

**THE UNIVERSITY OF MICHIGAN**

**THE LAW LIBRARY**

# **TRAINING SESSION G**

## **Advanced Security**

Rev. 5/10

**INCIDENT REPORT FORMS\***

**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 Safety, 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 an online Maintenance/Facilities form (covered by your supervisor) or on 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 send them to your immediate supervisor. Your supervisor will tell you how.
- Submit Incident Reports 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?

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**E. EXERCISE: WRITE AN INCIDENT REPORT:** Write a mock incident report by going to the online Incident Reports form at: <http://www.law.umich.edu/library/info/Documents/IncidentReports1.html>. Use the scenario that you have had an encounter with an upset patron. Make up the details for the incident. CLICK SUBMIT in the online form.

Your supervisor will show you where the online Incident Reports form is linked to from the computer(s) you will be assigned to use.

For those new hourly employees working at the Reference and Circulation Desks, your supervisor will show you where to find the paper form entitled, “Incident Report – Suspect Description Form.” This form is to be given to complaining patrons to fill out when they report a problem patron in the Law Library. This form should be turned into your supervisor

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**EMERGENCIES :  
NEEDS IMMEDIATE ATTENTION; TAKES PRIORITY OVER ALL ELSE**

**Consult the emergency manual for exact instructions.**

Copies of the *Emergency Manual* for the Law Library are kept in various places, including the Reference Desk and the Circulation Desk. Be sure to refer to it when an emergency occurs. Each manual is in a red binder labeled *Emergency Manual* **ALL DESK STAFF MUST LOCATE AND READ THIS MANUAL DURING THE FIRST WEEK OF WORK.**

**Call 911 for a life threatening emergency.**

Call the Department of Public Safety (763-1131) when anything occurs that is not a life threatening emergency, usually involving people. Call when there is a suspicious occurrence of any nature; you don't have to wait for something to go wrong to call!

Call the Plant Operations Call Center (647-2059) when anything occurs that threatens the well being of the building or facilities. On weekdays, 8:00 a.m. to 5 p.m., call the Administrative Services Unit (764-9322).

If there is an immediate problem that should be brought to the attention of an administrator, call the director or an assistant director, ie., Margaret Leary, Barbara Garavaglia, or Bobbie Snow. Call information or check the Ann Arbor phone book for home numbers of anyone above, or check the rolodex at the Reference Desk or Circulation Desk.

- Learn where the Emergency Manual in your unit is kept; be familiar with arrangement
- Organization:
  1. Instructions for calling 911 and 763-1131 (Campus Safety) (pink)
  2. Specific situations for a variety of emergencies. (yellow)
  3. Evacuation plans A,B,C (green).

**Emergency Manual table of contents:**

- A. Life threatening danger (Pink tab: Life threatening emergencies)**
- B. Fire (Yellow tab: Fire systems and procedures)**
- C. Water leaks (Yellow tab: Leaks)**
- D. Tornado Warning/Severe weather (Yellow tab: Tornado/Weather Warning)**
- E. Bomb Threats: (Yellow tab: Bomb threats)**
- F. Power Outages: (Yellow tab: Power outage)**

**NON LIFE THREATENING SITUATIONS AND OTHER SECURITY ISSUES**  
(pink tab: non-life threatening situations)

**A. Injuries**

**To staff:** refer to the emergency manual (**Yellow Tab: Reporting on-the-job injuries** )

**To patrons:** an injured patron may use the library phone to call for help or you may make the call for the patron; follow the patrons instructions.

**B. Thefts of personal property** Call Safety, 3-1131. Have person whose property was taken speak with Safety directly. Get name, address, what was stolen and where. File Incident Report with your supervisor so that we can take action to prevent other thefts.

**C. Building & maintenance**

NOT EMERGENCY : If not an emergency, use a Maintenance Request form available in your department or from the Reference Desk. Put the form in the area designated by your supervisor; for Reference, this is the Administration mailbox at the Reference Desk.

EMERGENCY: If in your best judgment any sort of building problem should be investigated, call 7-2059 and ask that someone come to look into the problem; leave an incident report as notification that you have done so.

**D. Other times to call Safety, 3-1131**

1. Call Safety when you need assistance of any kind. If you don't know who to call, they are often a good place to start when your supervisor is not available to advise you.
2. Call them whenever there is a "suspicious" situation. Better to notify them of something with which you are uncomfortable than to risk compounding the problem.
3. Call them for lost valuables (e.g., wallets, purses) that are turned in on weekends or evenings. During weekdays turn in all lost items to the Administration Office, S-180.
4. When you call Safety, they will ask for your name and phone number (for follow-up). They prioritize requests, so you will need to give them information as to the urgency of the situation, e.g., for leaks, water is not a problem in most classrooms but can destroy our books so you'll need to convey to them the magnitude of the situation.
5. Notify other departments (i.e., Circ or Ref. Desk) if you have called Safety about a suspicious or emergency situation.

### S-1 Theft Gate Procedure

The theft detection gate on S-1<sup>1</sup> of the Smith Addition (hereinafter Addition) is designed to prevent library users from removing Law Library books, periodicals, and other materials from the Addition. Your ability to effectively monitor the gate is an integral part of our effort to protect the Law Library's collection from theft and damage while at the same time treating all Library patrons with courtesy and respect.

#### I. **Basic principles:**

- A. The theft gate sounds an alarm and locks temporarily when protected books and other materials are carried through the gate. It also occasionally sounds false alarms.
- B. Whenever the gate alarm sounds, a library staff member must respond to it to try and resolve the problem.
- C. Never permit patrons to circumvent the theft gate by handing items around it or by carrying items through the gate over their heads; never show patrons that this is even possible, i.e., refrain from doing so yourself on their behalf.
- D. Library staff themselves should not circumvent the security gate because it teaches patrons how to do so.
- E. Everything can go through the security gate. The theft gate does **not** harm pacemakers, laptops and other computers or videotapes.

#### II. **Whenever the alarm sounds**, take the following steps:

- A. Reference Desk staff should send the patron to the Circulation Desk to figure out why the alarm has gone off. The exception to this is on the occasion when an Entrance Station person is working. Entrance Station staff have been trained to resolve security gate alarms on the spot.
- B. If the patron refuses to go the Circulation Desk and there is no Entrance Station staff member to resolve the problem, call the Circulation Desk (4-4252) and see if someone from the Desk can come up to resolve the situation.
- C. If the person refuses to stop and leaves, do not chase and tackle the patron. Ask any staff around if they know who the person was so we can follow up. Write an incident report.

**III. Attempted theft:** If circumstances and the demeanor of the patron lead you to suspect that a patron was attempting to steal a Law Library book, take the book back and submit an online incident report. You should ask for the patron's ID or pass, and call Campus Safety at 3-1131 if warranted by the situation. This option is used when the totality of the circumstances point to an intentional theft rather than an inadvertent or accidental occurrence.

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<sup>1</sup> (Note: These procedures are not applicable at the Circulation Desk theft gate on S-2)

**WHAT TO DO ABOUT NOISE AND DISRUPTIONS BY PATRONS**

**GOAL:** To guide staff in making judgments about when to take action, and what action to take, when patrons create noise: loud talking, cell phones, laptops, pagers, walkmen, unauthorized tours, etc.

**LIBRARY POLICY:** Patrons should not engage in activities which are disruptive to the quiet study environment the Library provides.

**PROCEDURE:** When a Reference or Circulation Desk assistant becomes aware of continuing noisy activity--either through personal observation or by a patron complaint--the staff member should consider taking the following actions:

1.--Ask the complaining patron to remind the offender, politely, about the problem. Explain that leaving the desk deprives patrons of your help, and that if the patron's attempt is unsuccessful you will consider further steps.

2.--Either after the complaining patron fails, or when you decide the problem is loud and continuous enough to justify your leaving the desk, go to the source of the noise, remind the person of the policy, state your observation that the person is disturbing others, and ask the person to stop the noisy activity or conduct it elsewhere. Be business-like, firm, and polite. Do not be drawn into an argument. Then return to the Desk.

3.--If the problem continues, or if the offending patron is nasty or openly defiant and continues, call Safety.

**SPECIFIC RECURRING EVENTS AND WHAT TO DO ABOUT THEM:**

**BARRISTERS:** A Michigan Law School student social group. May behave in drunk and disorderly manner. Usually occurs in mid-semester, often during full moon. Call Safety and write an incident report.

**HASH BASH:** Annual event on first Saturday in April. Celebrates and advocates the use of certain illegal drugs. Usually no special procedures, follow above instructions. Any special instructions will be in the Day Book.

**ART FAIR:** Wednesday-Saturday the third week in July. Like having a football game-size crowd, all on central campus. Usually no special procedures, follow above instructions. Any special instructions will be in the Day Book.

**UNAUTHORIZED TOURS:** The Library does not allow group tours without advanced permission from Administration, about which you will have notice in the Day Book. However, unauthorized tours may occur. If they do when your supervisor is here, notify your supervisor. If supervisor is not here, write an online "Incident Report Form" AND follow steps 1-3 above if the tour is noisy and continuously so.

**CHILDREN IN THE LAW LIBRARY**

**1. Children must be accompanied by a parent or other responsible adult when in the Law Library.**

- If a child is in the Library without a parent or other responsible adult, call Safety to handle the situation. Do not evict unaccompanied children – Safety will handle contacting a responsible adult to accompany the child to his or her home.
- If children are noisy or otherwise disruptive, the parent or other adult accompanying the child should be politely asked to quiet the child or leave until the child settles down enough to be in the Library without disturbing library patrons.

**2. The Law Library is not safe for young children in a number of ways, and parents bringing their children into the building should be advised that it is never safe to leave their children unattended in the building, especially along the balconies and on the stairways.**

- If you notice a child in proximity to a potential danger, feel free to warn the parent or other adult with the child of the need for caution.
- The following are some, but not all, of the potential hazards of which you should be aware:
  - a. The railings along the balconies and stairways of each sub level are not child-proof and a child could slip through. For this reason, parents should hold their children by the hand in these areas and keep them from sitting on the stools at the seats along the balconies.
  - b. Children should never be seated or placed on top of the wooden work surfaces along the balconies because they can fall over the edge down to levels below. This has happened in the past.
  - c. The copy rooms and the Reserve area contain items that could be harmful to children, e.g., paper cutters, staplers, staple removers, white out, and the like. Parents should keep their children from these areas, or keep them from handling such items when in these areas.
  - d. Card catalog drawers, books, and book trucks could also injure small children if pulled out too far (card catalog drawers), pulled from shelves or tables (books), mishandled (book trucks). Parents should keep their children from handling library material and equipment.
  - e. Electrical cords and outlets are not child-proofed.

**GETTING HOME SAFELY**

**1. Using SAFETY: 3-1131:** The Department of Public Safety (also referred to as DPS, Safety or Security) and Transportation Services operate a service for safe transportation. To use this service call Safety (3-1131) for an escort. Do not assume that because you are "only" going to the Lawyers Club or a nearby parking structure that you should not ask for an escort. Safety will readily escort you. They have people in the area and will be willing to escort you anywhere on campus all night, and they can usually get someone over here quickly. Also, when taking a cab, you may call Safety to have someone with you while waiting.

**2. INSTRUCTIONS FOR TAKING A CAB HOME**

- Eligibility:** The Law Library will pay for all Law Library employees to take a cab home when
- unable to drive, take a bus, get a ride *or* arrange an escort to walk home
  - or* arrange a combination escort/Night Ride (see [www.transportation.umich.edu/transit/special\\_transit.html](http://www.transportation.umich.edu/transit/special_transit.html) for all special options)
  - and when leaving the library after dark
- Arrangement:** Through Metro Delivery, we have an arrangement with Yellow Cab to allow staff to call for a cab at midnight or later and charge it to our account number.
- Instructions** Call **Yellow Cab, 9-663-3355**, a half-hour in advance of your pick-up time. [This is NOT Night Ride Service. It is regular cab service.] Arrange a pick up time (especially on Fri. and Sat. nights). The cab drivers will only wait 5 minutes.
- Tell the dispatcher: "I am calling for a taxi ride from 801 Monroe at the Legal Research loading dock entrance off Monroe Street to [destination]. Charges to **LAW LIBRARY/LEGAL RESEARCH** (account name).
- Log the call** At the Entrance Station, on the log for taxi rides taken, note the date you called for a cab. This is important, as we must reconcile the cab company statement with that log.
- paying/tip** When you reach your destination, the driver will put it on our account. *Tell the driver* to add a 15% tip to the charge and sign the receipt. (Don't play with the amount of the tip--we've authorized 15% and would like to have it used consistently.)
- receipt** The driver should know to keep the receipt and turn it in; do not accept it, should he offer it to you; *tell him instead to keep it and turn it in*. Receipts will be sent to the library separately.

## **Training Session G Advanced Security**

### **Addendum to Advanced Security Training Session G**

In addition to reading the handout, please watch the Department of Public Safety (DPS) Training Video available online at:

[http://www.law.umich.edu/photos/Documents/flash/20090511\\_DPS\\_video.html](http://www.law.umich.edu/photos/Documents/flash/20090511_DPS_video.html)

You may also watch this video on DVD by asking for the DPS Security Training Video at the Circulation Desk on S-2.

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### EMERGENCY MANUAL QUIZ

Name \_\_\_\_\_ Date \_\_\_\_\_

**REMEMBER:** You are supposed to locate and read the Emergency Manual in your first week on the job. When you do so, fill out this “quiz” and turn it in to your supervisor. (If you lose this copy, your supervisor can get you another!)

Should you use 911 to call the fire department to report smoke, even if the fire alarm is ringing?

- 1) Yes
- 2) No
- 3) Maybe, depends on if there is a also fire
- 4) Only if it is in the Legal Research Stacks

Which evacuation plan is used in the case of a bomb threat when no time of detonation is given?

- 1) Evacuation Plan A
- 2) Evacuation Plan B
- 3) Evacuation Plan C
- 4) Evacuation Plan D

The two fires escapes on each floor of the addition are located \_\_\_\_\_

- 1) in the core of the building
- 2) on Sub 3 and up the stairs to the RR
- 3) in the bathrooms
- 4) at opposite ends of the North and West Wings

Leaks are hazardous to books, so in the case of a leak, you should \_\_\_\_\_ before covering the books with plastic.

- 1) Only call Plant Operations Call Center (POCC)
- 2) Only call Margaret Leary
- 3) Call POCC and Margaret Leary
- 4) Call 911

Where are the emergency flashlights located in your department? \_\_\_\_\_

When told to evacuate the building, library staff should \_\_\_\_\_

- 1) Use the nearest exit
- 2) Quietly exit through the Reading Room
- 3) Take the Elevator to Level 3 and exit there
- 4) Break lightwell window and scale wall to safety

**Please return the quiz to your supervisor**

## Training Session G Advanced Security

The Law Library  
The University of Michigan

# TRAINING SESSION EVALUATION

Please complete this form and give it to your supervisor along with the quiz from this training session. *Please be as complete and thoughtful as you can.* We use these evaluations to improve the sessions and you, the trainees, are the best people to tell us whether our training program is effective.

Name of Training Session \_\_\_\_\_

Date you read handout, viewed or listened to the tape, or date of group session \_\_\_\_\_

The format of this session was (check one)     handout     video     audio     live

Please circle the number that best describes your response:

	Agree	Neutral	Disagree
This topic is relevant to my job	1	2	3
I understand the library's philosophy on this topic.	1	2	3
I learned enough about this topic to perform this part of my job competently.	1	2	3
I know how to find information on this topic when I am on the job.	1	2	3
The quiz helped me be sure that I understood the material in the session.	1	2	3
The presentation was clear.	1	2	3
The handouts are useful.	1	2	3
Too much material was presented.	1	2	3
I need more information on this topic.	1	2	3

We use recorded sessions because: new employees can be trained as soon as they are hired and at their convenience; and recorded training sessions can be complete and consistent.

The best format for this session is (check one)     handout     video     audio     live

Please use the back for comments on any aspect of the training program. Or, give suggestions to your supervisor, or to someone in Library Administration.

2/03 revision