

MID-MISSISSIPPI REGIONAL LIBRARY SYSTEM INCIDENT REPORT PROCEDURES



(August 29, 2015)

Purpose: To provide a standard procedure and form for reporting important incidents through the chain of command. (For all staff accidents/injuries – an additional Workman’s Compensation Form will be completed by the Business Manager in addition to an Incident Report submitted by Library Staff.)

Types of incidents required to be reported using this procedure and an MMRLS Incident Report:

- **Customer/volunteer/staff accidents and injuries:** Report all known accidents and injuries regardless of the extent of the injury or medical attention required.
- **Safety/security incidents:** Incidents to report include bomb threats, fire alarms, break-ins, vandalism, theft (internal or external) customers/staff reported missing while in the library, physical altercations or any threat made to do physical harm to customers or staff.
- **Other incidents:** Any incident that is of such significance to warrant notification to the local Branch Manager, System Executive Director, Business Manager and Branch Services Coordinator: These incidents include, **but are not limited to**, difficult situations with angry customers and customers banned from computer use.

IMPORTANT STEPS TO TAKE WHEN AN INCIDENT OCCURS

1. **EMEGENCY SITUATIONS SHOULD BE HANDLED IMMEDIATELY BY CALLING 911** – staff should try to maintain a calm setting in the surrounding area.
2. **The Branch Manager should be contacted as soon as possible.** If she is not working, the Assistant Librarian or next staff member in charge should be located. A substitute should only handle the incident/situation if he/she is the only person working. Pages or volunteers should not handle the incident/situation.
3. **The Branch Manager or current staff member in charge should gather names,** telephone numbers, addresses, etc., of those involved in or witnesses to the incident.
4. **Direct insurance inquiries should be directed to the Business Manager.** DO NOT provide any insurance information to customers.
5. **Headquarters should be notified with a verbal report as soon as possible.**
6. **Staff must use the Incident Report form located on the Help Desk.** The completed and signed Incident Report **should be emailed to the Executive Director, Business Manager and Branch Services Coordinator the same day of the incident.** The Branch Manager must save a copy of this report to her computer.

PERSONS AUTHORIZED TO COMPLETE/SIGN THE INCIDENT REPORT

Only permanent library staff is authorized to complete and sign this report. A substitute should only complete the report if he/she is the only person working. If the customer claims their injury was caused by a safety hazard within the Library, the Branch Manager or staff member in charge should investigate and accurately report the condition as it exists.