

CHAPTER FIVE

FORMS

Forms are tools that help a library document problems, solicit input, and address customer concerns. Libraries may want to create their own forms or adapt some or all of the sample forms included in this chapter.

All libraries should use Incident Report Forms; they are an all purpose documentation tool. All staff members should be trained in determining when and how to fill out the form and where to file them. The forms should be filed at least in the Director's office but another copy may be kept in the security office. Staff or at least supervisors should have access to the file so they can trace the history of various problem customers or re-occurring situations. See Form I and II.

Documenting suspicious activity before an incident actually occurs may provide important history and help to develop a proactive problem solving approach. For example, a group of three teenage boys come in regularly. One always chats up the circ clerk while the other two wander through the music CDs. The two are continuously looking up to see if the clerk is watching them. The clerk cannot actually prove that anything happened at that time but later it is discovered that certain rap albums are disappearing. The staff determines that the trio comes in regularly about 3:00 p. m. when junior high lets out. The supervisor arranges to have more staff on duty at that time to better handle the problem. See Form III.

An "Accident/Injury/Illness Report Form" is a special form that asks for more specific information than that included in the basic incident report form. The library carries liability insurance and this form helps the library collect information for the insurance company. It also helps the library identify hazards in the library that need immediate attention. See Form IV.

Bomb Threats were discussed under the policy and procedure category, and a special form was attached to that policy. Form V is another Bomb Threat Form. Choose either form or combine them to make your own form.

Every library should have a complaint procedure in place. This may be as informal as to when a clerk should refer something to their supervisor or the director. Form VI is a very formal process and form. It was originally developed for a larger library that had a department/service that was very controversial. The complaints were taking most of the director's and board's time. Formalizing the process made the customer think through their complaint and gave the administration a better method of addressing and documenting ongoing problems. Most libraries will not need such a formal process. NOTE: This does not replace a material reconsideration form and should not be used as such.

Form VII, "Please Tell Us" and Form VIII, "How did We Do?" are different approaches to handling problems. Although worded to help the library solicit suggestions, they can also be used to address complaints. One of these libraries has supervisors, department heads, and, if appropriate, the director answer these suggestions/complaints in writing. It has helped the library take a proactive approach to service.

Finally Form IX, Daily Closing Checklist is not really a form but can easily be made into one. It is an important tool to use to ensure that the security of the building at night is secure.

Form I

INCIDENT REPORT FORM

Date of Incident _____ Time of Incident _____

Name of person(s) involved in incident _____

Nickname of person(s) involved in incident _____

Street address _____

City and zip code _____

Telephone number _____

Physical description of person:

Sex: Male _____ Female _____ Age: _____

Height: _____ Weight: _____ Hair color: _____

Race: _____ Eye color: _____ Build: _____

Eyeglasses: _____ Mustache: _____ Beard: _____

Other distinguishing marks:

Description of clothing:

Names, telephone numbers, addresses of witness(es):

Location of incident:

Description of incident (provide as much detail as possible):

Action taken by staff:

Were police called: Yes _____ No _____

Name of reporting officer: _____

Police incident report number: _____

What action did the police take?

Did library staff file a formal complaint with the police? Yes _____ No _____

If yes, who filed the complaint? _____

Name of staff member completing this report: _____

Staff member's position or title: _____

Date report filed: _____

Date forwarded to Director: _____

Action taken by Director:

Any Library Board action required:

Form II

SPECIAL INCIDENT REPORT FORM*

Time/Date Occurred: _____ Time/Date Reported: _____
Reference # _____

Type of Incident: _____ Reported by: _____

Location: (be specific) _____

Victim Full Name: _____ Home Phone: _____ DOB: _____

Home Address: _____ City, State, Zip: _____

Witness/Victim: _____ Home Phone: _____ DOB: _____

Address: _____ City, State, Zip: _____

Agency Notified: _____ Responding Officer: _____

Describe Injury or Loss: _____

Describe the incident, in chronological order that events occurred. Include full name, address and date of birth for **all** persons involved. Attach additional pages if necessary. Include final disposition or status of victim's property, etc.

Property Recovered/Destroyed: _____

Victim's Status: _____

Supervisor's Signature: _____ Date: _____

Reporting Party's Signature: _____ Date: _____

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed. Layne Consultants International, c 2002. p.54.

Form III

SUSPICIOUS ACTIVITY REPORT*

Time: _____ Date: _____ Location: _____
(show time, date and location of the reported activity)

Type of Activity:

Describe Person(s) Involved:

Subject #1 _____
Subject #2 _____
Subject #3 _____
Subject #4 _____

Vehicle(s) Involved:

Make _____ Model _____ Color _____ Lic# _____

Make _____ Model _____ Color _____ Lic# _____

Additional
Comments:

Your Name _____ Your Job Title _____

Business Phone _____ Home Phone _____

Mailing

Address _____

Business

Address _____

Cell Phone _____ E-Mail Address _____

Initial Report To: _____

Other Persons Notified: _____

Were Police Called _____ Other agencies _____ (if yes, identify) _____

Present Time _____ Date _____ Location _____

_____ **Witness** **Your Signature** _____

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed.
Layne Consultants International, c 2002, p.8

Form IV

ACCIDENT/INJURY/ILLNESS REPORT FORM

Date of accident/illness/injury _____ Time of incident _____

Full name of person involved in accident/injury/illness _____

Street _____

City and Zip Code _____

Phone number (include area code) _____

Age of person _____ Birth Date _____

Name of person's insurance carrier _____

Name(s) and address(es) of witness(es)

Summary of Incident:

Where did it occur?

What was the person doing when the incident occurred? Be specific.

Object or substance (source) responsible for injury:

Nature and extent of injury:

Action which was taken (i.e., ambulance called, person went home as desired):

Medical services called: Yes _____ No _____

Hospital name and address _____

Doctor's name and address _____

Name of person filing report _____ Date of report _____

Date referred to Director _____

Form V

BOMB THREAT FORM*

When will the device detonate? _____

Exactly WHERE is the device? _____

WHAT does it look like? _____

WHO placed it there, and when? _____

WHAT do you want from us? _____

Who are you, why are you calling? _____

Will you repeat these details to my supervisor? _____

Keep asking these questions until caller refuses or hangs up!!

Describe background noises _____

Approximate age of caller _____ Gender of caller _____

Did the caller have an accent? _____ Describe _____

Caller's exact words _____

Immediately notify your supervisor and call the police. Call 911 or other emergency numbers and repeat information. Do not leave until questioned by police. Retain this form.

*Source: Layne, Stevan P. **The Cultural Property Protection Manual**, 2nd ed. Layne Consultants International, c 2002. p.7

FORM VI

COMPLAINT PROCEDURE

A complaint form can be filled out at any service desk or in the business office. Whenever a patron has a complaint or suggestion relating to a library service and an employee is not immediately able to solve the complaint to their satisfaction, they will be referred to the supervisor of the department but encouraged to fill out the Complaint Form. A copy is given to the department head in the department related to the complaint and the original is sent to the Director.

- 1) Department Head (or the Asst. Dept. Head in his or her absence): All written complaints are to be referred immediately to the Director (or in his absence, his/her designee). The Director should respond in writing within seven days. If the patron is not satisfied, they should write a letter to the Director asking that the complaint be referred to the Executive Committee of the Library Board for discussion. This letter must be written and received within fourteen calendar days of the date of the written decision of the Director.
- 2) Executive Committee (President, Vice President, Secretary, Treasurer): From the date that the Director receives the request for referral, the committee should meet and respond no later than 21 days. If their answer is unsatisfactory to the patron, the patron must request in writing within fourteen days of the date of the written decision of the committee that the complaint be passed on to the entire board. The patron must again request this in writing from the director.
- 3) Entire Board: From the date that the Director receives the request for referral, the Board must meet and respond in writing no later than 30 days. The patron shall be entitled to speak to the entire board, and the Board may call in staff it deems appropriate to also speak to the issue. The decision of the Board shall be the Final Decision on the issue and be entered into the Board minutes.

SERVICE COMPLAINT FORM

Name: _____

Address: _____

Home Telephone: _____ Work Telephone: _____

Whom do you represent: Self () Group ()

Name of the Group Representing _____

Department or Staff under Comment: _____

Please state your comment, suggestion or criticism (write on the back if more space is needed) : _____

When did the event or program occur? Date _____ Time _____

Are you aware of the policy relating to this issue? _____ Yes _____ No

What is the policy as you understand it? _____

Whom did you speak to on this subject? _____

Have you talked to the department head in charge of this department?

_____ Yes _____ No Their Name _____

What was their response? _____

Have you complained about this issue before? When? _____

What do you want to happen as the result of filling out this form? _____

Signature: _____ Date _____

For staff use only:

Staff member receiving comments: _____ Date _____

FORM VIII

Kewanee Public Library District

102 South Tremont St.
Kewanee, IL 61443
309/852-4505

HOW DID WE DO?

We want to know what you think.
Please write your comments and we'll pass them on to the appropriate departments and to the administrative office. Be sure to check the box if you'd like a response.

Please check off which department your comment pertains to or if it concerns the whole library.

Library Circulation Dept.
 Youth Services Adult Services 1 Reference Dept
 Administration Technical Services Dept.
 Outreach Services Maintenance

Date _____
Comments:

(Optional)
Name _____

Address _____

Telephone _____

Yes, I'd like a response
 YES NO I am a Kewanee Library cardholder

FORM IX

DAILY CLOSING CHECKLIST:

ANNOUNCEMENT:

Thirty Minutes Before Closing: Make a general announcement over the intercom: "The library will be closing in thirty minutes. If you plan to check out books, please come to the desk soon. If you are using the computers or photocopier, please plan accordingly as the equipment is turned off at five minutes before the hour."

Fifteen Minutes Before Closing: Make the same general announcement but add: "Those who need to arrange for a ride, need to do so now." If you are unable to make a general announcement, someone in each department should remind everyone in the department that the library will be closing soon. Flashing the lights helps get everyone's attention but it does cut the life of the light bulbs.

PROCEDURES:

Fifteen Minutes Before Closing:

One person from each department should walk around the department and:

1. Ask teens and unattended children if they need to arrange for a ride home. The library makes the call if there is not a public pay phone.
2. Remind customers that if they want to check out some materials, they need to do so now while there is time.
3. If customers are on the computer or photocopier, remind them that the library will be closing shortly and the equipment will be turned off five minutes before closing.
4. Step into the restroom (or if a single use facility, knock on the door) and say the library will be closing soon, please prepare to close.

While doing this, the designated person may also:

1. Check that unused equipment is turned off, if appropriate. This is especially important for heaters, fans, and equipment in workrooms and offices.
2. Pick up books and papers, left on tables and shelves. They should neaten as they walk.
3. Check restrooms for occupancy and if empty, turn off the lights. Make sure all toilets are flushed and that there are no messes that need addressed. Note problems for the custodians.
4. Check all rooms, closets, and storage areas. Lock doors as rooms are checked.
5. Check that all windows are closed and locked.

Five Minutes Before Closing:

1. Turn off computers, photocopiers, and other equipment.
2. Lock more doors.
3. If multi-floor building, lock doors to entrances to other floors. Crash bars should still allow egress.

AT CLOSING:

1. Walk up and down the stacks to make sure everyone is out.
2. Check the restrooms again. Turn off lights when everyone is out.
3. Check all rooms, closets, and storage areas. Lock doors if not already done so.
4. Put money away (after, not before, library is closed.)
5. Make sure all equipment is turned off or disconnected if appropriate.
6. Activate interior alarms.
7. Everyone leaves at once for the parking lot. This ensures that no one is inadvertently left in the building with the alarms on and promotes safety in the parking lot.
8. Note non-staff vehicles still in parking lot. Write down license plates in security log or use suspicious activity report form (Form III) .
9. Note non-staff still in parking lot. If appropriate, document in security log.