Security System Procedures

When a patron exits the Security System with an item that has not been desensitized, the alarm will sound. When dealing with the patron, be tactful and diplomatic. Assume that a mistake has been made and never accuse the patron of theft.

Note concerning security: If the patron becomes abusive in any way, immediately contact Library Security. (5-2730)

WHEN ALARM SOUNDS

I. Ask the patron to please return to the circulation desk. Explain to him/her that something has activated the alarm and you need to check his/her library books.

II. Ask patron to please open his/her backpack, briefcase, etc., and remove all library materials.

III. Check all UIUC library books for current date due stamps.

INSTRUCTIONS FOR BOOKS WHICH BELONG TO YOUR PARTICULAR LIBRARY:

For Students

• If the books are stamped properly:

◊ Check whether they have be desensitized. Desensitize if necessary. Ask the patron to walk through the gates again.

• If the UIUC library books are not stamped:

◊ Check circulation file to determine if book is properly charged or renewed before requesting patron identification. If properly charged, stamp return date. If not, charge, follow steps below.

◊ Go over circulation policies.

◊ Indicate the problem to the patron, ask the person for his/her student identification card. Fill out a Incident Report and give it to the supervisor of the unit.

◊ Once the report has been filled out, go over the procedures with the patron. Inform the patron that the report will go to the Campus Police, who will review it and determine whether to send it on to the Student Disciplinary Committee.
For Faculty/Staff

- If the books are stamped properly:
  ◊ Check whether they have be desensitized. Desensitize if necessary. Ask the patron to walk through the gates again.

- If the UIUC library books are not stamped:
  ◊ Check circulation file to determine if book is properly charged or renewed before requesting patron identification. If properly charged, stamp return date. If not, charge, follow steps below.
  ◊ Go over circulation policies.
  ◊ Tell the patron that you must charge out the materials and ask for his/her ID. Be certain to use the terminal with the printer so that you have a record of the patron’s ID number. If the item requires a manual charge, fill out a form and include the patron’s name and ID number.
  ◊ If the faculty member is in any way abusive, tell him/her that you are just following library policy and if there is a problem the patron should speak with the head librarian of the unit. Provide the name, work phone number, and/or business card of your particular unit head.
  ◊ After the patron has left, fill out an Incident Report.
  ◊ Give the report to the supervisor of the unit and he/she will take care of it. If the incident occurs at night or on weekends, leave the report on the supervisors desk.

For Non-UIUC patrons

Instructions for books which belong to another library:

- Check circulation system for the date the book was charged out. If the record shows that the book was properly charged out, desensitize it. If the book was not charged out, charge the book to the patron or contact the library to which the book belongs.
Instructions for non-circulating materials:

- Some non-circulating materials (e.g. reference, reserves, periodicals) are not to be taken out of the library without special permission; except by Interlibrary Loan staff. Check to see if the book has a date due slip, properly stamped.

- If the book does not have such a slip, determine that a violation has taken place; if so, an Incident Report should be filled out and given to the supervisor of the unit.

Other ways the alarm is triggered:

- Security-stripped items in close proximity to the security gates may trigger the alarm.

- The patron may have articles which have been from ripped magazines, or he/she may have taken an entire magazine. When such items are tucked into areas such as notebooks, they are not always obvious. File an Incident Report in such cases.

- Videocassettes. Have the patron walk through the gate and hand the tape over to them.

- Sometimes a large ring of keys will set off the alarm. To find out, hold the patrons’ keys and have them walk through the gate. If alarm does not sound, return the keys to the patron.

- Some briefcases with hard shells will also trigger the alarm. Check items in the case. If nothing is found, have the patron walk through the gate without the briefcase, and hand the briefcase over the gate. Folding umbrellas have been known to cause the same problem, and the same procedure should be followed.

- Perhaps the most common reason for the alarm to go off is the presence of books from other libraries or bookstores with similar security systems. Books from Interlibrary Loan are often in this category. Student textbooks, especially used ones, can also set of the alarm. As a courtesy to the patron, these books should be desensitized.

- Sometimes the cause will not be found (the alarm, for instance, might have been triggered by the preceding patron.) In these cases, check every possibility as outlined above, and apologize to the patron if nothing is found.

SIDESTEPPING THE GATES
If a patron is seen going around the exits or handing books over the gates, ask the patron to return to the circulation desk. If the supervisor of the unit is available, ask him/her for assistance. If you are working alone, proceed as follows according to the patron’s status.

For Students

- Take the patron aside and explain the security and circulation policies.
- Fill out an Incident Report. Give it to the supervisor, who will forward to Campus Security.

For Faculty/Staff

- Tell patron that in keeping with University policy you must ask him/her to walk through the exit gates with his/her books.
- If the patron refuses to do so, fill out an Incident Report and provide as much information as possible. If you do not know the faculty member’s name, write down a description of the person.
- Give the incident report to the supervisor of the unit.

Note concerning security: If the patron becomes abusive in any way, immediately contact Library Security. (5-2730)