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

Accident	Behavior
Injury	Vandalism
Theft or attempted theft	Damage
Complaint (other than books, etc.)	Emergency
Illness	Other (explain)

DETAILS OF INCIDENT

Date of incident:	Time of incident:
Name of person involved:	
Address:	
Telephone:	
Description of incident:	

DETAILS OF INCIDENT (CONTINUED)

Other people involved and/or w	vitnesses:
Name:	Name:
Address:	_ Address:
Phone:	Phone:
Willing to testify?	Willing to testify?
Signature	Signature
	ACTION TAKEN
Police/Sheriff's Office c Ambulance called First aid given by:	alledFire Department calledOther (explain)
Name:	
	REPORT SUBMITTED BY
Signature of staff member	Date
<u>RE</u>	FUSAL OF HELP BY PATRON
If a patron refuses help for injur	ry or illness, please have him or her sign below:
Patron signature	Date