

INCIDENT REPORTS

Staff members shall fill out an incident report form whenever problems and/or emergencies occur in library buildings and grounds as well as in buildings rented by the library system for the purpose of library services.

Incidents may include, but are not limited to, the following:

- Patron accident, illness, injury, or other emergency
- Theft or attempted theft
- Patron complaint or grievance
- Natural disaster (Tornado, snow, ice, hail, etc.)
- Emergencies (Fire, flood, etc.)
- Discrimination
- Disturbance or refusal to follow library policies and procedures
- Vandalism
- Other (Explanation required)

**HEARTLAND REGIONAL LIBRARY SYSTEM
INCIDENT REPORT FORM**

This form is to be used by staff members to record information about problem incidents that occur in the library or on library grounds. The completed form should be sent to the director as soon as possible after the incident.

TYPE OF INCIDENT

- | | |
|---|--|
| <input type="checkbox"/> Accident | <input type="checkbox"/> Behavior |
| <input type="checkbox"/> Injury | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Theft or attempted theft | <input type="checkbox"/> Damage |
| <input type="checkbox"/> Complaint (other than books, etc.) | <input type="checkbox"/> Emergency |
| <input type="checkbox"/> Illness | <input type="checkbox"/> Other (explain) |

DETAILS OF INCIDENT

Date of incident: _____ Time of incident: _____

Name of person involved: _____

Address: _____

Telephone: _____

Description of incident: _____
