance, contact law enforcement.

Complete an incident report.

Disturbances Outside of Library Property

We can't control our surroundings and each library is in a unique environment. When an emergency situation is reported, any library staff member including the PIC may report it to 911.

Sex Offenders in the Library

PCCLD sees library safety and security as a priority. We want people of all ages to be safe while they are visiting the library. Providing access to library materials and services is our mission which is in line with First Amendment rights and rights to intellectual freedom.

There may be times when a patron visits the library who is recognized as a registered sex offender. Colorado law does not require PCCLD to automatically report registered sex offenders who come to the library. Similarly, court orders for these offenders are different and the offender bears the responsibility of following those orders. The PIC therefore does not need to take any action so long as the offender is not causing issues or violating library rules. If staff are concerned about the offender's proximity to children, the PIC is advised to work with staff to ensure that they monitor the patron to maintain a safe and welcoming environment for all. Access to library services is a right we extend to all visitors. No additional action should be taken unless the offender violates the library's Code of Conduct.

If there is a Code of Conduct violation, the PIC should act accordingly to address the infraction as we would with any other patron. At that time, the PIC may call law enforcement if additional support is needed. If law enforcement is called, the PIC should inform dispatch that the patron is suspected to be a registered sex offender. It will then be the responsibility of law enforcement to take appropriate action.

THE RAWLINGS PIC

The PIC Calendar

<https://calendar.google.com/calendar?cid=cHVlYmxvbGlicmFyeS5vcmdfb3Nua3JkZHBwN28zbGY5MWczbGoxaW9wYWNAZ3JvdXAuY2FsZW5kYXluZ29vZ2xlLmNvbQ>

Rawlings opening and closing procedures:

<https://docs.google.com/document/d/1GeJuy1vHFmigfC7qFPH2YEIzQLwkvTKVXP-xlnoZNXg/edit>

If you have any difficulty accessing the Rawlings PIC calendar, please send an email to the Rawlings Manager, kristi.roque@pueblolibrary.org.

PIC Phone (719) 289-1000

- Rawlings PICs carry the PIC cell phone while on duty. (to unlock phone 1234)
- The PIC phone is kept on top of the Security Desk within the Circulation Department, where it is charged between uses.
- PICs keep the phone on during their entire shift.
- There are several phone numbers programmed into the phone for easy access such as Security, Facilities, Non-Emergency Police, etc.

PIC phone voicemail access

1. Enter password: 8104
2. Tap the red message bubble over the phone icon
3. You will see a list of missed calls.
4. Along the bottom of the screen will also be a messages tab.
5. Tap the messages tab and select the message you want to listen to.

Communication Log

The Communication Log features a tab for each Location/Department and is accessible by all staff. This log is used to communicate any concerns or issues to other staff members (not just Security related information). Situations that are not severe enough to necessitate an incident report should be documented in the Communication Log. The Communication Log tracks 1st Level Offenses and Consequences and reveals patterns and trends will help staff determine when to raise the consequence, involve a supervisor, and submit an incident report. It is recommended that all staff, particularly the PIC review the Communication Log at the beginning of each shift.

Communication log form:

<https://docs.google.com/forms/d/e/1FAIpQLSfr5eJP22EwYdbqKtAHFH-g2BtEUuMV6BvVEWqKZtHq8yeTjg/viewform?c=0&w=1>

Communication Log Responses:

<https://docs.google.com/spreadsheets/d/1zFnYW8OhoY0CwVxnm4A3Yko2REkchAZH2OZltg7TArk/edit#gid=394778503>

Opening & Closing Procedures

[RA:https://docs.google.com/document/d/1GeJuy1vHFmigfC7qFPH2YEIzQLwkvTKVXP-xlnoZNXg/edit](https://docs.google.com/document/d/1GeJuy1vHFmigfC7qFPH2YEIzQLwkvTKVXP-xlnoZNXg/edit)

- Security Opening: Security unlocks the front doors at 9:00 AM, Monday - Saturday, and at 1:00 PM on Sunday.
- Security Closing: Security will clear the building of all patrons at 9:00 PM Monday - Thursday, at 6:00 PM on Friday and Saturday, and at 5:00 PM on Sunday. Public Services staff will sign out on the first floor and exit the building as a group from the second floor staff elevator. A security office will escort staff to the parking lot at closing time. Security will then re-enter the building, lock the front doors and exit the building through the employee entrance to the main parking lot.
- Security Before/After Hours: Security will continue to arrive early and stay late for events occurring outside of standard library hours of operation. Please request security presence with a minimum of one week's notice so arrangements can be made to fill the shift.

The Rawlings PIC Role

Note: some duties may apply to the Branch Libraries as well

What is the first thing I should do when I have been assigned to be a PIC at Rawlings?

- If possible – talk with the supervisor or previous PIC to find out if there are any situations that might require your attention.
- Locate and familiarize yourself with the specific information about security, opening/closing, and scheduling for your location so you can refer to it when needed.
- Check the on-line calendar to see what events and programs will take place that day.
- If we are short of staff in one department, you may reallocate staff as necessary.
- If a substitute or float staff person is needed for the library to function, you should send out an email request that includes: the position, location and time period needed. The recipients will respond to you by email who are interested. See Substitute Procedures in Staffing section
- If staffing issues persist, call the Rawlings Manager x648 or 719-671-9289, and then if serious call the Associate Director – x205 or cell 719-248-4912

Sunday PIC Responsibilities (include all items in the above list)

- Check in with each department to make sure that everyone who is scheduled to work shows up. Call no-shows to see if they are coming in. Email the managers of any employees who are absent to let them know the employee did not work as scheduled.
- Fill staff shortages by sending out a shift request to the Substitute Pool email list and/or Substitute Employees email list. A list of substitute phone numbers is also available on the Portal.
- If unable to fill vacancies contact the Rawlings Manager 719-671-9289.
- Make sure a Security Officer is on duty by calling 719-252-8500. If no one is on duty, call the Security Supervisor (Associate Director of Public Services) x205 or cell phone 719-248-4912 to report the absence. They will arrange for a replacement Security Officer.
- Call the Facilities On-Duty Staff by cell phone to check-in at 719-240-1546.
- Check in with on-duty IT staff at ext. 219 to let them know you are on duty as PIC.

Meeting Room Policies Rawlings

Please refer to the [Meeting Room Use Policy](#).

Before and after-hours events at the Rawlings library require the presence of a Security Officer(s). For private events there is a \$25 per hour fee per Security Officer which must be paid in advance. Call the Security Supervisor to report any issues concerning before or after-hours security.

For meeting room issues regarding room set-ups and janitorial needs, contact Facilities.

Events must be contained within the reserved area, and not extend into other areas of the library. Likewise event attendees are not permitted to have unattended children wander the library during their event.

People who have reserved rooms are responsible for cleaning the room and putting it back into its original set up when the event is over.

Only the person who reserved the room and signed the contract, may enter the room early.

The PIC should document all issues associated with meeting rooms and send it to the attention of the Manager of Experiential Learning and the Rawlings Manager

The Call Center

- All calls coming in for the Pueblo City County Library District published phone number 719-562-5600 are received in the call center.
- The Call Center is answered by the Experiential Learning Department Staff and assigned trained staff on Sundays.
- Calls may roll over to designated library locations including Library @ Y, Giodone Library and Greenhorn Valley Library, then finally back to Circulation before being sent to voicemail. The staff member answering the call should try to handle the customer request before transferring the call

PIC Resources

Helpful Links

- Customer Conduct/Rules of Behavior
www.pueblolibrary.org/about/rulesofconduct
- Customer Service Policies and Procedures Manual
www.pueblolibrary.org/sites/default/files/Policies/policycutsrvc.pdf
- Incident Report
<https://portal.pueblolibrary.org/incidentreportform>
- Suspension Form
<http://portal.pueblolibrary.org/sites/default/files/documents/Suspension%20of%20Library%20Privileges%20FORM%20-%20revised%20June%202014.pdf>
- Suspension List
<http://portal.pueblolibrary.org/suspension-list>
- Safety Manual
<http://portal.pueblolibrary.org/document/safety-manual>
- Insect Infested Materials Guidelines
http://portal.pueblolibrary.org/documents?field_document_type_tid=All&combine=Insect+Infested+Materials+Guidelines&sort_by=title
- Workers Compensation
http://portal.pueblolibrary.org/documents?field_document_type_tid=46&combine=&sort_by=title
- Employee Guidelines
www.pueblolibrary.org/sites/default/files/Policies/employeeguidelines.pdf

Forms

Suspension of Library Privileges Form



100 E. Abriendo Ave.
Pueblo, CO 81004-4290

SUSPENSION OF LIBRARY PRIVILEGES

You _____, are hereby notified that you have violated the policies and procedures of the Pueblo City-County Library District (PCCLD), and your presence on the properties located at:

Barkman Library (1300 Jerry Murphy Rd.)
Giodone Library (24655 U.S. Hwy 50 E.)
Greenhorn Valley Lib. (4801 Cibola Dr., Co. City)
Lamb Library (2525 S. Pueblo Blvd.)

Library @ the Y (3200 Spaulding Ave.)
Lucero Library (1315 E. 7th St.)
Pueblo West Library (298 S. Joe Martinez Blvd.)
Rawlings Library (100 E. Abriendo Ave.)

or at any other PCCLD community/partnership library whose locations are listed on www.pueblolibrary.org, is no longer desired. Your Library privileges are suspended from said properties until _____ (date).

After this date, you may request your Library privileges to be reinstated by contacting

_____ at _____
(Library Manager) (Contact phone number)

If you come back on the premises before reinstatement of your library privileges, you will be arrested and prosecuted for trespassing on public property.

You have the right to appeal the suspension of your library privileges by contacting PCCLD's Executive Director in Administration at the Rawlings Public Library at 719-562-5625.

Nature of Policy Violation: _____

Date of Policy Violation: _____ Date Suspension Served: _____

Customer Signature

Witness

☐ Check here to acknowledge privileges in Sirsi have been suspended for the specified time.

Library Supervisor Signature

Route this form to Executive Director's Office

Executive Director

[03.06.01](#)
[03.06.02](#)
[03.06.03](#)
[03.08.01.R1](#)

Acceptable Library Use and Safety
Child Conduct and Safety
Customer Code of Conduct
Resource Documents: Colorado Revised Statutes, 18-9-110 Public Buildings/Trespass,
18-9-117 Unlawful Conduct on Public Property

CUSTOMER SERVICE – Customer Conduct
Suspension of Library Privileges Form

Effective: 01-07-2015
APPENDIX# 03.06.03.F1

Incident Report Form



Incident Report Form - Fill out online

<http://www.pueblolibrary.org/incidentreportform>

100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Branch / Dept. _____

Date and Time: _____

Staff Reporting: _____

Written reports are necessary when the police have been called or there is possible insurance liability. Such reports should be written as soon as possible after the event, and copies should be provided to the Supervisor, Human Resources Manager, Associate Director, Chief Financial Officer, and the Executive Director. In the case of accidents or injuries, the first priority is for the victim's immediate aid.

EMERGENCY: (check appropriate box)

- | | |
|--|---|
| <input type="checkbox"/> Abandoned Child | <input type="checkbox"/> Injury / Sudden Illness |
| <input type="checkbox"/> Alcohol / Drug Abuse | <input type="checkbox"/> Refusing to Leave When Requested |
| <input type="checkbox"/> Arms / Aggression / Threats | <input type="checkbox"/> Sexual Misconduct |
| <input type="checkbox"/> Disruptive Behavior | <input type="checkbox"/> Theft |
| <input type="checkbox"/> Harassment | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Other | <input type="checkbox"/> Weapons |

Describe incident, location, etc. _____

ACTION TAKEN:

Name / description of offender (see reverse): _____

Name / description of victim: _____

Name of witnesses / staff involved: _____

Was law enforcement called? ☐ YES ☐ NO

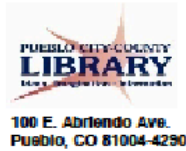
Length of time to respond: _____

Victim refused further assistance ☐ YES Explain: _____

Describe action taken by staff and/or authorities: _____

*Any time someone is sick or gets hurt and bodily fluids need to be cleaned up, the Facilities Superintendent should be notified. The first and primary concern when faced with any emergency is to call 911. It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the area that is soiled is in a place where it will affect other patrons, clear the library out and close until it is cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact another Facilities staff member using the current pager numbers.*

Incident Report Form



CUSTOMER CONCERN (ADA)

It is the policy of the Pueblo City-County Library District to provide equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like to understand the problem, or your concern, and know your ideas on how we can serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED OR YOUR CONCERNS

PLEASE DESCRIBE WHAT WE COULD DO TO SOLVE THE PROBLEM AND/OR PROVIDE EQUAL ACCESS

If your concern or problem requires special equipment of some kind, please state where it can be purchased, if you have that information.

Name: _____

Date: _____

Address: _____

Phone: _____

Please see attached Americans with Disability Act policy

ORIGINAL FORM TO: Executive Director
COPY TO: Associate Director

Access to Library Services
Customer Concern (ADA)

Effective: 01-04-2010
APPENDIX# 03.01.05.F1