

Incidents and Emergencies! Prepare your staff *before* life happens in the library

Infopeople Mini Demonstration

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Three Ps for the Manager

- Policy
 - Formal
 - Governing body approves
- Procedure
 - Written by staff, changed by staff
 - Step by step
- Practice
 - The way things *really* get done

Policy Enforcement

- Show NO fear
- Know your policy
- Know your options, tools, and limits
- Go in with good expectations
- Tell the person what they get
- Be ready for the next step – whatever that is

Incidents

- Handle consistently
- Document, document, document!
 - Informal notes on the spot
 - Witness reports
 - Times, names, and numbers
 - Formal incident reports
- Communicate UP first

Incident Reporting

- Date, time, place, people – names
- Order of events
- Direct dialogue, direct action
- NO assessment, interpretation, diagnosis, guesses, or blame
- Follow up
 - 3P clean-up, training, tools
 - Kudos and comfort for staff