**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.

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

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

More information about handling Incidents and Suspensions can be found in the 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

**Reporting Incidents to Law Enforcement**

To get immediate assistance, you may contact the Pueblo Police Department (PPD) or Pueblo Sheriff’s Office (PS0) Non-emergency numbers by locating them on our staff phones, searching Pueblo.

The numbers are:

Pueblo Police Department Dispatcher [719-553-2502](tel:719-553-2502)

Pueblo Sheriff's Office Non-Emergency [719-583-6250](tel: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.

**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 Sirsi for guardian contact information. It may be appropriate to contact law enforcement.

Approximately 15 minutes till 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 minors 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.

**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.

**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 Janina 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 PPD or PSO, 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.

**Suspensions and Trespasses**

When a customer violates the Rules 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.

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. Provide, for law enforcement, the suspension document which is attached to the individual’s photo on the Suspension List. 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.

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. In situations that are not emergencies but are still concerning, the PIC should use their judgement, understanding that their involvement involves the library as well.

The library will remain open regardless of what is happening outside of library property, unless required otherwise by Law Enforcement. If the Pueblo Sheriff’s Office or Pueblo Police Department requires an evacuation or lockdown for security reasons, the PIC will comply and facilitate this requirement. The PIC should also immediately notify the Executive Director or Chief Operations Officer to apprise them of the situation.

**Violence, Emergency Situation**

In any situation where the safety and security of staff and customers is at risk, contact 911. Any staff member can do this.

**Video Surveillance**

PICs have limited access to video surveillance. When reporting an incident they should be as specific as possible about location and time so video surveillance can be done to validate any claims. Customers or law enforcement who request video surveillance should be referred to the Rawlings Library Manager. In those situations additional documentation may be required to obtain photos or video footage.