

**UCI LIBRARIES (Langson and Ayala Science Libraries)
DEALING WITH INCIDENTS IN THE UC IRVINE LIBRARIES**

These guidelines address the most common incidents which require action from library staff but can also provide guidance when encountering incidents not specifically addressed. Your unit may have more detailed procedures in addition to the guidelines below.

CONTACT INFORMATION

LL Check Out Desk	x46842
ASL Check Out Desk	x43692
UCI Libraries Facilities	x45214
UCI Police Department	x45223 or x45224 or 911

GENERAL GUIDELINES

Assess the situation and always use your best judgment for your own safety and that of others in confronting difficult situations. Consult with your supervisor if possible to diffuse the situation. Do not hesitate to call the police if you feel the situation is threatening.

All approved policies for the public are located at: <http://www.lib.uci.edu/about/policies/library-policies.html>.

When reporting incidents, direct the patron to use the “Comments and Suggestions” form linked from the bottom of every web page or available directly at <http://www.lib.uci.edu/about/contact/web-feedback-form.html>.

Staff should report incidents using the “Report a Library Incident” form available at <http://www.lib.uci.edu/about/contact/incident-report-form.html>.

COMMENTS/COMPLAINTS

These situations include complaints about service or staff, facilities, computers, printing, photocopiers, etc., which do not require immediate attention.

- If the patron is not satisfied with the explanation or normal attempts to address the complaint, staff should encourage the patron to fill out a comment card online by clicking the “Comments and Suggestions” link on the bottom of every web page. Paper comment cards are also available and are located at each service desk. Offer the business card of the supervisor that oversees that service desk.
- Original comment cards will be forwarded to the AUL for Public Services, who will determine the appropriate department/unit supervisor to whom the comment card should be sent.

NON-COMPLIANCE WITH LIBRARIES OR UNIVERSITY POLICIES

- **Identify yourself as library staff with responsibility for maintaining an atmosphere conducive to study.**
- Explain the policy to the library user and show the user the text on the website if needed. Ask the user to cease his or her non-compliance at least twice. If the behavior still does not conform to our policy, on the third warning tell the user that the UCI Police will be called to deal with further non-compliance.
- If at any time the user becomes disruptive or abusive, call the UCI Police *immediately*. Then, inform the staff at the appropriate Check Out Desk staff. GML staff should contact the Medical Center Security or use the “panic button” behind the Loan Desk.
- If a user is acting in a manner that may constitute a breach of the terms and conditions of use for licensed products, contact the IT desk (x48535) or submit a workticket about the incident.
- If the library user is a minor, refer to: <http://staff.lib.uci.edu/departments/psa/children.php>

PATRON DISAGREEMENTS

- If a library user complains about what another patron is viewing or reading, the Library staff should explain to the complainant the *User Rights and Responsibilities* policy. If necessary, try to facilitate a solution that is agreeable to all parties, remembering that any legal viewing or reading behavior is protected under the First Amendment. <http://www.lib.uci.edu/about/policies/user-rights-and-responsibilities.html>
- Always offer to the library user the option of filling out a comment card or the online incident form at: <http://www.lib.uci.edu/about/contact/web-feedback-form.html>

DISRUPTIVE BEHAVIOR

These situations involve threatening, sexual, or erratic behavior directed toward other library users or staff as well as group situations such as sit-ins and flash mobs.

- **If the situation seems to be unsafe, *immediately* call UCI Police and then notify the appropriate Check Out Desk.**
- If disruptive behavior is reported to or witnessed by a Library staff member, that staff member should approach the individual(s) and ask them to *immediately* stop what they are doing. If the behavior does not stop immediately, **call the appropriate Check Out Desk or the UCI Police.**
- **Do not get involved** in a potentially dangerous situation. Be observant and carefully note the physical description of the disruptive person. If another library user is involved, you may ask that user stay to inform the police of what he or she saw, but do not try to force anyone to remain.
- Fill out an Incident Report as soon as possible after addressing the situation at <http://www.lib.uci.edu/about/contact/incident-report-form.html>.
- Ask any library users who witnessed an event to fill out the “Comments and Suggestions” Form at <http://www.lib.uci.edu/about/contact/web-feedback-form.html>
- Inform the staff at the appropriate Check Out Desk.

HARASSMENT

Harassment includes inappropriate touch, grabbing, or suggestive behavior and/or language.

- If the situation makes you feel very uncomfortable and threatened, *immediately* contact the UCI Police Department. Then contact staff at the appropriate Check Out Desk.
- In non-emergency situations, student workers who encounter this type of behavior when career library staff are not available, should contact the the UCI Police Department. (GML staff should contact Medical Center Security *immediately* or use the “panic button” behind the Loan Desk.)
- If the student worker feels comfortable confronting the library user, the student should clearly state that the user should stop the harassing behavior.
- In all situations, the student worker should communicate the incident to the Police once they arrive so that appropriate follow up can occur.
- All incidents of this nature should be recorded by filing a Libraries’ incident report <http://www.lib.uci.edu/about/contact/incident-report-form.html>
- All incidents should also be reported to the Head, Library Human Resources and your supervisor, as soon as possible.

If the inappropriate conduct is of a sexual or discriminatory nature, you may choose to contact the Office of Equal Opportunity and Diversity at (949) 824-5594. An anonymous call line is also available at (949) 824-7037 or an e-mail may be sent to the Sexual Harassment/Title IX Officer at sho@uci.edu. The Office of Equal Opportunity and Diversity is located at 103 MSTB and is open from 8:00 AM to 5:00 PM to assist with questions regarding the UC Policy on Sexual Harassment and Discrimination.

ILLEGAL BEHAVIOR

Illegal behavior includes activities such as: theft, vandalism, online gambling, or viewing child pornography.

- If the situation seems serious enough, *immediately* contact the UCI Police Department. Then contact staff at the appropriate Check Out Desk.
- Student workers who encounter this type of behavior when regular library staff are not available, should contact should contact the UCI Police Department. GML staff should contact the Medical Center Security immediately or use the “panic button” behind the Loan Desk. If the student worker feels comfortable approaching the library user, the student worker may ask the user to stop the illegal behavior; otherwise the student worker may wait until the Police arrive.
- If a patron reports, or a Library staff member witnesses, a patron viewing child pornography contact the UCI Police *immediately* and then the Check Out Desk staff. Give the location and a description of the individuals(s).
- Fill out an Incident Report after addressing the situation <http://www.lib.uci.edu/about/contact/incident-report-form.html>

MEDICAL

These situations include, but are not limited to, persons having a seizure, fainting spell, who seem unconscious, or anyone who has tripped or fallen and is injured because of the fall.

- Call 911 *immediately* if you receive a report or witness someone in need of medical assistance. Then go to the person to further assess the situation. Try talking to the person calmly to see if there is a response. Stay with the person until medical personnel arrive.
- Inform staff at the appropriate Check Out Desk unless it involves leaving the injured person.
- The staff member who receives or witnesses the incident should file an incident report as soon as possible after the situation is resolved at <http://www.lib.uci.edu/about/contact/incident-report-form.html>.
- Call 911 for anyone who personally indicates that they need medical attention should receive assistance.

ANIMALS IN LIBRARIES BUILDINGS

- Animals are not allowed in library buildings unless they are service animals. Comfort animals are not permitted.
- Individuals with disabilities may be accompanied by their service animal.
- Service animals are not required to be registered with the Disability Services Center nor is any documentation required to use a service animal.
- When it is not readily apparent that an animal is a service animal library staff are permitted to ask:
 - Is the animal required because of a disability?
 - What work or task has the animal been trained to perform?
- For more information please see the information available on the Disability Services Center web site at http://www.dsc.uci.edu/resources/service_therapy-animals.php.

ELEVATOR PROBLEMS

Important Note: Whenever reporting an elevator problem please have the following information ready:

- Which building it is in
- Elevator Number
- Is anyone stuck inside
- What the problem is. Is it still running, or has it completely stopped.
- (If possible) Which floor the elevator is stuck on

If someone is stuck in an elevator, and it is between **8am and 5pm** Monday through Friday:

- Call Facilities x45214 or x43678 immediately. If you are unable to get a hold of someone call x45444 (UCI Campus Facilities Trouble Desk). Notify the staff at the appropriate Check Out Desk.
- Go to the elevator and calmly notify the person that help is on the way. If the person is in distress, talk with the individual until the elevator repair men arrive.

If someone is stuck in an elevator after **after 5pm** or on a weekend or holiday:

- Call x45520 (UCI Central Plant). Notify the staff at the appropriate Check Out Desk.
- Go to the elevator and calmly notify the person that help is on the way. If the person is in distress, talk with the individual until the elevator repair men arrive.

- Then call x45214 and leave a message detailing what the problem is, what elevator number it is, and if possible which floor it is stuck on.

If the elevator breaks and no one is stuck inside:

- Call Facilities x45214 or x43678 immediately if it is between 8am and 5pm Monday through Friday. Notify the staff at the appropriate Check Out Desk who will place an Out of Order sign on the elevator on each floor.
- If it is after 5pm or on a holiday or weekend, and no one is stuck inside. Notify the staff at the appropriate Check Out Desk who will place an Out of Order sign on the elevator on each floor. Then call x45214 and leave a message detailing what the problem is, what elevator number it is, and if possible which floor it is stuck on. If the elevator continues to operate with problems, and you are worried that someone might get stuck inside, then call x45520 (UCI Central Plant) and report the problem.