

DISRUPTIVE PATRON INCIDENT REPORT

Groves Public Library

Incident reports are used for both patron or staff accidents and disruptive behavior. An incident may include, but is not limited to, sexual harassment, problem patrons, or unseemly conduct. The director should be notified immediately. Problem behavior is any behavior that either consciously or unconsciously violates or restricts the rights of others to use the library; prevents library employees from doing their jobs, or jeopardizes the safety of library users, staff and/or property. First, mention the library's rules; second mention the consequences of their actions; and third, ask them to leave the building for the rest of the day/evening. All public desk staff has the authority to ask a patron to leave the building for the rest of the day, as appropriate. However, a report needs to be completed and handed to the Director if such action is taken. If an individual does not stop the improper behavior, or does not leave the building when asked to do so, staff should call the police. Tell the police you are calling from the library, give your name, and briefly describe the incident. Emphasize that help is needed.

TYPE (Check One)

- ☐ Incident between Patron and Staff
☐ Safety/Security Incident involving a patron/staff
☐ Incident between Staff and Staff—Staff and Management, etc.
☐ Other—Please specify: _____

LOCATION _____ DATE _____ TIME _____

PERSON(S) INVOLVED _____

GENERAL DESCRIPTION OF PERSON: Glasses, scars, tattoos, speech impediment, odd walk, limp, hair color, clothing, skin color, etc.

ADDRESS (If Known) _____

TELEPHONE # _____

DESCRIPTION OF INCIDENT (Be Specific) *use back as needed*

KINDS OF BEHAVIOR

Disorderly Patron _____
Exhibitionist/flashers/ Public lewdness _____
Assault _____
Harassment of other patrons _____
Harassment of staff _____
Intoxicated _____
Loitering _____
Mentally Disturbed _____
Offensive Order _____
Patron sleeping _____
Smoking/Use of tobacco products _____
Computer Policy Violation _____
Theft _____ Robbery _____

Abuse of library computer equipment _____
Excessive displays of affection _____
Damaging library materials or property _____
Misusing the rest rooms _____
Displaying/Carrying a weapon into the building _____
(A weapon is defined as a gun, switchblade, unsheathed knife or other dangerous object. Such objects are prohibited on library property.)
Generally disruptive to others _____
Problem with alarms sounding _____
Vandalism _____
Child Abuse/Child Neglect _____
Attempted drug sale or use _____

POLICE INCIDENT# (If Filed) _____ **Officer's name:** _____

ACTION(S) TAKEN (By Staff and/or Police) *use back as needed*

Verbal Reprimand _____
Termination of Activity _____
Loss of Privileges _____
Expulsion from Library _____
Phoned Police/Sheriff _____
Patron Searched/Removed _____

FIRST VIOLATION: Initial warning _____
SECOND VIOLATION: Library privileges suspended for the day. ____
At the discretion of the library Director only--
THIRD VIOLATION: Library privileges suspended _____

NAMES AND ADDRESSES OF OTHERS INVOLVED (Staff, Patrons, Witnesses)
use back as needed

SIGNATURE OF *Staff* COMPLETING FORM

DATE _____

SIGNATURE OF Director

DATE _____

DISTRIBUTION:

1: FILES (original) _____

2: DIRECTOR _____

3: City Manager _____