A. WHY WRITE ONE? The purpose of an Incident Report is to alert your supervisor, and the Library Administration, to unusual situations, or problems you don't know how to solve. ANYTHING unusual should be reported. It's better to err by writing too many than too few; your supervisor will let you know if you write them unnecessarily.

B. WHAT TO WRITE ABOUT: Describe what happened; who did it; and what the result was. Be sure to include your full name, the date, and the time. If you can't name the person you're writing about, give as full a description as possible.

EXAMPLES OF INCIDENTS THAT SHOULD BE REPORTED:
--If you call Security, you must fill out an incident report;
--Disruptive patrons who bother you or other library users;
--Leaks, after you take the other steps called for in the Emergency Manual;
--Faculty who ask for an unusual service, after you have provided what they need;
--Doors that are improperly locked or unlocked;
--Noisy tour groups you haven't been forewarned about;
--Patrons with specific complaints about library services.

Discomfort in the temperature of the air or water in the drinking fountains, and other building conditions, can be reported on either a "Maintenance Report Form" (covered later, this session) or an "Incident Report Form." If in doubt, use the incident report form.

C. WHAT DOES THE LIBRARY DO WITH INCIDENT REPORTS? We often see patterns--petty thefts that occur only on weekends--we might post a sign or a notice in carrels; a growing number of complaints about noise--we might increase the hours at the guard station to keep out undergrads; unusually high number of complaints about copy machines--we might consider replacing them.

D. WHO TO GIVE THEM TO:
--Always give them to your immediate supervisor. Your supervisor will tell you how.
--Get report to your supervisor as quickly as possible; late reports are much less useful.

REMEMBER
• What happened?
• Who was involved?
• What was result?
• Your name?
• Date and time?