

METRO PATRON INCIDENT TRACKING SYSTEM (PITS) TRAINING

CONTENTS

Logging In.....	4
Role of Contract Security	4
Incident Report Form.....	4
Create New Incident Report	4
Set Date, Time, and Location	5
Select Infractions	6
Enter Description of Incident.....	6
Save Incident Report.....	7
Incident Report Tabs.....	7
Incident Report Sidebar	18
Submit Incident Report.....	18
Print Incident Report	18
Lock & Unlock Incident Report	19
View Incident Report History.....	20
Follow an Incident Report	21
Incident Report Quick Reference.....	21
PITS Dashboard.....	22
My Incidents	23
Recent Incidents	23
Incident Report Process Icons	24
Recent Perpetrators	24
Current Suspensions.....	25
Dashboard: User Preferences	25
Dashboard: Following.....	26
Dashboard: My Account	27
Searching PITS.....	28
Search by Keyword and Location.....	28
Search by Infraction	29

Search by Descriptors	29
Browse Incidents	29
Browse Incidents Pagination & Page Navigation	30
Filter Incidents	30
Brief Incident Report Record	31
Browse Incidents: Record Options.....	32
Browse People	33
Browse People Pagination & Page Navigation	33
Browsing Perpetrators, Victims, or Witnesses	33
Filter the Browse People List	33
Browse People Brief Record	34
Perpetrator Details	36
Edit Person, Alias, Card fields	38
Action Buttons	38
Follow Person	38
Restrict Person.....	39
New Incident.....	39
New Comment.....	40
Upload File	41
Delete Person	41
Incident History and Follow up History	42
Description History	42
Record Maintenance	43
Compare and Merge Incident Reports	43
Compare Incident Reports.....	43
Merge Incident Reports	44
Compare and Merge Perpetrators	45
Compare Perpetrators.....	45
Merge Perpetrators	45
Add Person	46
Restricted Data	47
Determine if you have permission to Restrict Data.....	47
How to Restrict access to Incident Reports and Perpetrators.....	48
For an existing Incident Report.....	48

For a new Incident Report	48
For an existing Person/Perpetrator record.....	48
How to Unrestrict access to Incident Reports and Perpetrators	48
View Restricted Data	49
Users without View Restricted Data permissions.....	49
PITS Reports.....	50
Time Period Counts Table.....	50
Most Active Locations.....	50
Reports	51
Report Settings	51
Run Report.....	52
Download/Export Report.....	52
Old Reports	52
Reports Summary Data	53
Date Range Summary Reports.....	53
Detailed Reports	54
Incident Report	54
Perpetrators Report.....	54
Locations Report.....	55
Perpetrator/Infraction Matrix Report	55
Perpetrator/Location Matrix Report	56
Support Calls Report	56
Victims Report	56
Witnesses Report.....	57
Deleted Incidents Report.....	57
Suspensions Report	58
Deleted Perpetrators Report	58

LOGGING IN

Go to the Intranet and click to go to METROPITS.

Your username is the first part of your work email address excluding @metrolibrary.org.

Users will need to choose to reset their password to get into the system for the first time.

For questions about logins, please contact IT. IT can also assign a new password if the password reset does not work.

For other questions about the PITS software, please contact the Surveillance System Technician.

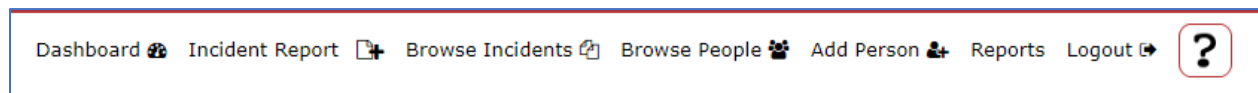
ROLE OF CONTRACT SECURITY

Contract security staff will not receive logins for PITS. Contract security submit written reports for their agency when incidents occur. They are requested to make a copy to be provided to the Library Manager. Local managers will enter the incident into PITS on behalf of the security guard. If written reports are not provided for incidents, the local manager will contact the Security and Surveillance Technician or Security Manager.

INCIDENT REPORT FORM

The "Incident Report" main menu item is used to create new incident reports.

To access a blank Incident Report form, click the main menu item "Incident Report".

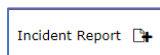


To view an existing incident report, click on one of the magnifying glass icons on the PITS Dashboard, or click a linked PITS Incident Report ID on the "Browse Incidents" or "Browse People" pages. You can also access an existing incident report from search result pages.

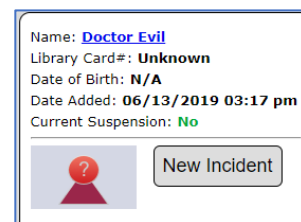
CREATE NEW INCIDENT REPORT

To create a new incident report, select one of the following options:

1. Click on the "Incident Report" main menu item



2. Click on the "New Incident" button on the Browse People page to create an incident report with that person as a perpetrator



- Click on the "New Incident" button on the Perpetrator Details page to create an incident report with that person as a perpetrator

Name: Doctor Evil Card#: Unknown Date Added: 06/13/2019 04:17 pm Last Modified: Date of Birth: Address: Address 2: City: State: Zip: Email: Alternate Email: Phone: Alternate Phone: Aliases Library Cards	Incidents: 1 Followups: 2 Suspensions: 0 Suspended Now: NO Restricted: NO Follow Person New Incident New Comment Upload File Delete Person
---	--

The Incident Report form consists of 3 sections:

- Date/Time/Location** bar
- Tabbed elements** of the Incident Report where data is entered
- Incident Report Sidebar** on the right provides a summary of all the data associated with the Incident Report. The sidebar also provides a set of buttons to Save, Submit, Print, or view its history.

Date: 05/04/2016 **Time:** 1 : 07 pm **Location:** Cen: Elec Classroom

Incractions | **Description**

Infraction Categories
☐ Hostile or Unsafe
☐ Uncomfortable
☐ Illegal
☐ Other
☐ Uncool

STATUS:
Incident Details: 0000000000
 Save Submit Print History Lock
Incident ID: NOT SAVED
Reported By:
Status:
Infractions:
People:
Description:
Support:
Comments:
Submission Will Notify:

NOTE: Initially, an Incident Report has only two tabs - an Incractions tab and Descriptions tab.

SET DATE, TIME, AND LOCATION

To begin a new Incident Report, use the "Date/Time/Location" bar to specify exactly when and where the incident occurred.

Date: 07/09/2014 **Time:** 2 : 39 pm **Location:** Cen 2nd floor

"Date/Time" of incident - The date and time fields default to the current date and time. To choose a different date, click the small calendar icon beside the date field. In the pop-up calendar, use the "Prev" link to move to the previous month, or click a specific date to select that date for the Incident Report.

"Location" of incident - The location field defaults to the user's default location or to "Select Location". Change the location by clicking on the location drop down menu and choosing a different location.

NOTE: Once the date, time, and location are saved, they cannot be changed unless the user has the "Edit IR Date/Time/Location" permission.

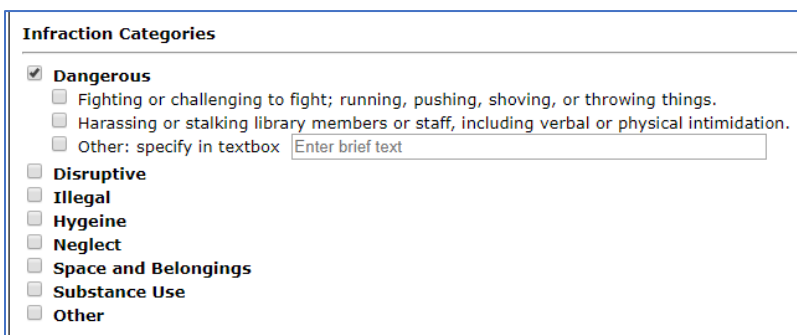
SELECT INFRACTIONS

The Incident Report Infractions tab displays a list of the top-level infraction categories. Click on one of the top-level infractions to expand that category to allow the selection of more specific infractions.

Check all infractions that apply to the current incident.

Expand as many top-level categories as needed.

Uncheck a top-level infraction to uncheck any specific infractions that are under that category.

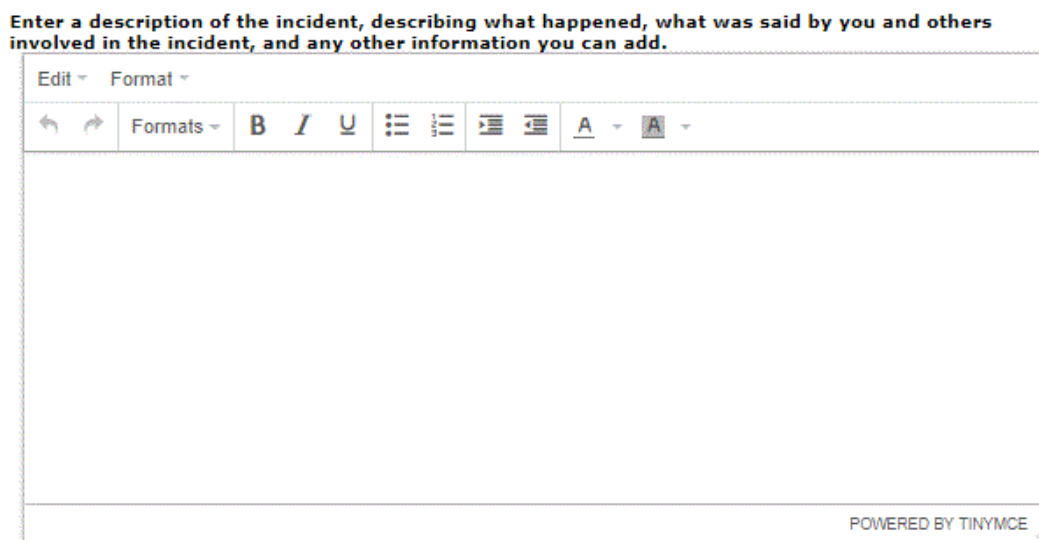


Infraction Categories

- ☒ **Dangerous**
 - ☐ Fighting or challenging to fight; running, pushing, shoving, or throwing things.
 - ☐ Harassing or stalking library members or staff, including verbal or physical intimidation.
 - ☐ Other: specify in textbox
- ☐ **Disruptive**
- ☐ **Illegal**
- ☐ **Hygiene**
- ☐ **Neglect**
- ☐ **Space and Belongings**
- ☐ **Substance Use**
- ☐ **Other**

ENTER DESCRIPTION OF INCIDENT

Click the "Description" tab on the Incident Report Form to add a description to the Incident Report. The "Description" tab allows formatting such as bold, italics, bullet points, etc.



Enter a description of the incident, describing what happened, what was said by you and others involved in the incident, and any other information you can add.

Edit Format

Formats B I U Bulleted List Numbered List Link Unlink Text Color Background Color

POWERED BY TINYMCE

Enter a description of what happened during the incident. For example, enter a full description of what the perpetrator did and said, what you did and said, and the outcome of the incident. Keep the content factual and relevant to the incident. Information included here is part of a legal record of what occurred.

NOTE: Adding an Incident Description at the time of Report creation is optional, but if you skip the description, you will receive a confirmation message when you save the Incident Report, asking if you really want to save the Incident Report without a description. Always include a description of the event before submitting it.

If the incident is being entered on behalf of contract security, add this information to the description.

SAVE INCIDENT REPORT

After selecting infractions and adding a description of the incident, save the report.

Click the "Save" button at the top of the Incident Sidebar.

Saving the Incident Report adds the report to the PITS database, assigns an incident report number (PITS ID), displays additional tabs, and updates the Sidebar. Additionally, an "Incident Saved" message appears in the right side of the "Date/Time/Location" bar.

The Sidebar also includes the list of infractions you selected for the incident and the incident description.

Saving an Incident Report does NOT send any notification emails. Notifications are only sent when you "Submit" the Incident Report.



STATUS: Created

Incident Details: 0000000218

Save Submit Print History Lock

Incident ID: 0000000218
03/17/2016 02:16 pm
Cen: Elec Classroom

Reported By: Scott Stockton

Status: Created (NOT Submitted)

Infractions:

- Hostile or Unsafe
- Uncomfortable
- Excessive noise
- Unreasonable use of restrooms
- Hidden Infractions

(DO NOT USE AFTER: 1/31/2016) DISRUPTIVE BEHAVIOR

People:

Barnev Booker

If the Incident Report has been saved, but not yet submitted, the Submit button will be in red. Once it has been submitted, the Submit button will appear as the other buttons.

The Incident Report form shows its full set of tabs, allowing you to enter additional information about the incident, such as any people involved in the incident.

At this point, continue to edit the Incident Report. Add People, Support, and upload attachments to go with the Incident Report or with specific people involved in the incident. If needed, the report can be saved here so it can be completed later.

INCIDENT REPORT TABS

Incident Report tabs allow you to select specific types of information you want to add to an Incident Report.



Each tab has a small circle icon that indicates whether the tab has been edited. A green checkmark icon indicates information exists on that tab.

In the example above, Infractions have been entered but no description, people, support, comments, follow ups, or attachments have been added, and the Incident Report has not been submitted.

In addition to the circle icon, the Notifications tab is red if the Incident Report has not been submitted.

The Tabs are labeled:

- Infractions (alter the infractions selected)
- Description (add to or update Incident Description)
- People (add perpetrators, victims, and witnesses)

- Support (indicate a call to other staff, guards, or police)
- Comments (add additional thoughts about the incident)
- Notifications (lists any notifications that have been sent for this incident)
- Follow Up (indicate the follow up action(s) for this incident)
- Attachments (upload files to attach to the incident)

INFRACTIONS TAB

Click on the Infractions Tab to change the selection of specific infractions associated with this incident.

For more information on how the Infractions Tab works, see the section labeled "[Select Infractions](#)" under the "Create New Incident Report" heading.

DESCRIPTION TAB

Use the "Description" tab to edit or update the description of the incident.

To add additional information to what the original reporter entered in the Description, use the "Comments" tab. If this is your own report, edit the description if you feel it is necessary.

PEOPLE TAB

Use the "People" tab to add perpetrator, victim, and witness information to the Incident Report.

The screenshot shows a web interface with a horizontal tab bar at the top containing: 'Infractions' (with a green checkmark), 'Description' (with a green checkmark), 'People' (with a green checkmark and highlighted in blue), 'Support' (with a blue circle), 'Comments' (with a green checkmark), 'Notifications' (with a green checkmark), 'Follow Up' (with a blue circle), and 'Attachments' (with a green checkmark). Below the tabs is a form titled 'Add People to this incident'. Inside the form, there is a 'Role:' label followed by three radio buttons: 'Perpetrator', 'Victim', and 'Witness'. Below the radio buttons, there are three lines of text in red: 'Existing Perpetrators (1)', 'Existing Victims', and 'Existing Witnesses'.

If there are already people associated with this incident, the number after the "Existing" label indicates the number of individuals. In the example above, there is one perpetrator associated with the Incident Report.

ADD OR EDIT A PERPETRATOR

To add a new Perpetrator, click the "Perpetrator" label in the "Add People to this Incident" box.

Add People to this incident

Role: ☒ Perpetrator ☐ Victim ☐ Witness

Name:

Library Card #:

Height

☐ Under 4 feet

☐ 4 to 5 feet

☐ 5 to 5.5 feet

☐ 5.5 to 6 feet

☐ Over 6 feet

☐ Unknown

Weight

☐ Slim / Slender

☐ Average build

☐ Athletic / Muscular

☐ Heavy set

☐ Unknown

Age

☐ Minor under 17

☐ 17 - 20

☐ 20 - 30

☐ 30 - 40

☐ 40 - 50

☐ 50 - 60

☐ 60 - 70

Description:

Gender

☐ Female ☐ Male ☐ Self-identified ☐ Unknown

Enter as much information about the perpetrator as you can.

If you do not know the person's name or library card number, leave those fields blank, and PITS will assign a temporary name "Unknown_###" where the #'s are numerals, and it will set the library card number to "Unknown".

If you do know the person's name, enter it in the "Name" field in the format "firstname lastname".

As you begin typing, PITS displays perpetrators with the same name that already exist in your PITS database. If the name you want to use pops up in the list of matched names, select the correct name.

Name: To

- Tommy Tester
- Todd Topsy
- Jasper Stockton

After setting the name and library card number, if known, enter a brief text description in the "Description" field. The text description should be brief, but as complete as possible, and it should include any information that is not covered by one of the "Person Descriptors". For example, a good text description might be:

Short African American woman, approximately 5'4", around 180 lbs., with gray hair, wearing a blue jacket and carrying a red rolling backpack.

Select a setting for each descriptor, if possible. If you are not sure of any descriptor, you can set it to Unknown.

NOTE: If you found a match when entering the name, and the person already has a description in PITS, the descriptors will automatically be set to the most recent description of this person.

When you have entered all available information, scroll down to the bottom of the Perpetrator form, and click the "Add Person" button. This saves the person's information and associates it with the Incident Report.

☐ Medium (Above ears)
☐ Short (Close or buzz cut)
☐ Bald or shaved
☐ Unknown
☐ Hair in a bun
☐ Hair in a ponytail

☐ Gray
☐ White
☐ Unnatural (eg, Neon)
☐ Unknown

Cancel Add Person

BE SURE TO CLICK ADD PERSON BEFORE MOVING ON. If you do not click 'Add Person', you will lose all the information on this tab when you save the report. The person will then show as 'None.'

After adding a perpetrator, expand the "Existing Perpetrators" link to show a brief record for the new Perpetrator.

To view and edit perpetrator information:

- Edit Description - edit name, library card number, descriptors
- Remove - remove person from incident report
- View Contact Info - view name, card#, date of birth, ILS Patron ID, address, email, phone
- Edit Contact Info - add/edit contact info
- Edit Aliases/Cards - add/edit aliases, additional card#
- View Comment - view person comment
- Add Comment - add/edit person comment

Existing Perpetrators (1)


Dilbert Dowrong
 Card: 29093005432167
 Date of Birth:
 ILS Patron ID:

Aliases:
Library Cards:

View Contact Info Remove Edit Description
 Edit Contact Info Edit Aliases/Cards
 Add Comment

Description: Young white male, around 180 lbs and about 6 feet tall.

NOTE: The buttons that display on this screen depend on your PITS site setup and user group permissions.

ADD OR EDIT A VICTIM

To add a victim to an Incident Report, click the "Victim" radio button in the "Add People to this Incident" box.

Add People to this incident

Role: ☐ Perpetrator ☒ Victim ☐ Witness

Name: Enter Victim's Name
 Phone: Enter Victim's Phone#
 Email: Enter Victim's Email Address
 Address 1: Address 1
 Address 2: Address 2
 City: City
 State: State
 Zip: Zip
 Alternate Phone: Alternate Phone
 Alternate Email: Alternate Email

Add Victim

Enter the victim's name, phone number, and email address, then click the "Add Victim" button. Expand the "Existing Victims" link to view the record for the victim you entered.

NOTE: Victim names are entered in the format "firstname lastname".

To update the victim information, edit the appropriate field(s) and click the "Update Victim" button.

To remove the victim from the incident, click the "Remove Victim" button.

Existing Victims (1)

Name: Sally Isaw
Phone: 303-444-2222
Email: sally.isaw@somemail.com
Address 1:
Address 2:
City:
State:
Zip:
Alternate Phone:
Alternate Email:

ADD OR EDIT A WITNESS

To add a witness to an Incident Report, click the "Witness" radio button in the "Add People to this Incident" box.

Add People to this incident

Role: ☐ Perpetrator ☐ Victim ☒ Witness

Name: Enter Witness's Name
Phone: Enter Witness's Phone#
Email: Email

Enter the witness's name and phone number, and email address, then click the "Add Witness" button. Expand the "Existing Witnesses" link to view the record for the witness you entered.

NOTE: Witness names are entered in the format "firstname lastname".

Existing Witnesses (1)

Name: Mark Hudson
Phone: 303-111-2222
Email:
Address 1:
Address 2:
City:
State:
Zip:
Alternate Phone:
Alternate Email:

To update the witness information, edit the appropriate field(s) and click the "Update Witness" button.

To remove the witness from the incident, click the "Remove Witness" button.

SUPPORT TAB

The "Support" tab allows you to indicate that you called for, or received, support from other library staff, library guards, police, emergency med-techs, or the fire department.



Called Additional

Staff - To indicate that you called supervisory or managerial staff, enter the person's name(s) in the text box. Entering a name will automatically check the "Yes" radio button. This will not automatically contact the user; it is for information purposes only.

Called Guard - To indicate that you called a guard, enter the guard's name in the text box. Entering a name will automatically check the "Yes" radio button.

Called Police - To indicate that you called the police, enter the police officer's name and badge number, along with the Police Report Number, if known.

Called EMT/Fire Dept - To indicate that you called emergency med-techs or the fire department, click the "Yes" buttons in the appropriate boxes and enter the report number for the agency called, if known. Entering text in these boxes will automatically check the corresponding "Yes" radio button.

You can select YES for any box without entering in the details of names or report numbers.

NOTE: After you enter any Support information, click the "Save" button at the top of the Incident Report.

COMMENTS TAB

The "Comments" tab is where library staff other than the submitter add additional information on the incident. Each person that adds information will create a different comment on the incident. This is preferable to creating multiple reports for the same event.

Infractions Description People Support Comments Notifications Follow Up Attachments

Add Comment

Add Comment

Comment By: Risa Sargent (07/02/2019 10:00 am)

Test comment

Update Comment

After entering your comment, click the "Add Comment" button.

Once your comment has been saved, it will be displayed below the "Add Comment" box.

Once a comment has been added, it cannot be edited again except by the user who created it or their Supervisor or Manager.

If you wish to change anything in one of your existing comments, simply edit the existing comment and click the "Update Comment" button. If there is no "Update Comment" button, then it is a comment created by a different user, and you cannot edit it.

NOTIFICATIONS TAB

You can use the Notifications Tab to see who will be notified when the Incident Report is submitted, or to add additional email aliases or PITS users to the notification list for this incident. The location's supervisory group will be notified for all incidents submitted at that location.

Infractions Description People Support Comments Notifications Follow Up Attachments

Notify Deputy Director

This incident has not been submitted yet. No notifications have been sent.
Please Submit this Incident Report as soon as you are ready to send notifications.

The following users will be notified on report submission or re-submission

Manager: Chris Kennedy
Location Email: svc.managers@metrolibrary.org
Copy Security: Yes
Additional:

When you have entered all the information you have on the various Incident Report tabs, you click the "Submit Report" button at the top of the Incident Report Sidebar.

Clicking "Submit Report" sends email notifications to your supervisor and your manager, allowing them to review the report. In other words, you click the "Submit Report" button when you are ready to send the report on to your supervisor and manager for review.

If you have clicked the "Submit Report" button, the "Notifications" tab will indicate when the Incident Report was submitted, and who received notifications.

In addition to notification status, this screen will indicate if any users are "following" the incident.

In the example above, there are no PITS users following this incident, and it has not been submitted yet. When it is submitted, notifications will go to the incident reporter, their manager and supervisor, and any of the PITS email aliases (group emails) that are checked.

The screenshot shows a web application interface with a top navigation bar containing tabs: 'Infractions', 'Description', 'People', 'Support', 'Comments', 'Notifications' (which is selected and highlighted in blue), 'Follow Up', and 'Attachments'. Below the tabs, there is a button labeled 'Notify Deputy Director'. The main content area is divided into two sections. The top section has a red header 'Notifications sent on 06/27/2019' and lists four email addresses: 'ed.dillard@metrolibrary.org', 'jherwig@metrolibrary.org', 'jherwig@metrolibrary.org', and 'dn.managers@metrolibrary.org'. The bottom section has a header 'The following users will be notified on report submission or re-submission' and lists the following details: 'Reporter: Justin Herwig', 'Manager: Ed Dillard', 'Location Email: svc.managers@metrolibrary.org', and 'Copy Security: Yes'.

If you are a PITS user who is in the "Supervisor" or "Manager" user groups, you will see a button at the top of the "Notifications" tab that allows you to send the Incident Report to the Deputy Director for further action.

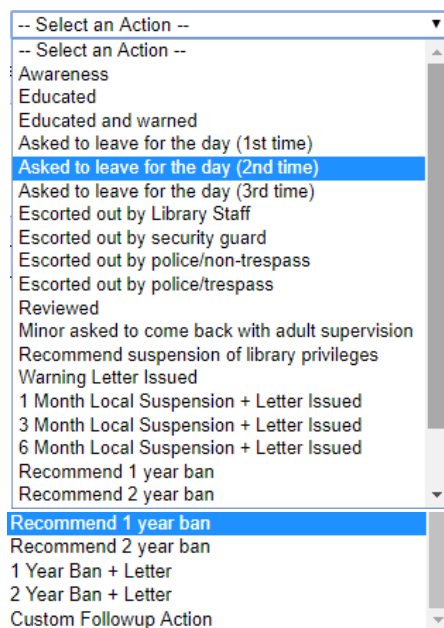
DO NOT USE THE NOTIFY DEPUTY DIRECTOR BUTTON. Regional Directors will use this to recommend a 2-year ban.

FOLLOW UP TAB

The "Follow Up" tab allows users who are in the "Supervisor" or "Manager" user groups to indicate the follow up actions imposed upon the perpetrator(s) in this incident.

The screenshot shows a form titled 'Add Followup Action'. It contains two dropdown menus: 'Action: -- Select an Action --' and 'Person: -- Select a Person --'. Below these are two date fields: 'Start Date: 07/02/2019' and 'End Date: ' followed by an empty date input field. There is a large text area for notes. At the bottom right is a button labeled 'Add Followup'. At the bottom left, it shows 'Author: Risa Sargent' and 'Date: 07/02/2019 10:09 am'.

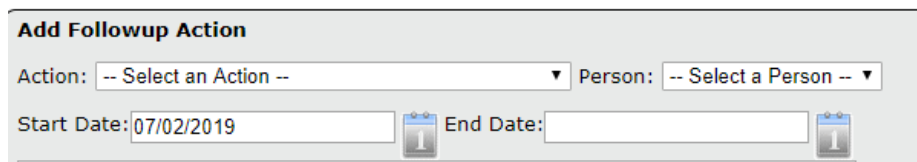
Follow up actions include:



Custom Follow-up Action can be used for shorter suspensions or follow-ups not listed here.

NOTE: All perpetrators should be added to the Incident Report before setting any Follow Up Actions.

If one or more perpetrators are associated with the Incident Report, their names will display in a drop-down list, or in a text box if there is only one. It is assumed that any Follow Up Actions are applied to a specific perpetrator. If there are multiple perpetrators, be sure to select the correct person for the Follow Up Action.

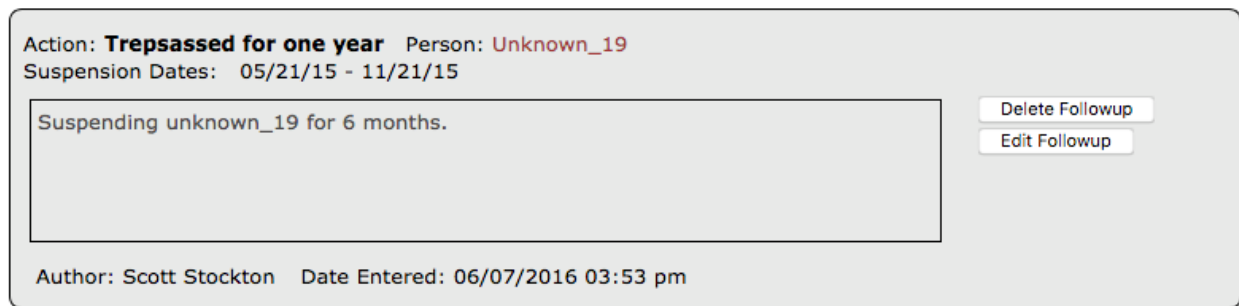


If the Follow Up Action is a suspension, enter the dates of the suspension in the date boxes. You can use the small calendar icon beside the date fields to select a date from a pop-up calendar.

Add any description you want regarding the Follow Up Action in the text box, and click the "Add Follow up" button.

Once you click the "Add Follow up" button, your Follow up Action is displayed below the "Add Follow up" form. It indicates what the follow up action was, suspension dates, if any, the note that accompanies the follow up action

and the date and time the follow up was added.



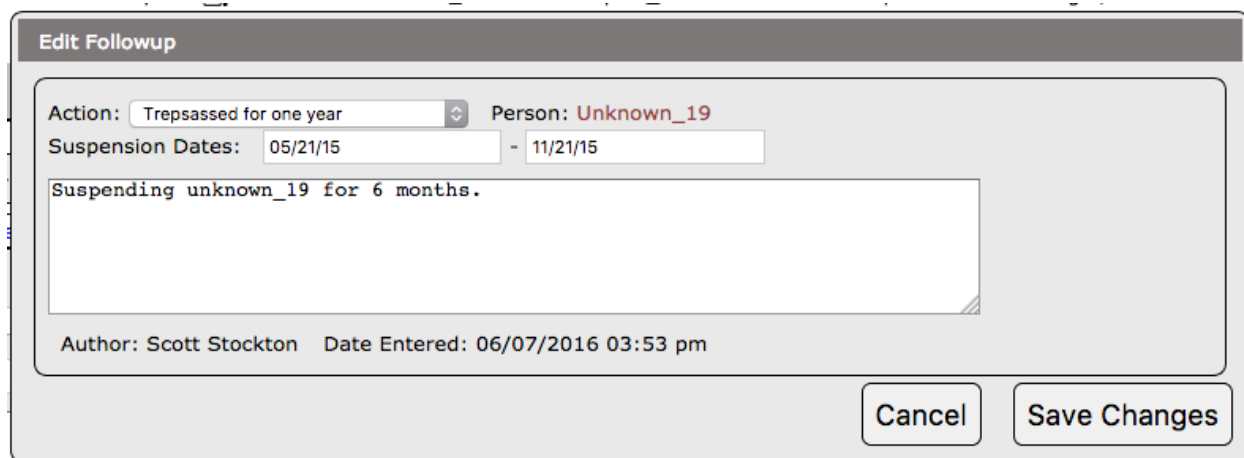
This screenshot shows a follow-up action form. At the top, it displays 'Action: **Trepassed for one year**' and 'Person: **Unknown_19**'. Below this, 'Suspension Dates: 05/21/15 - 11/21/15' is shown. A large text area contains the note 'Suspending unknown_19 for 6 months.' To the right of this text area are two buttons: 'Delete Followup' and 'Edit Followup'. At the bottom of the form, it shows 'Author: Scott Stockton' and 'Date Entered: 06/07/2016 03:53 pm'.

If your user has permission to delete or edit follow up actions, the "Delete Follow up" or "Edit Follow up" buttons display beside the follow up note.

If your user does not have these permissions, the buttons will not be displayed.

Click the "Delete Follow up" button to remove the follow up action from the Incident Report and Perpetrator.

Click the "Edit Follow up" button to open a pop-up box with a form that allows you to change the follow up action, including changing from a suspension follow up to a non-suspension follow up and vice versa.



This screenshot shows the 'Edit Followup' pop-up form. The title bar at the top says 'Edit Followup'. Inside the form, it displays 'Action: Trepassed for one year' with a dropdown arrow, and 'Person: **Unknown_19**'. Below this, 'Suspension Dates: 05/21/15 - 11/21/15' is shown. A large text area contains the note 'Suspending unknown_19 for 6 months.' At the bottom of the form, it shows 'Author: Scott Stockton' and 'Date Entered: 06/07/2016 03:53 pm'. At the bottom right of the pop-up, there are two buttons: 'Cancel' and 'Save Changes'.

You can also change the perpetrator the follow up is associated with, if there is more than one perpetrator associated with the incident.

Additionally, you can extend or reduce a suspension and/or edit the suspension note.

If a follow up action has been edited, its edit history is displayed below the standard follow up box.

The screenshot shows a follow-up action box titled "Asked to leave for the day (1st time)" for "Person: Tom Tester 2". There is a large empty text area for the follow-up description and an "Edit Followup" button. Below the text area, it shows "Author: Risa Sargent" and "Date Entered: 07/02/2019 10:09 am". An "Edit History" section is visible, showing "Edited by: Risa Sargent on 07/02/2019" and "Changes: Convert followup type".

Follow up action steps:

- Incident Submitter adds a follow up action describing what action was taken in the moment
- Submitters may also add another follow up action recommending suspension
- Department or Library Manager adds a follow up action noting
 - Any further action to take locally
 - Recommendation of suspension
 - Or, marking it 'Reviewed' and then locking it to finalize the report
- To send a report for RD review and further action, email the appropriate RD with the incident information
- RD's will either add a further follow up action and Notify Deputy Director or lock the report as finalized
- Deputy Director will either lock the report as finalized or recommend suspension to the Executive Director
- If a system ban is created, the ban letter will be uploaded along with the suspension dates in the follow up actions. The incident will be locked to finalize it.

ATTACHMENTS TAB

You can add attachments to an Incident Report using the "Attachments" tab.

The screenshot shows the "Attachments" tab selected in a series of tabs: Infractions, Description, People, Support, Comments, Notifications, Follow Up, and Attachments. The main area contains a "Description:" text field, a "File:" section with a "Choose File" button and "No file chosen" text, a "Person:" section with radio buttons for "Tom Tester 2" and "Doctor Evil (No Images)", and a "Select Image" button. An "Upload" button is located at the bottom right.

An attachment is any file you want to "attach" (or associate) with the Incident Report. You can upload image files from the library's surveillance cameras, or Word/PDF documents, like a Letter of Suspension for a specific perpetrator. Suspension letters will be uploaded for suspensions of 30 or more days. Videos will not be uploaded to the PITS system.

All attachments are automatically associated with the Incident Report. If you want to associate the attachment with a specific perpetrator, click the radio button beside the perpetrator's name. If there are no people listed here, it means that you forgot to click "Add Person" on the People tab.

Enter a brief description of the file in the "Description" box. Use the "Browse" button to locate the file to upload on your computer or network. Optionally, select a perpetrator to associate the file with. Then, click the "Upload" button to save your file into PITS.

If the perpetrator is already in the PITS database and already has some image files associated with them, a "Select Image" button displays beside the perpetrator's name.

Click the "Select Image" button to display a window showing each image file PITS has for that perpetrator. Beneath each existing image is a button allowing you to attach that existing image to this Incident Report. In this case, you are not actually uploading a file, but attaching an existing file to this Incident Report.

If you have a file to attach to the Incident Report but does not need to be associated with a specific perpetrator, do not check the radio buttons beside any of the listed perpetrators.

INCIDENT REPORT SIDEBAR



STATUS: Submitted

Incident Details: 0000000202

Save Submit Print History Lock

Incident ID: 0000000202
07/28/2015 02:22 pm
Cen: 3rd Floor

Reported By: Scott Stockton

Status: Submitted

Infractions:
Uncomfortable
Excessive noise
Monopolizing library space

People:
Jasper Stockton
Jasper Stockton is a small wire-haired dachshund, who likes to play, even in the library. Identifying him as Caucasian, even though he is really a Canine-American.

The Incident Report Sidebar is an overall view of the incident without having to click on each tab.

Scroll down through the sidebar panel to see a brief display of the information on each of the Incident Report tabs.

Each sidebar section corresponds to each of the tabs, so it offers a quick review of the entire incident report in one place.

The Incident ID is linked at the top of the sidebar, and it allows you to "reload" an Incident Report. This is usually not necessary, but can help you get back to a normal display if some of the pop-up windows are stuck.

SUBMIT INCIDENT REPORT

Click the "Submit" button to send email notifications to individuals and groups lists on the notifications tab. The email message indicates you have created a new Incident Report and includes a link to the Incident Report in PITS. Anyone who receives the email may click on the link, login to PITS and view the incident report.

If you check the "Copy Me on Notifications" box in your "My Preferences", you receive a copy of this email also.

If the location of the incident has a Supervisor, Manager, or Location Email associated with it, those email addresses are copied as well.

PRINT INCIDENT REPORT

To create a printable version of an Incident Report, click the "Print" button in the Incident Report Sidebar.

The "Print" button opens a new browser window with all information about the Incident Report displayed in an easily printable format.

Use your browser's "Print" feature to print the Incident Report or save as a pdf.

NOTE: Close the browser window after printing the report.

LOCK & UNLOCK INCIDENT REPORT

When an Incident Report is locked, no PITS user can alter the following elements:

- Date/Time
- Location
- Infractions
- Description
- People
- Support

Any user can add information on the Comments tab to a locked Incident Report.

Any Supervisor, Manager, Admin, or Ultimate Decider users can add Follow-up Actions to a locked Incident Report.

Any user can add attachments to a locked Incident Report.

Incident Reports may be locked (or unlocked) by users in the Supervisor, Manager, Admin, and Ultimate Decider user groups. Staff users cannot lock or unlock an Incident Report. Locking an Incident Report indicates it is finalized and needs no further action.

To lock an incident Report, click the "Lock" button at the top of the Incident Report Sidebar.



This button only displays if the logged in user is in a user group that has permission to lock Incident Reports.

Once you have locked an Incident Report, the lock button changes to an "Unlock" button.



Date: 06/23/2015Time: 02:49 pmLocation: Cen: 2nd FloorTHIS INCIDENT REPORT IS LOCKED

InfractionsDescriptionPeopleSupportCommentsNotificationsFollow UpAttachments

Follow Incident

Infraction Categories

☐ Hostile or Unsafe

☒ Uncomfortable

☐ Illegal

☐ Other

☒ Uncool

☐ Hidden Infractions

☐ Eating, smoking, or drinking

☐ Excessive noise

☐ Sleeping or lying on floor

☐ Unreasonable use of restrooms

☐ Offensive, pervasive odor

☒ Monopolizing library space

☐ Suspicious lurking

☐ Not wearing shirt, pants, or shoes

☐ Alcohol or drugs

☐ Inappropriate use of electrical outlets

☐ Soliciting or selling merchandise

☐ Other

STATUS: Locked

Incident Details: 000000117

SaveSubmitPrintHistoryUnlock

Incident ID: 000000117

06/23/2015 02:49 pm

Cen: 2nd Floor

Reported By: Scott Stockton

Status: Locked

Infractions:

Uncomfortable

Monopolizing library space

Uncool

Mimery

People:

Jasper Stockton

Jasper Stockton is a small wire-haired dachshund, who likes to play, even in the library. Identifying him as Caucasian, even

06/12/2019 07:59 pm (Service Center)
Disruptive
Hercule Poirot
0000011517

[VIEW INCIDENT REPORT HISTORY](#)

Incident History includes any action that changes the incident report. History items include the Report's creation and its initial description, the adding, editing, or removal of people, the adding or removal of support calls, the adding of comments or follow ups, etc.

Incident History for Incident ID: [000000097](#)

Created: 07/07/2014 16:56 pm

Last Updated: 07/08/2014 09:18 am

Date	Time	Action	Status	User	Data?
07/07/2014	04:07 pm	Create Report	Incident 97 created.	Scott Stockton	REPORT CREATED View Report
07/07/2014	04:07 pm	Add Description to Incident 97	Updated Incident Description	Scott Stockton	INITIAL DESCRIPTION View Description
07/07/2014	04:07 pm	Update person record	updated person record for person id 78	Scott Stockton	PERPETRATOR UPDATE View Changes
07/07/2014	04:07 pm	Create person_description record	Added person_description record to incident 97	Scott Stockton	NEW PERSON DESCRIPTION View Person Description
07/08/2014	09:07 am	Add Comment	Added Comment	Scott Stockton	NEW COMMENT View Comment
07/08/2014	09:07 am	Update Report	Incident 97 saved.	Scott Stockton	REPORT UPDATED View Report
07/08/2014	09:07 am	Update Description of Incident 97	Updated Incident Description	Scott Stockton	DESCRIPTION CHANGED View Changes

Click on a "View" link in the Data column to display a pop-up window with the information that was added or changed.

Some of these links display special pop-up window that allows you to compare elements of the Incident Report before and after a change. For example, if the Incident Description has been updated, you can view the description from before and after the change.

FOLLOW AN INCIDENT REPORT

To "Follow" this incident, receive email notifications whenever the Incident Report is updated, click the "Follow Incident" link above the Incident Sidebar.

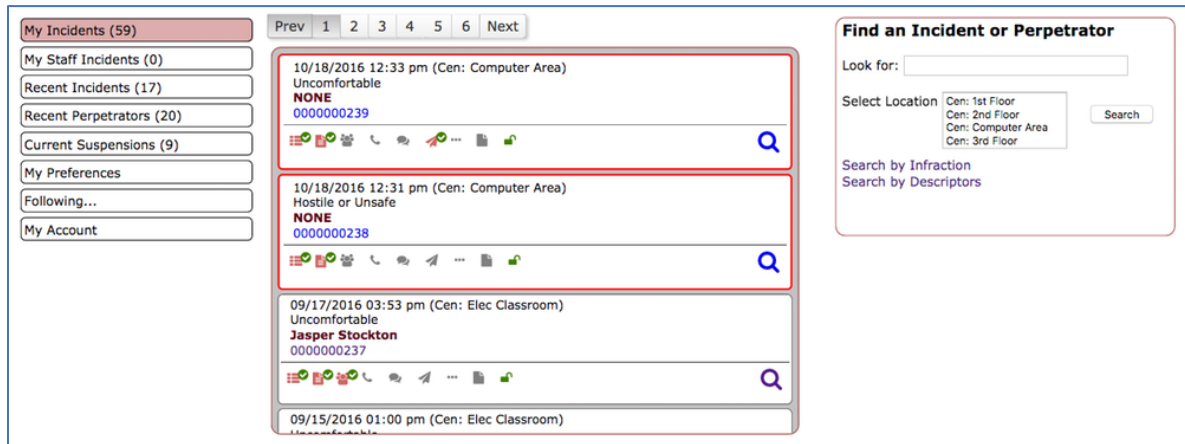
INCIDENT REPORT QUICK REFERENCE

1. Click Incident Report + to start entering a report.
2. Enter date, time, and location
3. Select the Infractions
4. Enter the Description of the incident
5. Click Save
6. Add People, existing or new, to the incident. Be sure to click **Add Person**.
7. Indicate if support was required for the incident
8. Enter follow up actions made in the moment and any recommendations for action.
9. Submit the report
10. Other staff involved in the incident will add Comments within the same report
11. Library and Department Managers enter any local follow up actions and either lock the report or email their supervisor for further recommended action. Be sure to include dates of any suspensions.
12. Library and Department Managers attach local warning and suspension letters, if necessary.
13. If creating a local suspension, then do the following in CARL.X when the library account is known:
 - a. Enter local suspensions in as a **Soft Block Bounced Email Note** using the following format:
security alert: local suspension at [location] for [X] months until [date] –[CX alias]
 - b. Change status to *See Notes*
 - c. Mark your calendar to remove the CX note when the suspension expires.

PITS DASHBOARD

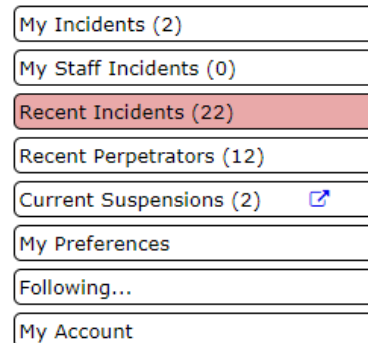
The Dashboard is your starting point for most of the tasks you need to perform in PITS. It is divided into 3 sections -

- The left menu of quick links, the content display area, and the PITS search form.



Menu of quick links:

- My Incidents
- My Staff Incidents*
- Recent Incidents
- Recent Perpetrators
- Current Suspensions
- Restricted Incidents*
- Restricted Perpetrators*
- My Preferences
- Following...
- My Account



* Links displayed in the menu depends on permission level of logged in user.

If you are a Supervisor, Manager, Ultimate Decider, or Administrator user of PITS, you will have a menu item and panel for "My Staff Incidents". This is just like the "My Incidents" panel, but it only includes those Incident Reports entered by staff who report to you. The "My Incidents" panel will now only include your own Incident Reports. If you are a Staff user, you will not see this menu item.

To navigate through the various panels on the Dashboard, use the menu on the left side of the page to select a panel. The menu item that is in pink is the currently selected menu item.

MY INCIDENTS

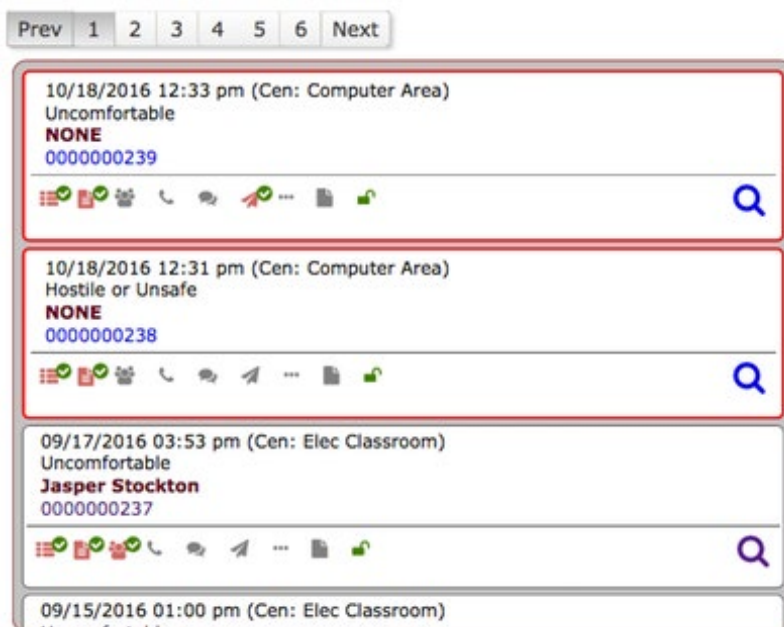
The “My Incidents” panel is a scrolling panel that lists any incidents that you have created within PITS.

The “My Staff Incidents” panel lists Incident Reports entered by any users who report to you. If your user is in the “Staff” group, you will not have this menu item.

If an incident is outlined in red, as the first one in the example above, it has occurred in the past 4 days. The red outline is an indication that it is a very recent incident.

If an incident has a bold black outline and a light red background, the incident is “locked”. This is also indicated by the small locked lock icon.

Click the magnifying glass icon at the bottom right to view the incident report.



RECENT INCIDENTS



The “Recent Incident” panel lists all recent incidents. This panel includes Incident Reports created by any PITS user.

“Recent” is determined by a configuration setting that a user in the “Admin” group can change as necessary.



















During development and testing, this has been set to 30 days. After release, this will be changed by the PITS Administrator as needed.

Again, the red outline indicates an incident that has occurred in the last 4 days, and a bold black outline with a pale red background indicates a “locked” incident.

Like the “My Incidents” panel, the magnifying glass icon will allow you to view details about the specific incident.

“Recent Incidents” is a scrolling panel, just like the “My Incidents” panel.

INCIDENT REPORT PROCESS ICONS

Tab	Unedited	Edited
Infractions		
Description		
People		
Support		
Comments		
Notifications		
Followup		
Attachments		
Lock Status		

Each record in the "My Incidents" and "Recent Incidents" panels ends with a row of icons. These icons tell you what has happened with the report so far.

The first 8 icons each correspond to one of the Incident Report Tabs, and indicate which tabs have been edited.

The Lock icon indicates if the Incident Report has been locked or finalized.

RECENT PERPETRATORS

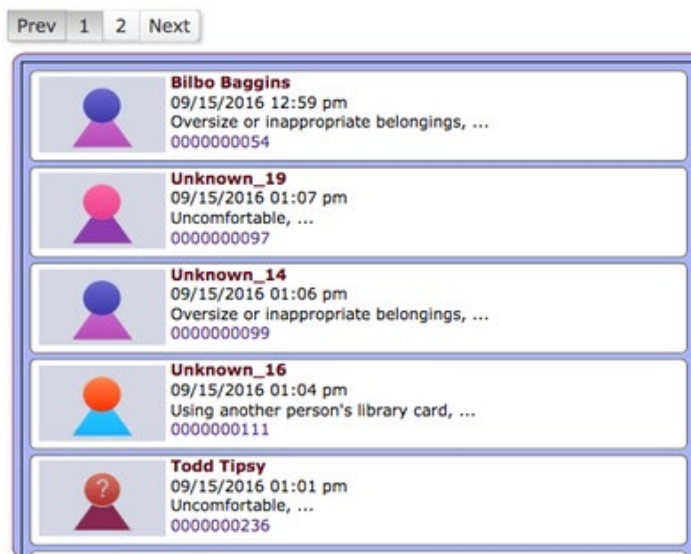
The "Recent Perpetrators" panel lists offenders that have been added in the last 30 days.

Like the previous panels, any offender that has been added to PITS in the last 4 days will be flagged with a red border.

Clicking on the Perpetrator's name will allow you to view more information about that specific perpetrator.

The Incident ID will also be linked, and clicking it will take you to the full Incident Report page where you can view details about the incident.

Like the previous panels, "Recent Perpetrators" is a scrolling panel.



CURRENT SUSPENSIONS

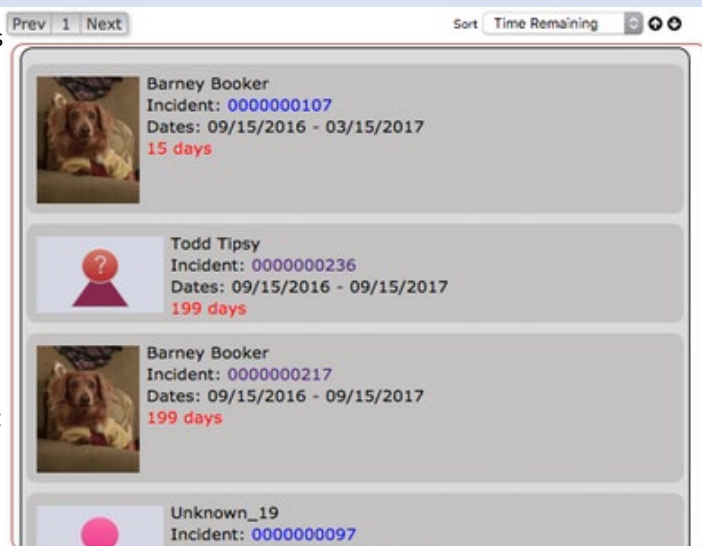
The "Current Suspensions" panel lists any patrons that are currently suspended from library access.

The dates of the suspension are included, along with the number of days remaining on the suspension.

"Current Suspensions" is a scrolling panel, so if there are more active suspensions, you may have to scroll down in the panel to see them.

The sorting drop-down allows you to sort Current Suspensions by "Time Remaining", "Start Date", "End Date", and "Person Name".

Additionally, you can click on the image to see a larger copy of the image on a Current Suspension record.




DASHBOARD: USER PREFERENCES

You can reach the "Preferences" page by clicking the "Preferences" submenu item on the PITS Dashboard.

Set your "Default Location" to the area you work in most often. If you are a staff member who works in multiple locations regularly, you can change this at the beginning of each shift in a new location.

The "Default Location" will be used when you are creating Incident Reports, so that you do not have to worry about setting the location when entering a new report.

Default Location	<input type="text" value="Downtown: Library"/>	Your default location for Incident Reports
Default Page	<input type="text" value="Dashboard"/>	Your landing page when you login
Dashboard: Default Panel	<input type="text" value="My Incidents"/>	The Dashboard Panel you want to see when you login
Dashboard: Items Per Page	<input type="text" value="20"/>	Number of incidents, perpetrators, or suspensions to show per page on the Dashboard
Copy Me on Notifications	<input type="checkbox"/>	If checked, you will be copied whenever you submit an Incident Report and notifications are sent.
		

You can set your "Default Page" to either the Dashboard or the Incident Report. The "Default Page" will determine what page you land on when logging into PITS.

If you find that you use PITS infrequently, and then mostly to create new Incident Reports, it will be more convenient to login directly to the Incident Report page.

If you find that you use PITS more frequently and are interested in keeping up with what happens to the Incident Reports you have entered, or use it to look for perpetrators to see what they have done in the past, if anything, you will probably want to keep this set to the Dashboard.

You can set your default Dashboard panel. When you login to PITS, this is the panel that will automatically display.

You can also set the number of items per page for the Dashboard panels. This setting will apply to the panels "My Incidents", "My Staff Incidents", "Recent Incidents", "Recent Perpetrators", and "Current Suspensions".

PITS sends out a number of notifications through email to various PITS users. For example, when you "Submit" an Incident Report, your supervisor and manager will be notified that the Report has been created.

By default, you will receive copies of these notifications on any Incident Reports you created. If you do not wish to receive these notifications, you can uncheck the "Receive a copy of all notifications about your incidents?" box.

When you have set your preferences, click the "Update" button to save the new settings.

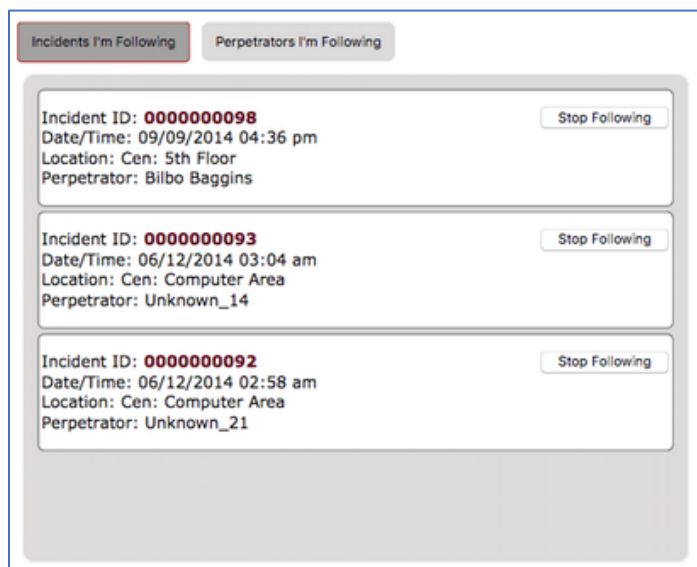
DASHBOARD: FOLLOWING...

One of the features of PITS allows users to "Follow" an incident or a perpetrator. If you have the "Copy Me on Notifications" box checked in your preferences, you will automatically receive notifications about major changes to your Incident Reports. This includes things like a manager imposing a suspension on the offender.

However, if you want more details notifications about an Incident Report, you can "Follow" that Incident Report. You will then receive notifications when another user adds a comment, or when another user uploads an attachment for the Incident Report. Essentially, you will be notified of any and all changes to the Incident Report.

You start following an Incident Report by clicking a link on the Incident Report. See the section labeled "[Follow an Incident Report](#)" for more information about following an Incident Report.

You start following a perpetrator by clicking a "Follow Person" link on the Browse People page or the Perpetrator Details. See the section labeled "[Follow Person](#)" for more information about following a Person.



If you are following any Incident Reports or perpetrators, they will show up on your "Following..." page.

This page includes one row for each Incident Report you are following in the first table. It begins with the Incident Report's PITS ID and ends with a button that allows you to stop following the incident.

Click the "Stop Following" button on an Incident Report's row to stop following that Report.

Use the buttons at the top to switch between Incidents you are following and Perpetrators you are following.

The second table lists any perpetrators you are following. Click the "Stop Following" button on a perpetrator's row to stop following that perpetrator.


DASHBOARD: MY ACCOUNT

The My Account page, linked from the Dashboard sub menu, allows you to change your PITS password.

To change your password, enter the new password into each of the two Password boxes, and click the "Change Password" button.

If your passwords do not match, or PITS cannot change your password, this page will display a message indicating what type of failure occurred.

If the password change is successful, it will display a message indicating that the password has been changed.

Username: scott	
Full Name: Scott Stockton	
My Email: scott@quipugroup.com	
My Default Location: Cen: Computer Area	
My Supervisor: Scott Manager	
My Manager: Scott Manager	
New Password:	<input type="password" value="*****"/>
Retype Password:	<input type="password"/>
	

SEARCHING PITS

You can search the information in PITS using one of the options in the "Find an Incident or Perpetrator" panel.

The keyword and location searches include perpetrators. Entering text and/or selecting locations will find all perpetrators with those words or those locations.

Find an Incident or Person

Look for:

Select Location:


Cen: 1st Floor, 101 Main St., Denver, C
Cen: 2nd Floor
Cen: Computer Area
Cen: 3rd Floor


Alternate Searches

After searching, the Search Form will include two buttons indicating the number of Incidents and Perpetrators found.

If the search found either Incidents or Perpetrators, you can click the appropriate button to view the search results.

Found:

5 Incidents 

3 People 

Alternate Searches include the "Search by Infraction" and "Search by Descriptor" searches.

The "Search by Infraction" option allows you to search PITS Incident Reports by matching the infractions that were committed during an incident.

The "Search by Descriptors" option allows you to search PITS perpetrators by the description of the individual.

SEARCH BY KEYWORD AND LOCATION

The text box performs a keyword search against all textual data stored in PITS. If you enter more than one word in the search box, PITS will search for each of those words in each of the text fields in the database.

For example, entering the single word "banana" would find incidents where the description or other text fields contained any of the phrase "eating a banana", "waving a banana", and "throwing a banana". Entering the phrase "eating a banana" would only match incidents with any of the words "eating" or "banana", and would match those with "waving a banana" or "throwing a banana" as well as those with the phrase "eating a banana" if an ANY search is used. The same phrase would match only incidents with both "eating" and "banana" if the All search is used.

The "Look for:" box allows both word and numeric searches. For example, you can search for "consuming alcohol" to find Incidents or Perpetrators where "consuming" or "alcohol" is part of the Incident Description, or where a person is associated with such an incident.

If you enter a number, such as "238", PITS will search for any Incident Report with the ID "238" and for any Perpetrators where their person ID or library card number is "238".

If you enter both text and a number, the number will be treated as part of the text and searched as if the number were a word in the description.

The "Select Location" drop-down allows you to view incidents that occurred in one or more specific places. You may select multiple locations in this drop-down. You can also filter the results to a location or locations after the search.

"Select Location" can be combined with the keyword search, and both will return a list of Incident Reports matching both criteria.

NOTE: a brief stop-word list is used for the keyword search, and it will not search for words like "a", "an", "the", and so on.

SEARCH BY INFRACTION

On arrival, the "Search by Infraction" page displays a list of top level infraction categories and two buttons to control whether the search includes only those incidents matching ALL of the selected infractions (an "and" search), or includes the broader set of those incidents matching ANY of the selected infractions (an "or" search).

Once you select one of the top-level infraction categories you will see an expanded list of more specific infractions to include in your search.

Clicking either button will produce a list of PITS Incident Reports that match the selected infractions.

SEARCH BY DESCRIPTORS

When a perpetrator is entered, the user has the opportunity to describe the person using specific "descriptors". Descriptors include identifying information such as height, weight, race, and gender.

The "Search By Descriptors" page allows you to search for perpetrators that match specific descriptors.

Each descriptor has a small box with a range of choices. Click on the text or the checkbox button of the descriptor settings you want to search for. You may select multiple values for each descriptor.

For example, if you remember that a perpetrator was a very tall Caucasian male, click the "over 6 feet" option for the "Height" descriptor, the "Caucasian" option for the "Race" descriptor, and the "Male" option for the "Gender" descriptor.

The two search buttons allow you to search for ALL the selected descriptors (an "and" search) or ANY of the selected descriptors (an "or" search). Using either button to perform the search will display a list of perpetrators that match the selected descriptors.

BROWSE INCIDENTS

The Browse Incidents page allows you to quickly browse and find specific Incident Reports. It also allows you to review most of the details associated with any Incident Report.

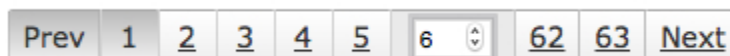
BROWSE INCIDENTS PAGINATION & PAGE NAVIGATION

The Browse Incidents display is divided into several pages. The number of pages depends on the number of Incident Reports and an Admin setting that determines how many items to show on each page. The default for the Admin setting is 10 items per page.

At the top of each page of the Browse Incidents display a page navigation menu displays like the one in the image.



If you have enough Incident Reports, the page navigation will include one or more "... " buttons. Click on the "... " to enter a page number to display.



This allows you to quickly jump to a particular page or a page you believe is near the page with the Incident Report you are looking for.

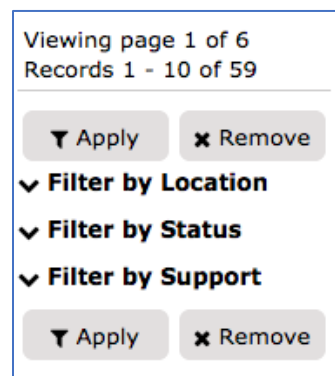
FILTER INCIDENTS

You can filter incidents by location, status, or support using the filters on the left side of the page.

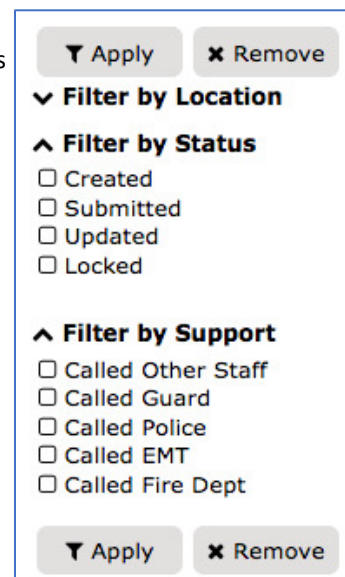
Click the down arrow beside a filter type to see all the choices for that filter.

The Location filter includes a list of all your PITS locations, allowing you to restrict the list of Incident Reports to one or more locations.

The Status filter includes "Created", "Updated", "Submitted", and "Locked".



The Support filter includes each of the types of support offered for an Incident Report. This includes "Other Staff", "Guard", "Police", "EMT", and "Fire Dept.". This allows you to quickly find all incidents when a guard was called, or when police where called.



To use a filter, expand the filter, select each filter item that you want, then click the "Apply" button.

When you click the "Apply" button, PITS creates a new list of incidents to browse, and displays the first page of the new set.

If you want to remove all current filters, click one of the "Remove" buttons, and PITS returns to the first page of the full set of Incident Reports.

Viewing page 1 of 1
 Records 1 - 5 of 5

Apply Remove

Filter by Location

☐ Cen: 1st Floor
 ☐ Cen: 2nd Floor
 ☐ Cen: Computer Area
 ☐ Cen: 3rd Floor
 ☐ Cen: CMR
 ☐ Cen: Elec Classroom
 ☐ Cen: 4th Floor
 ☐ Cen: 5th Floor
 ☐ Claremont
 ☒ North
 ☒ North: Outside
 ☒ North: Men's Restroom
 ☐ South
 ☐ Tool Lending
 ☐ West

Filter by Status

Filter by Support

Apply Remove

BRIEF INCIDENT REPORT RECORD

In "Browse Incidents", each incident report brief record displays three columns. The first column contains basic information about the Incident Report, like the Incident Report ID, date, time and location. It also includes whether any outside support was called, like police, emergency medical techs, or fire dept.

In each brief record, the PITS Incident Report ID is linked and takes you to the full Incident Report page where you can view all the details about the event.

The first column also includes the incident's Process Status Icons to indicate which tabs of the incident report have been filled in. Finally, the first column also contains a button to either follow an incident or to stop following an incident.

[0000000112](#)
 01/16/2015 02:09 pm
 Cen: 2nd Floor
 Reported by: Scott Stockton
 Status: Submitted
 Police Called: No
 EMT Called: No
 Fire Dept Called: No

Infractions

Description
 Perpetrators (1)
 Witnesses (1)
 Comments
 Submissions
 Followups
 Attachments
 Find Similar

Infractions

Hostile or Unsafe
 Interferes with any person's comfort or safety
 Oversize or inappropriate belongings

Follow Incident

The second column contains the record options that allow you to view different parts of the incident report. Links will only show up in this column for existing elements of an incident. For example, if no support was called for the incident, a "Support" button is not displayed.

The one exception to this rule is the data associated with the "People" tab on an incident. In the Brief Record display, people are split into "Perpetrators", "Victims", and "Witnesses" to better indicate the type of people associated with the incident.

BROWSE INCIDENTS: RECORD OPTIONS


The third column displays the information associated with the selected record option. The default view is the "Infractions", as in the sample record above.

Select the "Description" option to display the description of the incident in the third column.


Description

During my shift in the computer area, Mr Baggins entered the area and asked to use a computer. He was assigned computer #4 and sat down and began to work. As he sat down, I offered to take his walking stick and backpack and place them behind the service desk. At first he refused, but when I informed him that the walking stick was considered a weapon, and that he could not keep it with him while in the library. He allowed me to take the walking stick, but kept his backpack. He then began playing a computer game. Within a few minutes, he was beginning to grumble and complain loudly, interrupting the other users in the computer area. Marion, who was also working in the computer area that day, asked him to calm down, but he continued to get more agitated, screaming "But that's not how it happened! They got it all wrong!". We (Marion and I)

Perpetrators



Matilda
Unknown
Currently Suspended: No
Patron Data Restricted: No



Snickers
Unknown
Currently Suspended: Yes
Patron Data Restricted: No

Select the "Perpetrators" option to display the perpetrators associated with the incident in the third column.

Select the "Follow ups" option to display the follow ups associated with the incident in the third column.

Followups

Action: Trespassed for 6 months

Perpetrator: Snickers

Suspension: Y
Start Date: 2019-02-26
End Date: 2019-08-26

Imposed By: Carol Gyger on 2019-02-26

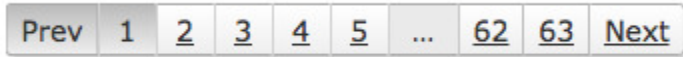
Followup Note: this is a long trespass

BROWSE PEOPLE

The Browse People page displays a list of all persons in the PITS database. This includes perpetrators, victims, and witnesses.

BROWSE PEOPLE PAGINATION & PAGE NAVIGATION

At the top of each page of the Browse People display is a page navigation menu like the one in the image.



If you have enough Perpetrators, the page navigation will include one or more "..." buttons. Click on the "..." to enter a page number to display.

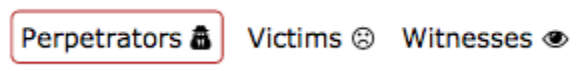


This allows you to quickly jump to a particular page or a page you believe is near the page with the Perpetrator you are looking for.

BROWSING PERPETRATORS, VICTIMS, OR WITNESSES

When you first arrive at the Browse People page, you will be browsing a list of Perpetrators in alphabetical order by first name.

There is be a button at the top right of the Browse People page that allows you to change lists.

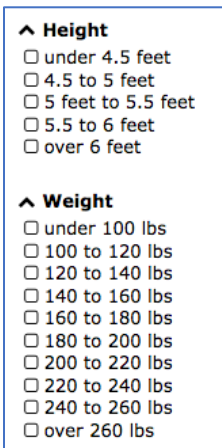


Click the "Victims" or "Witnesses" buttons to change to the desired list. The current list has a red border around the button.

FILTER THE BROWSE PEOPLE LIST

You can filter Perpetrators by any descriptor using the filters on the left side of the page.

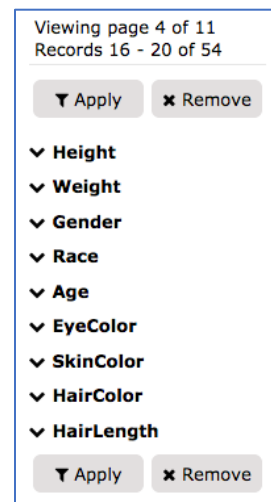
Click the down arrow beside a filter to see all the choices for that filter.



To use a filter, expand the filter, select each filter item that you want, then click either of the "Apply" buttons above or below the filters.


When you click the "Apply" button, PITS displays a new list of perpetrators to browse.

If you want to remove all current filters, click one of the "Remove" buttons, and PITS returns to the first page of the full set of Perpetrators.



BROWSE PEOPLE BRIEF RECORD

PERPETRATOR RECORD

Name: Barney Booker	Incidents: 7	0000009357 (02/14/2018 01:40 pm) South Branch
Library Card#: Unknown	Suspensions: 2	0000000263 (02/10/2017 02:28 pm) Cen: 3rd Floor
Date of Birth:	Other Followups: 0	0000000221 (04/13/2016 03:28 pm) Cen: Elec Classroom
ILS Patron ID:	Images: 3	0000000220 (04/12/2016 01:23 pm) Claremont
Date Added: 06/16/2014 01:55 pm	Documents: 1	0000000218 (03/17/2016 02:16 pm) Cen: Elec Classroom
Current Suspension: No	Most Recent Description	0000000217 (10/04/2015 11:53 am) Cen: Elec Classroom
	Contact Info	0000000107 (01/06/2015 12:59 pm) Cen: 2nd Floor
New Incident	Aliases/Cards	
	Comments	
	Compare/Merge	
	Follow Person	

The first column of each perpetrator record includes the perpetrator's name, the date they were added to PITS, and whether they are currently suspended, library card number, and date of birth.

The Perpetrator's name is a link that will take you to the Perpetrator Details page.

If there is an image associated with the perpetrator, a small thumbnail image is displayed below the perpetrator data. If there is no image, a placeholder image is displayed.

The second column holds the perpetrator stats and record "option" links. This option list includes:

- Incidents: the number of incidents the perpetrator has been involved in.
- Suspensions: the number of suspensions the perpetrator has received.
- Other Follow ups: the number of follow up actions that are NOT suspensions the perpetrator has received.
- Images: the number of images for the perpetrator.
- Documents: the number of document attachments for the perpetrator.
- Most Recent Description: the most recent list of descriptors assigned to the perpetrator.
- Contact Info: name, card number, date of birth, address, email, phone.
- Aliases/Cards: name aliases, additional card numbers.
- Comments: person comments.
- Compare/Merge: see [Merge Perpetrators](#).

Click on any of the record options to display that information in the third column. By default, the list of incidents involving the perpetrator are listed.

The third column of the perpetrator record is a scrolling box with a list of items based on the selected option.




Suspensions:

Followup Type: **Trepassed for one year**
Date of Action: **09/15/2016 01:02 pm**
Incident ID: **0000000217**
Comment: **Mr. Booker has been suspended, and is not allowed back until sep of 2017.**
Suspension Start: **09/15/2016**
Suspension End: **09/15/2017**
Suspension Status: **Current**
Days Remaining: **329**



Other Follow ups:

Followup Type: **Verbal warning**
Date of Action: **10/10/2016 03:49 pm**
Incident ID: **0000000218**
Action is Suspension: **N**

Images:

	Filename: ZebOnCouch.jpg PITS Filename: PFI_1462463876.jpg Date: 2016-05-05 08:57:56 Description: Another test image 
	Filename: PITS_Person4.jpg PITS Filename: PFI_1461270655.jpg Date: 2016-04-21 13:30:55

Documents:

	Filename: testfile1.docx PITS Filename: PFD_1431564888.docx Date: 12/31/1969 Description: Barney Booker: Letter of Suspension 
---	---

Most Recent Description:

Date: 04/21/2016	Incident: 0000000218
Description: Mr. Booker is very short, brown haired, and some days has four legs	
Height: 5.5 to 6 feet	
Weight: 200 to 220 lbs	
Race: African American	
Gender: Male	
Age: 55 - 60	

Contact Info:

Name: Barney Booker
Library Card: Unknown
Date of Birth: 09/15/2010
Address 1: 1234 5th Ave.
Address 2: Apt #678
City: Denver
State: CO
Zip: 80224
Phone: 321-432-5678
Alternate Phone:
Email: barney@nomail.com
Alternate Email: booker@nomail.com

Aliases/Cards:

Aliases BB Zeb
Cards 29096403971

Comments:

Barney is usually a very well behaved customer. <i>By Carol Gyger (12/11/2018 04:06 pm)</i>
--

Brief records for victims and witnesses are very minimal and include a link to the incident they are associated with.

VICTIM RECORDS

Name: Jiminy Cricket Phone: 201-555-1212 Email: j.cricket@fictionalworld.com	Address1: 221 Black Rock Rd Address2: #431 City: State: CA Zip: 67890 Alternate Phone: 201-555-1414 Alternate Email:
Incident 0000000215	

The second column displays contact information.

WITNESS RECORDS

Name: Albert Angstly Phone: 504-555-1212 Email: aangstly@mybusiness.com	Address1: 95 W. 75th Ave. Address2: City: State: CA Zip: 65432 Alternate Phone: 503-555-1212 Alternate Email:
Incident 0000000215	

The second column displays contact information.

PERPETRATOR DETAILS

The Perpetrator Details page includes all information about the perpetrator and links to associated Incident Reports.

The Perpetrator Details page includes the perpetrator's name, library card number (if known), date perpetrator was first added to PITS, date perpetrator was last updated, and other perpetrator fields.

Perpetrator Details Welcome, Carol



Name: Barney Booker 
Card#: Unknown
Date Added: 06/16/2014 01:55 pm
Last Modified: 12/11/2018 04:05 pm
Date of Birth: 09/15/2010
ILS Patron ID:

Address: 1234 5th Ave.
Address 2: Apt #678
City: Denver
State: CO
Zip: 80224
Email: barney@nomail.com
Alternate Email: booker@nomail.com
Phone: 321-432-5678
Alternate Phone:

Aliases 
Alias Name: BB
Alias Name: Zeb
Library Cards
Alternate Card: 29096403971

Incidents: 7
Followups: 2
Suspensions: 2
Suspended Now: NO
Restricted: NO

[Follow Person](#)
[Restrict Person](#)
[New Incident](#)
[New Comment](#)
[Upload File](#)
[Delete Person](#)

[Incident History](#) | [Followup History](#) | [Images](#) | [Documents](#) | [Comments](#) | [Description History](#)

The lower section of the Perpetrator Details page includes Incident History, Follow up History, Images, Documents, Comments, and Description History.

NOTE: The fields, buttons and other functions on this page are determined by your site settings and user group permissions.

EDIT PERSON, ALIAS, CARD FIELDS

To edit perpetrator fields in the center box, click the edit text icon and edit the fields, as desired.

The screenshot shows the 'Perpetrator Details' page. On the left is a photo of a dog. The center box contains personal details for 'Barney Booker', including card number, dates, address, and contact information. To the right are statistics (Incidents: 7, Followups: 2, Suspensions: 2, Suspended Now: NO, Restricted: NO) and action buttons: 'Follow Person', 'Restrict Person', 'New Incident', 'New Comment', and 'Upload File'. Two modal windows are open. The 'Edit Person' window on the left mirrors the center box's fields. The 'Edit Aliases & Cards' window on the right has sections for 'Aliases' (with 'Add Alias', 'Alias Name', and 'Alias Name' fields) and 'Alternate Cards' (with 'Add Card' and 'Alternate Card' fields). Red circles and arrows highlight the edit icons in the center box and the corresponding modal windows.

ACTION BUTTONS

The following action buttons are available on the Perpetrator Details page.

A vertical list of five buttons: 'Follow Person', 'New Incident', 'New Comment', 'Upload File', and 'Delete Person'.

FOLLOW PERSON

One of the features of PITS allows users to "Follow" a perpetrator.

To "Follow" a perpetrator click the "Follow Person" button on the Perpetrator Details or Browse People page.

When you "Follow" a perpetrator, they will display on your Dashboard > "Following..." page.

NOTE: For more information on following perpetrators, go to the [Dashboard: Following](#) topic.

RESTRICT PERSON

MLS is not currently using the "Restrict" feature of the software.

To "Restrict" a perpetrator click the "Restrict Person" button on the Perpetrator Details page.

NOTE: For more information on restricting perpetrators, go to the [Restricted Data](#) help page.

NEW INCIDENT

When you click the "New Incident" button on the Perpetrator Details page or the Browse People page, a new incident report form displays. After starting a new Incident Report from one of these buttons, clicking "Save" will automatically add the perpetrator to the incident report.


The screenshot shows a web application interface for adding people to an incident. At the top, there is a navigation bar with tabs: 'Infractions' (green checkmark), 'Description' (blue circle), 'People' (green checkmark), 'Support' (blue circle), 'Comments' (blue circle), 'Notifications' (purple circle), 'Follow Up' (blue circle), and 'Attachments' (blue circle). Below the navigation bar, the main section is titled 'Add People to this incident'. It features a role selection bar with radio buttons for 'Perpetrator', 'Victim', and 'Witness'. Below this, a section titled 'Existing Perpetrators (1)' displays a profile for 'Barney Booker'. The profile includes a photo of a dog, personal details (Card: Unknown, Date of Birth: 09/15/2010, ILS Patron ID:), aliases (BB, Zeb), and library cards (29096403971). At the bottom of the profile, there are several action buttons: 'View Comments', 'View Contact Info', 'Remove', 'Edit Description', 'Edit Contact Info', 'Edit Aliases/Cards', and 'Add Comment'.

Infractions Description **People** Support Comments Notifications Follow Up Attachments

Add People to this incident

Role: ☐ Perpetrator ☐ Victim ☐ Witness

Existing Perpetrators (1)

 **Barney Booker**
Card: Unknown
Date of Birth: 09/15/2010
ILS Patron ID:

Aliases:
BB
Zeb
Library Cards:
29096403971

View Comments View Contact Info

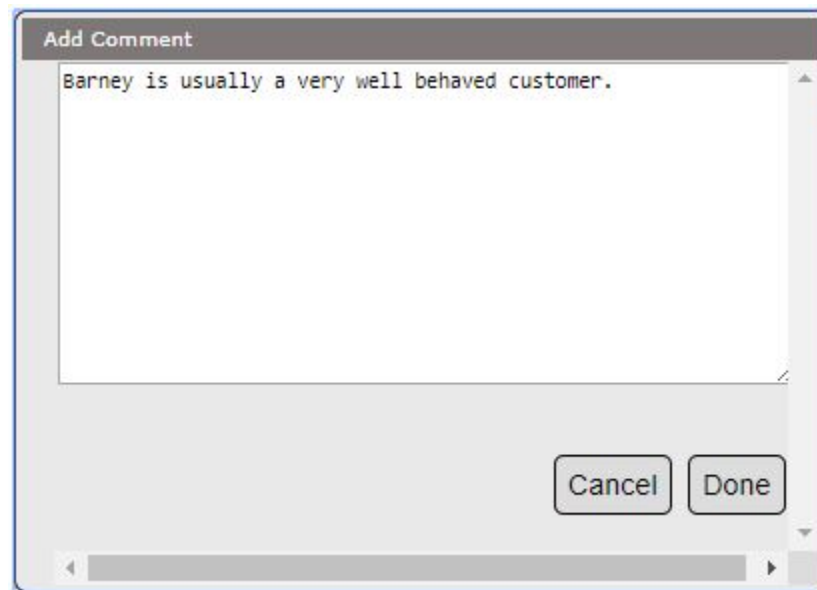
Remove Edit Description Edit Contact Info

Edit Aliases/Cards Add Comment



NEW COMMENT

Person Comments are collected and displayed on the Perpetrator Details page and on the People tab of the Incident Report. Users with appropriate permissions can add, edit, or delete Person Comments. These comments are not associated with a specific incident, but remain connected to the perpetrator throughout PITS.

To add a Person Comment, click the "New Comment" button and fill out the form.

A screenshot of a web application dialog box titled "Add Comment". The dialog has a title bar with the text "Add Comment". Inside the dialog, there is a large text area containing the text "Barney is usually a very well behaved customer.". At the bottom right of the dialog, there are two buttons: "Cancel" and "Done".

The Comment appears in the Comments section on the Perpetrator Details page.

Comments				
Comment	Date	By	Updated On	
Barney is usually a very well behaved customer.	12/11/2018 04:08 pm	Carol Gyger		 

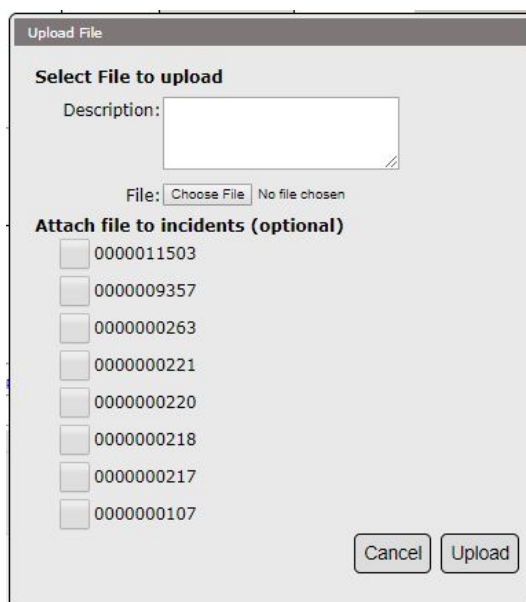
To edit or delete a Comment click on the edit text icon or "X" icon in the Comments section.

UPLOAD FILE

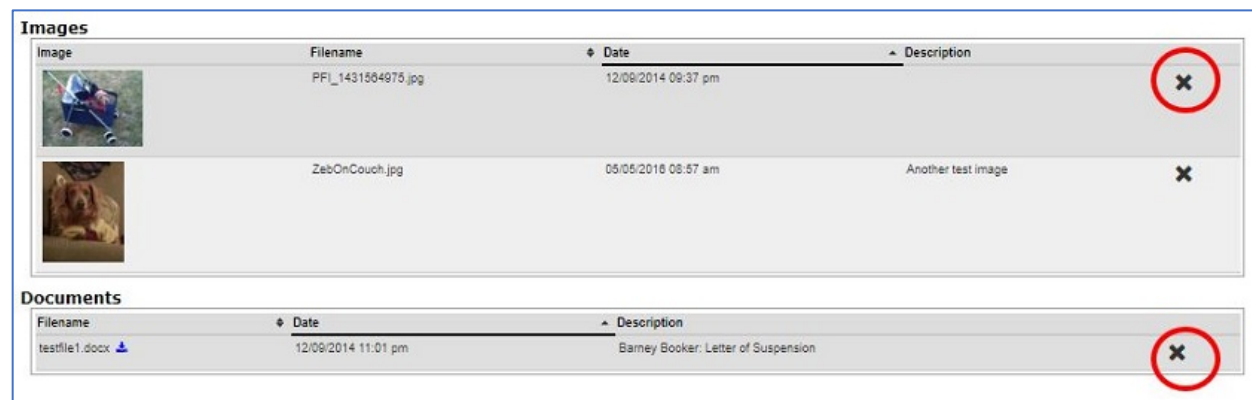
To upload an image or document file to the perpetrator's record, click the Upload File button.

- **Image file:** When you upload an image file it displays in the Images section on the Perpetrator Details page and as an image of the Perpetrator.
- **Document file:** When you upload a document file it displays in the Documents section on the Perpetrator Details page.

To delete an image or document click on the "X" icon in the Images or Documents section.



The 'Upload File' dialog box contains a 'Select File to upload' section with a 'Description:' text field and a 'File:' button labeled 'Choose File' next to the text 'No file chosen'. Below this is an 'Attach file to incidents (optional)' section with a list of incident IDs: 0000011503, 0000009357, 0000000263, 0000000221, 0000000220, 0000000218, 0000000217, and 0000000107, each with an unchecked checkbox. At the bottom right are 'Cancel' and 'Upload' buttons.



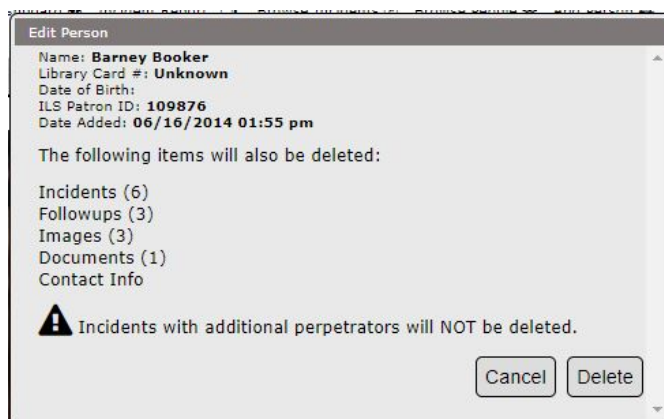
The 'Perpetrator Details' page shows two sections: 'Images' and 'Documents'. The 'Images' section has a table with columns 'Image', 'Filename', 'Date', and 'Description'. It contains two entries: one with a small image thumbnail, filename 'PFI_1431584975.jpg', date '12/06/2014 09:37 pm', and an empty description; the other with a small image thumbnail, filename 'ZebOnCouch.jpg', date '05/05/2016 08:57 am', and description 'Another test image'. The 'Documents' section has a table with columns 'Filename', 'Date', and 'Description'. It contains one entry: filename 'testfile1.docx', date '12/09/2014 11:01 pm', and description 'Barney Booker: Letter of Suspension'. In both sections, a red circle highlights an 'X' icon in the rightmost column, indicating the delete button.

DELETE PERSON

Use the "Delete Person" button to delete a perpetrator record, remove the perpetrator from associated incident reports and delete the associated incident reports.

NOTE: Incident reports with additional perpetrators will NOT be deleted. However, if the perpetrator you are deleting is the ONLY perpetrator on an incident report, that incident report WILL be deleted.

To delete a perpetrator from an incident report but not the incident report itself, go to the incident report, People tab, Existing Perpetrators and click on the Remove button.



The 'Edit Person' dialog box displays the following information: Name: **Barney Booker**, Library Card #: **Unknown**, Date of Birth: (empty), ILS Patron ID: **109876**, Date Added: **06/16/2014 01:55 pm**. Below this, it states 'The following items will also be deleted:' followed by a list: Incidents (6), Followups (3), Images (3), Documents (1), and Contact Info. A warning icon and text state: 'Incidents with additional perpetrators will NOT be deleted.' At the bottom right are 'Cancel' and 'Delete' buttons.

INCIDENT HISTORY AND FOLLOW UP HISTORY

The perpetrator's incident and follow up histories display on the Perpetrator Details page.

Click on the incident report number to display the Incident Report tabbed view.

Click on the column heading to sort by that column. For example, to sort by date, click on the Date column heading.

Incident History				
Incident ID	Date	Location	Infractions	Followups
0000011503	12/12/2016 10:10 am	South Branch	Hostile or Unsafe Harassing or insulting language (ABBAB)	
0000009357	02/14/2016 01:40 pm	South Branch	Uncomfortable Offensive, pervasive odor	
000000283	02/10/2017 02:28 pm	Cen: 3rd Floor	Illegal Destruction or theft of library property or materials	
000000221	04/13/2016 03:28 pm	Cen: Elec Classroom	Uncomfortable Excessive noise Alcohol or drugs	
000000220	04/12/2016 01:23 pm	Claremont	Illegal Making violent or threatening statements	
000000218	03/17/2016 02:16 pm	Cen: Elec Classroom	Uncomfortable Excessive noise Unreasonable use of restrooms Pre-2016 Infractions (DO NOT USE AFTER: 1/31/2016)DISRUPTIVE BEHAVIOR	
000000217	10/04/2015 11:53 am	Cen: Elec Classroom	Uncomfortable Sleeping or lying on floor Excessive noise Pre-2016 Infractions (DO NOT USE AFTER: 1/31/2016)DISRUPTIVE BEHAVIOR (DO NOT USE AFTER: 1/31/2016) MOTOR VEHICLE ACCIDENT	Trespassed for one year
000000107	01/08/2015 12:59 pm	Cen: 2nd Floor	Hostile or Unsafe Blocking entrance, exit, or walkway Interferes with any person's comfort or safety Oversize or inappropriate belongings	Trespassed for 6 months

Followup History				
Incident ID	Date	Location	Followup Note	Suspension Dates
000000107	01/08/2015 12:59 pm	Cen: 2nd Floor	a 6 month suspension	Trespassed for 6 months 09/15/2016 - 03/15/2017
000000217	10/04/2015 11:53 am	Cen: Elec Classroom	Mr. Booker has been suspended, and is not allowed back until sep of 2017.	Trespassed for one year 09/15/2016 - 09/15/2017

DESCRIPTION HISTORY

For each incident involving the perpetrator, the perpetrator description is recorded on the Perpetrator Details page.

Click on the incident report number to display the Incident Report tabbed view associated with this description.

Click on the column heading to sort by that column. For example, to sort by date, click on the Date column heading.

Click on the edit text icon to edit the descriptors for the associated incident report.

Description History

Incident ID	Date	Height	Weight	Race	Gender	Age	Hair Length	Hair Color	Eye Color	Skin Color	Description
0000011503	12/12/2016 10:10 am	5.5 to 6 feet	200 to 220 lbs	African American	Male	55 - 60	Short	Gray	brown	#785c51	Mr. Booker is very short, brown haired, and some days has four legs
0000009357	02/14/2018 01:40 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	55 - 60	Short	Gray	brown	#785c51	Mr. Booker is very short, brown haired, and some days has four legs
0000000263	02/10/2017 02:28 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	55 - 60	Short	Gray	brown	#785c51	Mr. Booker is very short, brown haired, and some days has four legs
0000000221	04/13/2016 03:28 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	60 - 65	Short	Gray	brown	#785c51	Tall african-american man with grey hair. 6 feet tall and approximately 220 lbs.
0000000220	04/12/2016 01:23 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	60 - 65	N/A	Gray	brown	#785c51	Tall african-american man with grey hair. 6 feet tall and approximately 220 lbs.
0000000218	03/17/2016 02:16 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	55 - 60	Short	Gray	brown	#785c51	Mr. Booker is very short, brown haired, and some days has four legs
0000000217	10/04/2015 11:53 am	5.5 to 6 feet	200 to 220 lbs	African American	Male	55 - 60	Short	Gray	brown	#785c51	
0000000107	01/06/2015 12:59 pm	5.5 to 6 feet	200 to 220 lbs	African American	Male	60 - 65	Short	Gray	brown	#785c51	Tall african-american man with grey hair. 6 feet tall and approximately 220 lbs.

RECORD MAINTENANCE

COMPARE AND MERGE INCIDENT REPORTS

You can compare any two similar Incident Reports from the Browse Incidents page.

This feature is available to Library and Department Managers and above.

COMPARE INCIDENT REPORTS

To find out which Incident Reports are similar to a selected Incident Report, find the Incident Report on the Browse Incident page and click the "Find Similar" button in the middle column.

When you select the "Find Similar" option, PITS displays a list of similar incidents in the third column.

The score in parentheses beside the Incident Report ID indicates how similar the two incidents are. For more on Incident Report similarity scoring, see Appendix D: Incident Report Similarity Scoring.




To compare the current incident with a similar incident, click the "Compare" link beside the Incident Report ID.

Similar Incidents

[0000000236 \(82%\) Compare](#)
[0000000239 \(77%\) Compare](#)
[0000000218 \(74%\) Compare](#)
[0000000219 \(74%\) Compare](#)
[0000000237 \(71%\) Compare](#)
[0000000041 \(71%\) Compare](#)
[0000000238 \(71%\) Compare](#)
[0000000092 \(71%\) Compare](#)
[0000000315 \(71%\) Compare](#)
[0000000314 \(71%\) Compare](#)
[0000000233 \(71%\) Compare](#)
[0000000232 \(71%\) Compare](#)

MERGE INCIDENT REPORTS

Click the "Compare" link to display the Incident Report Compare form.

	Incident 0000000116	Keep	Keep Both	Keep	Incident 0000000115
Incident Reporter	Scott Stockton	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Scott Stockton
Incident Date	05/06/2015	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	05/06/2015
Incident Time	12:04 pm	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	11:50 am
Incident Location	Cen: 1st floor	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cen: Computer Area
Incident Status	Submitted (06/15/2015 1:10 pm)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Submitted (05/18/2015 4:15 pm)
Staff Called	Yes Scott Admin Scott Supervisor	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Yes Scott Manager
Guard Called	Yes Carrie Gunn	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Yes Carrie Gunn
Police Called	No	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Yes John Law (Badge: 5546) Report #: 000098765
Description	Adding a description as scottStaff user (45). Hope this works. I think it is working now.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Now I'm adding a description to a new report. OK, this is odd.
Incident Infractions	<ul style="list-style-type: none"> Illegal Making violent or threatening statements Fighting or challenging to fight Physical abuse or assault 	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<ul style="list-style-type: none"> Uncomfortable Illegal Excessive noise Making violent or threatening statements Fighting or challenging to fight Physical abuse or assault Carrying weapon of any type
Incident Perpetrators	Unknown_19	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Jasper Stockton
Incident Witnesses	NO WITNESSES	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Bobby Baker
Incident Victims	Billy Bones	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	NO VICTIMS
Image Attachments		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	 Jasper Stockton
Document Attachments	NO DOCUMENT ATTACHMENTS	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	 PFD_1432580439.pdf
Comments	06/03/2015 08:42 am By: Scott Stockton another damned comment 06/03/2015 08:42 am By: Scott Stockton another damned comment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	06/19/2015 12:32 pm By: Scott Stockton Jasper may be a little tender in the head.
Followup Actions	07/20/2015 17:10 pm By: Scott Stockton Action: Suspension: 1-6 Months Text: Suspending unknown_19 for 6 months.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	NO FOLLOWUPS
Notification Recipients	Default: quipuscott@gmail.com quipuscott@gmail.com Added: scott@quipugroup.com scott@scottstockton.com Aliases: bonkers@quipugroup.net thefolks@quipugroup.com	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Default: quipuscott@gmail.com quipuscott@gmail.com Added: scott@quipugroup.com Aliases: thefolks@quipugroup.com
Incident Followers	Scott as Staff scott@scottstockton.com Scott Supervisor scott@scottstockton.com	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Scott Stockton scott@quipugroup.com

Incident Merge Tools
[Compare Perpetrators](#)
[Merge Incidents](#)

If you decide to merge the two Incident Reports, use the radio buttons in the three middle columns to tell PITS which elements to keep. Clicking a radio button in the first "Keep" column will keep the value of that element from the first of the two Incident Reports.

Clicking a radio button in the "Keep Both" column will cause PITS to merge the values for that element, keeping the data from both Incident Reports.

Clicking a radio button in the second "Keep" column will cause PITS to use the value from the second Incident Report for that element.

By default, the radio buttons are selected for the Incident Report on the left. If the Incident Report on the left does not have data for an element and the Incident Report on the right does have data, the radio button on the right is selected by default.

NOTE: Some elements cannot be directly merged. For example, there can be only one incident description. If you select to "Keep Both" descriptions, the description from the second Incident Report is converted to a Comment.

When you have set the correct radio button for each element in the Incident Report Compare form, click the "Merge Incidents" button. After merging incidents, you are returned to the Browse Incidents page, where the new merged incident is displayed in the list, and the two original incidents is no longer displayed.

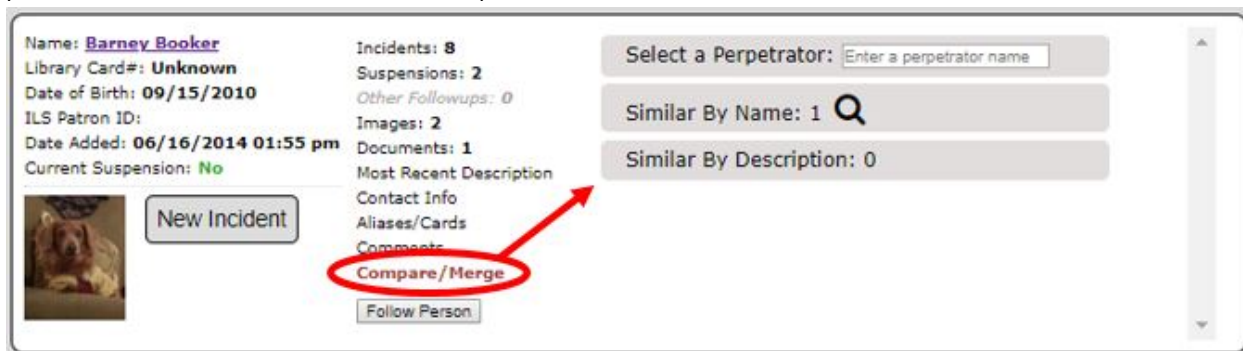
NOTE: Staff and supervisors may merge their own reports. Managers may merge their own and their staff reports. Ultimate decider/ Admin may merge their own, their staff and any other incident reports.

COMPARE AND MERGE PERPETRATORS

If you find two perpetrator records for the same perpetrator, use the PITS Compare and Merge Perpetrator feature to review and combine the perpetrator records. After a merge, all associated incident reports will display under one perpetrator record.

COMPARE PERPETRATORS

Click Browse People main menu item or search for one of the perpetrators in the Dashboard > Search box. The first person selected will be the record that is kept.

The screenshot displays the 'Compare and Merge' interface for a perpetrator named Barney Booker. On the left, a profile card shows personal details: Name (Barney Booker), Library Card# (Unknown), Date of Birth (09/15/2010), ILS Patron ID, Date Added (06/16/2014 01:55 pm), and Current Suspension (No). Below this is a small photo and a 'New Incident' button. To the right of the profile card is a list of statistics: Incidents: 8, Suspensions: 2, Other Followups: 0, Images: 2, Documents: 1, and Most Recent Description. Below these statistics are links for 'Contact Info', 'Aliases/Cards', 'Comments', 'Compare/Merge' (circled in red), and 'Follow Person'. On the far right, there are three input fields: 'Select a Perpetrator:' with a placeholder 'Enter a perpetrator name', 'Similar By Name: 1' with a magnifying glass icon, and 'Similar By Description: 0'.

Select a second perpetrator to merge with the first perpetrator by entering the second perpetrator's name in the text box. Or click one of the "Similar" links to display similar perpetrators.



MERGE PERPETRATORS

Compare the perpetrators' information and decide if you want to merge the records.

The perpetrator listed second (on the right) will be merged into the perpetrator listed first (on the left). The perpetrator listed on the left will be the one to keep.

You can select the data to be kept during the merge for perpetrator Names, Library Cards, Date of Birth, and Contact Info.

All Images, Documents, Descriptions, Descriptors, Comments, Follow Ups, and Incidents will be merged into the person in the 2nd column.

Perpetrator	Barney Booker	Keep	Keep Both	Keep	Barney Bombillero
Name	Barney Booker	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Barney Bombillero
Alternate Names	BB Zeb	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	BB
Library Card	Unknown	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	N/A
Alternate Cards	29096403971	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Date of Birth	09/15/2010	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	6/18/2002
Contact Info	Address: 1234 5th Ave. Apt #678 Denver, CO 80224 Email: barney@nomail.com Email: booker@nomail.com Phone: 321-432-5678	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Address: 406 Cloud 9 Happy, Heaven 0000004
ILS Patron ID		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	678543
Image			<input checked="" type="radio"/>		
Documents	Filename: testfile1.docx Date: 12/09/2014 11:01 pm Description: Barney Booker: Letter of Suspension		<input checked="" type="radio"/>		Filename: Test File for PITS.docx Date: 10/23/2018 03:57 pm Description: written warning

Merge Perpetrators

Cancel

Notes:

1. Barney Bombillero will be merged into Barney Booker.
2. You can select the data to be kept during the merge for perpetrator Names, Library Cards, Date of Birth, Contact Info, and ILS Patron ID.
3. All Images, Documents, Descriptions, Descriptors, Comments, Followups, and Incidents will be merged into the person in the 2nd column.

If you decide to merge the two perpetrators use the radio buttons in the three middle columns to tell PITS which elements to keep. Clicking a radio button in the first "Keep" column will keep the value of that element from the first of the two perpetrators.

Clicking a radio button in the "Keep Both" column will cause PITS to merge the values for that element, keeping the data from both perpetrator records.

Clicking a radio button in the second "Keep" column will cause PITS to use the value from the second perpetrator for that element.

By default, the radio buttons are selected for the perpetrator on the left. If the perpetrator on the left does not have data for an element and the perpetrator on the right does have data, the radio button on the right is selected by default.

When you have set the correct radio button for each element in the Compare/Merge form, click the "Merge Perpetrators" button.

ADD PERSON

To add a person to the PITS perpetrator list even though they have not been included in an Incident Report yet, you may add them using the Add Person main menu item.

The Add Person page displays a form like the "Add Perpetrator" form on the People tab of the Incident Report page.

Enter as much information as you have about the person you want to add.

Name: **Library Card #:**

Description:

Height

- ☐ Under 4 feet
- ☐ 4 to 5 feet
- ☐ 5 to 5.5 feet
- ☐ 5.5 to 6 feet
- ☐ Over 6 feet
- ☐ Unknown

Weight

- ☐ Slim / Slender
- ☐ Average build
- ☐ Athletic / Muscular
- ☐ Heavy set
- ☐ Unknown

Age

- ☐ Minor under 17
- ☐ 17 - 20
- ☐ 20 - 30
- ☐ 30 - 40
- ☐ 40 - 50
- ☐ 50 - 60
- ☐ 60 - 70
- ☐ 70 - 80
- ☐ 80 - 90
- ☐ Over 90
- ☐ Unknown

Race

- ☐ Caucasian
- ☐ African American
- ☐ Native American
- ☐ Hispanic
- ☐ Asian
- ☐ Pacific Islander
- ☐ Indian / Middle Eastern
- ☐ Unknown

Eye Color

- ☐ Blue
- ☐ Brown
- ☐ Green
- ☐ Gray
- ☐ Amber
- ☐ Violet
- ☐ Hazel
- ☐ Unknown

Skin Color

Hair Color

- ☐ Blonde
- ☐ Light Brown
- ☐ Dark Brown
- ☐ Black
- ☐ Red
- ☐ Salt and Pepper
- ☐ Gray
- ☐ White
- ☐ Unnatural (eg, Neon)
- ☐ Unknown

Hair Length

- ☐ Long (Below shoulders)
- ☐ Long (Shoulder length)
- ☐ Medium (Above shoulders)
- ☐ Medium (Above ears)
- ☐ Short (Close or buzz cut)
- ☐ Bald or shaved
- ☐ Unknown
- ☐ Hair in a bun
- ☐ Hair in a ponytail

If you do not know the name or library card #, you may leave those fields blank and the system will create an "unknown" person or a person with an "unknown" library card.

The more information you enter, the better the description will be.

If you are not sure about some of the descriptors, add a brief text description.

If you begin typing the person's name, and the form autocompletes the name you are entering, that person is already in PITS, and you do not need to add them here.

For details about the Name and Library Card Number autocomplete pop-ups, see the Help section "Review or Edit Incident Report".

Once you complete the form with as much information as possible, click the "Add Person" button at the bottom of the form.

RESTRICTED DATA

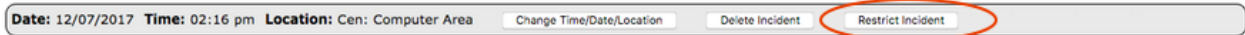
MLS is not currently using the "Restrict" feature in PITS.

The Restricted Data feature allows specific PITS Users to restrict viewing of select Incident Reports (IRs) and Person/Perpetrator data by other PITS Users.

DETERMINE IF YOU HAVE PERMISSION TO RESTRICT DATA

1. Select "Browse Incidents" or "Browse People" main menu item.
2. Select an existing Incident Report or Person.

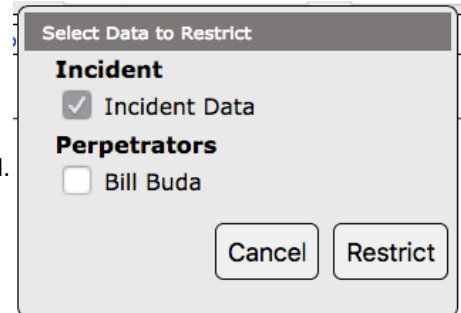
3. If you see a "Restrict Incident" button or a "Restrict Perpetrator" link, you have permission to restrict these items.



HOW TO RESTRICT ACCESS TO INCIDENT REPORTS AND PERPETRATORS

FOR AN EXISTING INCIDENT REPORT

1. Access the Incident Report.
2. Select the "Restrict Incident" button.
3. In the popup box, check IR and/or Perpetrator(s).
4. Select "Restrict".
5. Any PITS User who is "following" this IR is automatically removed.
6. The Incident Report background turns red to indicate it is Restricted.
7. Only Users who are allowed to view "Restricted Data" can view this information.

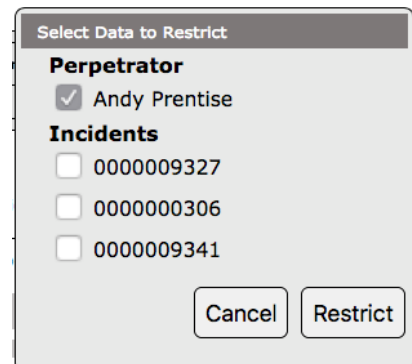


FOR A NEW INCIDENT REPORT

1. Select "Incident Report" main menu item.
2. Enter a single Infraction (it doesn't matter what you select, you can change it later).
3. Select "Save" button. This saves the incident to the PITS database and the "Restrict Incident" button appears.
4. Select the "Restrict Incident" button.
5. Enter the Incident Report data, as desired.
6. If you add a Person/Perpetrator to the IR and you want to restrict access to that information, too, follow the instructions below for restricting an existing Person/Perpetrator.

FOR AN EXISTING PERSON/PERPETRATOR RECORD

1. Access the Person/Perpetrator record.
2. Select the "Restrict Perpetrator" link.
3. Select any incidents you want to restrict along with the perpetrator.
4. Click the "Restrict" button.



HOW TO UNRESTRICT ACCESS TO INCIDENT REPORTS AND PERPETRATORS


Once an Incident Report or Person/Perpetrator record is marked "restricted", only Users with "Unrestrict IR Access" or "Unrestrict Perpetrator Access" permissions can unrestrict IRs and Perpetrators.

To unrestrict an incident report or perpetrator, access the tabbed view of an Incident Report or the Perpetrator Details page. Select the "Unrestrict" button.

Incident Report

Date: 05/18/2018 Time: 03:28 pm Location: Cen: Computer Area [Change Time/Date/Location](#) [Delete Incident](#) [Unrestrict Incident](#)

Perpetrator Details [Welcome, C](#)



Name: Dilbert Dowrong
Card#: 29093005432167
Date Added: 06/02/2014 08:55 am
Last Modified: 06/16/2014 07:04 pm
Date of Birth:
ILS Patron ID:

Address:
Address 2:
City:
State:
Zip:
Email:
Alternate Email:
Phone:
Alternate Phone:

Incidents: 7
Followups: 4
Suspensions: 4
Suspended Now: NO
Restricted: YES

[Unrestrict Person](#)
[New Incident](#)
[New Comment](#)

VIEW RESTRICTED DATA

Once an Incident Report or Person/Perpetrator record is marked "restricted", only Users with "View Restricted Data" can view all details about the Incident Report or Perpetrator.

Users with "View Restricted Data" have new Dashboard panels that list the Restricted Incident Reports and Restricted Perpetrators. You may have one or the other or both depending on access level granted.

USERS WITHOUT VIEW RESTRICTED DATA PERMISSIONS

All Users without "View Restricted" permissions can view brief information about "restricted" Incident Reports and Perpetrators in the Dashboard lists and the Browse pages, however, they cannot view all of the associated information.

For example, on the Browse People page, a User without "View Restricted" permission can see that a restricted Perpetrator exists and the Incident Report numbers they are associated with but they cannot see the Follow up Actions, Suspensions, or the Image and Document attachments.

Each image of a restricted Perpetrator is replaced with the "Restricted Perpetrator" graphic for Users without "View Restricted" permission.

Dashboard panels and pages that include restricted items have a red icon to indicate the Incident Report or Perpetrator is restricted.

PITS REPORTS

PITS Reports offers several different ways to view the data collected in PITS.

To access PITS Reports, select "Reports" from the main menu. Currently, Library and Department Managers and above have access to run reports.

NOTE: The old Reports section is available through a sub-menu link on the Reports page labeled "Old Reports". You may continue to use and run these reports. In a future release all Old Reports will be moved to the regular Reports section.

TIME PERIOD COUNTS TABLE

The Time Period Counts table lists the number of Incidents, Active Suspensions, New Suspensions, Police Calls, EMT Calls, Perpetrators Added, Witnesses Added, and Victims Added for predefined time periods.

Time Period Counts	YTD	YTD-LY	MTD	MTD-LY	LM
Incidents ⓘ	33	16	7	2	10
Active Suspensions ⓘ	10	6	4	3	7
New Suspensions ⓘ	9	5	0	1	2
911 Calls (Police) ⓘ	2	0	0	0	1
911 Calls (Medical) ⓘ	1	0	0	0	0
Perpetrators Added ⓘ	21	2	7	0	7
Witnesses Added ⓘ	2	0	0	0	2
Victims Added ⓘ	0	0	0	0	0

The predefined time periods are:

YTD (Year-to-Date)

YTD-LY (Year-to-Date Last Year)

MTD (Month-to-Date)

MTD-LY (Month-to-Date Last Year)

LM (Last Month)

These time periods are also available for filtering each report by date.

MOST ACTIVE LOCATIONS

The Most Active Locations table includes all locations that have had at least one new incident in the last 7 days.

Most Active Locations Last 7 Days

Location	Incident Count
Cen: Computer Area	1
South Branch	2

REPORTS

Reports are divided into two categories - "Summary Counts" and "List Reports".

SUMMARY COUNTS REPORTS - These reports include counts of specific things, grouping on one item. For example, the "By Location" report counts Incidents, New Perpetrators, Police Calls, EMT Calls, ... by location. Each row of the report is a location and each column contains the count of one selected element, like "Incidents".

Reports

Summary Counts ⓘ

List Reports ⓘ

[By Location](#)

[By Perpetrator](#)

[By Infraction](#)

[Infractions by Location](#)

[Incidents](#)

[Perpetrators](#)

[Suspensions](#)

LIST REPORTS - These reports provide more detailed information about each item in the report. For example, the "Perpetrators" report lists each perpetrator, library card number, date added to PITS, current suspension status, and follow up actions imposed on the perpetrator.

REPORT SETTINGS

COLUMNS INCLUDED IN REPORT - Some reports have mandatory columns which cannot be excluded from the report. Most reports have some default columns and some optional columns. An indicator (*) lets you know which columns are not sortable.

REPORT FILTERS/LIMITS - All reports include several filters. Not all reports have all possible filters. Filters that make the most sense with a specific report are included.

The most important filter is the Date filter. The default date range for a report is MTD (Month-to-Date). You may change the date range to a predefined range (e.g. YTD) or enter specific start and end dates.

Counts by Location

Count...

- ☒ Incidents
- ☒ New Perpetrators
- ☒ Police Calls
- ☒ EMT Calls
- ☒ Suspensions
- ☒ Followups
- ☒ Restricted Incidents
- ☒ Restricted Perpetrators
- ☐ Infraction Categories
- ☐ Infractions
- ☐ Victims
- ☐ Witnesses

Additional filters may include:

Location
User
Manager
Supervisor
Infraction Categories
Infraction
Follow up Action
Police Called
EMT Called
Perpetrator Age

All filters other than Date are set to "All", by default.

Each filter is based on your PITS configuration. For example, the Locations filter shows a list of your locations and you can pick one or more to limit the report results to those specific locations.

With...

Dates:	3/01/2018 - 3/13/2018	
Location(s):	All	
User(s):	All	
Manager(s):	All	
Supervisors(s):	All	
Infraction Categories:	All	
Infraction(s):	All	
Followup Action(s):	All	
Police Called:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> All	
EMT Called:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> All	
Perpetrator Age:	All	

NOTE: Be careful using additional filters. If you use multiple filters it is easy to filter out all possible results.

RUN REPORT

After you set desired columns and filters, click the "Run Report" button in the lower, right corner of the Report Settings box.

The Report Settings box collapses and the report displays below. To adjust columns, filters, or dates, click the Report Settings bar to expand the Settings box. After making any changes to the report settings, click the "Run Report" button to run the report with the new settings.

Report Settings ▼

DOWNLOAD/EXPORT REPORT

To download a report, select one of the three options in the top, right corner of the report screen.

- Export to xlsx (Excel)
- Export to csv
- Export to txt (tab-delimited)

OLD REPORTS

NOTE: The old Reports section is available through a sub-menu link on the Reports page labeled "Old Reports". You may continue to use and run these reports. In a future release all Old Reports will be moved to the regular Reports section.

REPORTS SUMMARY DATA

The main Reports page includes a panel of summary data, listing simple counts for Incidents, Perpetrators, Victims, and Witnesses, as well as the number of current suspensions.

This panel also includes a list of the Most Active Locations during the last 7 days.

This list will include all locations that have had at least one new incident in the last 7 days, in descending order based on the number of incidents which occurred in that location during the last 7 days.

Summary since: 10/07/2013	
Incidents:	44
Perpetrators:	46
Victims:	6
Witnesses:	22
Current Suspensions:	3
Most Active Locations Last 7 Days	
Cen 2nd floor:	1 Incidents

DATE RANGE SUMMARY REPORTS

The Date Range Summary Reports provide a count of Incidents, Infractions, Perpetrators, Victims, and Witnesses for the range of dates entered in the "Start Day" and "End Day" fields.

For any selected range of dates, you can ask that the summary be based on daily activity, weekly activity, or monthly activity.

Date Range Summary Reports

Start Day: End Day:

☒ Daily ☐ Weekly ☐ Monthly

You can click on the small calendar icons beside each date field to select a date from a pop-up date picker. By default, PITS will generate a "Daily" report. If you would prefer a "Weekly" or "Monthly" report, click the appropriate radio button. After entering dates and selecting a period type, click the "Run Report" button.

The only days included in the report are those days when an incident occurred.

A Daily report for activity between 6/1/2014 and 6/30/2014 might look like this.

Daily Summary						
Start Date: 06/01/2014 End Date: 07/30/2014						
Download Report						
Date	Day of Week	Incident Count	Infraction Count	Perpetrator Count	Victim Count	Witness Count
06/05/2014	Thursday	2	15	2	0	0
06/06/2014	Friday	1	5	1	0	2
06/09/2014	Monday	1	3	0	0	0
06/12/2014	Thursday	2	8	1	0	0
06/16/2014	Monday	1	4	1	1	1
06/18/2014	Wednesday	1	2	1	1	0
07/07/2014	Monday	1	3	1	0	0
07/13/2014	Sunday	1	3	0	0	0

DETAILED REPORTS

INCIDENT REPORT

The Incident Report can be reached by clicking either the "Incidents" sub menu item or by clicking the "Detailed Reports" link labeled "Incidents".

This report includes some basic information about each incident, including the incident's ID, the date, time, and location of the incident, perpetrator(s), infractions, status, and reporter.

Incident Report								
Download Report								
ID	Date	Time	Location	Perpetrators	Infractions	Status	Reporter	
0000000048	03/27/2014	12:00 pm	Cen 5th floor	Bilbo Baggins Unknown_30	Hostile or Unsafe Oversize or inappropriate belongings Unattended belongings or animal	Submitted	Scott Stockton	
0000000046	03/06/2014	1:46 am	Cen 5th floor	Mark Morgan	Hostile or Unsafe Uncomfortable Refusal to follow reasonable directions from staff Harassing or insulting language Eating, smoking, or drinking	Submitted	Scott Stockton	
0000000047	03/06/2014	1:52 am	Cen Elec Classroom	Todd Topsy	Hostile or Unsafe Uncomfortable Refusal to follow reasonable directions from staff Harassing or insulting language Eating, smoking, or drinking	Created	Scott Stockton	
0000000045	03/11/2014	1:46 am	Cen 1st floor	Tara Mei	Hostile or Unsafe Uncomfortable Refusal to follow reasonable directions from staff Harassing or insulting language Eating, smoking, or drinking	Submitted	Scott Stockton	
0000000044	03/06/2014	1:46 am	Cen Computer Area	Unknown_15	Hostile or Unsafe Uncomfortable Refusal to follow reasonable directions from staff	Created	Scott Stockton	

This report can be sorted on any column by clicking the column heading.

PERPETRATORS REPORT

The Perpetrators Report provides a list of all PITS Perpetrators with counts for such things as the number of incidents they have been involved in, the number of follow up actions taken against them, the number of suspensions they have received, or the number of person descriptions PITS has for them.

Perpetrator Report													
Download Report													
Name	Library Card	Date Added	Last Change	Incidents	Followups	Suspensions	Infractions	Locations	Images	Documents	Descriptions	Currently	Suspended
Adin Henderson	2191300444203	04/12/2014	12/31/1969	1	0	0	7	1	1	0	1	N	
Barney Booker	29093007689534	06/16/2014	12/31/1969	2	0	0	0	0	0	0	1	N	
Bartleby Bookman	290000043268	07/08/2014	12/31/1969	0	0	0	0	0	0	0	1	N	
Bilbo Baggins	29093005432176	02/19/2014	06/24/2014	5	3	3	19	5	3	1	6	N	
Dilbert Dowrong	29093005432167	06/02/2014	06/16/2014	2	2	2	6	2	1	0	3	N	
Elliott Schefers	Unknown	06/05/2014	12/31/1969	1	0	0	13	1	1	0	1	N	
Emelio Esteban	UNKNOWN	02/24/2014	12/31/1969	0	0	0	3	1	0	0	2	N	
Freddy Fez	Unknown	04/03/2014	12/31/1969	1	0	0	4	1	0	0	3	N	
George Alan	UNKNOWN	02/24/2014	12/31/1969	0	1	0	3	1	0	0	1	N	
Irene Marie	Unknown	04/03/2014	12/31/1969	0	0	0	0	0	0	0	0	N	
Jasper Stockton	290000043266	07/08/2014	12/31/1969	0	0	0	0	0	0	0	1	N	
Jesse Keene Howard	21913005611990	04/26/2014	12/31/1969	0	0	0	0	0	0	0	0	N	
Lucas Schefers	Unknown	06/05/2014	12/31/1969	1	0	0	6	1	1	0	1	N	

You can sort the Perpetrators report by clicking on any of the column headings in the table, and you can download the report by clicking the "Download Report" link above the report.

LOCATIONS REPORT

The Locations Report lists each location with a count of Incidents, Infractions, and Perpetrators.

This report can be sorted on any column by clicking the column heading.

Clicking the location name will take you to the "Browse Incidents" page and filter the list to incidents at the clicked location.

Location Reports

[Download Report](#)

	Incident Count	Infraction Count	Perpetrator Count
Cen 1st floor	3	5	2
Cen 2nd floor	11	19	6
Cen Computer Area	2	7	1
Cen 3rd floor	0	1	0
Cen CMR	2	5	1
Cen Elec Classroom	3	8	4
Cen 4th floor	6	11	5
Cen 5th floor	9	19	7
Claremont Branch	3	7	0
North Branch	3	18	3
South Branch	0	1	0
West Branch	3	9	1
Tool Lending Lib	0	1	0

PERPETRATOR/INFRACTION MATRIX REPORT

The Perpetrator/Infraction Matrix Report lists each perpetrator along with a count of each type of infraction. That is, the number of times each perpetrator has broken each infraction, or rule.

Perpetrator/Infraction Matrix

Name	Library Card #	Incident Details																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
		Hostile or Unsafe	Refusal to follow reasonable directions from staff										Harassing or insulting language										Using another person's library card						Blocking entrance, exit, or walkway						Interferes with any person's comfort or safety						Oversize or inappropriate belongings						Unattended belongings or animal						Unattended child						Non-service animals						Riding skateboard, scooter, skates, etc.						Other						Uncomfortable						Eating, smoking, or drinking						Excessive noise						Sleeping or lying on floor						Unreasonable use of restrooms						Offensive, pervasive odor						Monopolizing library space						Suspicious lurking						Not wearing shirt, pants, or shoes						Alcohol or drugs						Inappropriate use of electrical outlets						Soliciting or selling merchandise						Other						Other						911 call																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																												
Mark Morgan	Unknown	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

This is a large report, and you will need to scroll to the right to view all the columns.

PERPETRATOR/LOCATION MATRIX REPORT

The Perpetrator/Location Matrix Report shows how often each PITS Perpetrator has been involved in an incident at each library location.

Perpetrator/Location Matrix														
Download Report														
Name	Library Card #	Cen 1st floor	Cen 2nd floor	Cen Computer Area	Cen 3rd floor	Cen CHR	Cen Elec Classroom	Cen 4th floor	Cen 5th floor	Claremont Branch	North Branch	South Branch	West Branch	Tool Lending Lib
Mark Morgan	Unknown	0	0	0	0	0	0	0	1	0	0	0	0	0
Todd Tipsy	Unknown	0	1	0	0	0	2	1	0	0	0	0	0	0
Mandy Malinger	Unknown	0	0	0	0	0	0	1	1	0	0	0	0	0
Sandy Sloppo	Unknown	0	0	0	0	0	0	0	1	0	0	0	0	0
Bilbo Baggins	29093005432176	0	1	0	0	1	0	1	2	0	0	0	0	0
George Alan	UNKNOWN	0	0	0	0	0	1	0	0	0	0	0	0	0
Emelio Esteban	UNKNOWN	0	0	0	0	0	1	0	0	0	0	0	0	0
Tara Mei	Unknown	1	0	0	0	0	0	0	0	0	0	0	0	0
Unknown_15	2919300456321	0	0	1	0	0	0	0	0	0	0	0	0	0
Max Hernandez	30103001337654	0	0	0	0	0	0	1	0	0	0	0	0	0

SUPPORT CALLS REPORT

The Support Calls Report lists each incident where some support was called. The support might be library staff, enforcement staff (a guard), or external support (a police officer).

Support Calls Report											
Download Report											
Incident ID	Date	Location	Staff Called	Staff Member	Guard Called	Guard	Police Called	Officer	Officer Badge	Police Report	Called By
0000000048	03/27/2014	Cen 5th floor	Yes	Scott Manager	Yes	Carrie Gunn	No				Scott Stockton
0000000046	03/06/2014	Cen 5th floor	Yes	Scott Manager	Yes	Carrie Gunn	No				Scott Stockton
0000000005	02/12/2014	Cen 5th floor	Yes	Scott Manager	Yes	Carrie Gunn	No				Scott Stockton
0000000095	06/16/2014	Cen 2nd floor	Yes	Andrea Mullarkey	Yes	Carrie Gunn	Yes	Barry Badger	7634	000098765	Scott Stockton
0000000039	02/25/2014	Cen 5th floor	Yes	Scott Manager	Yes	Carrie Gunn	No				Scott Stockton
0000000066	04/14/2014	Cen 2nd floor	Yes	Anwan Baker	Yes	Latasha	No				Andrea Mullarkey
0000000063	04/10/2014	North Branch	Yes	Rachel MacNeilly	Yes	no guards available	No				Rachel MacNeilly
0000000068	04/21/2014	Cen 4th floor	Yes	Joy Shiohita	Yes	Latasha Edwards	No				Joy Shiohita
0000000065	04/23/2014	Cen 2nd floor	Yes	Scott Manager	Yes	Carrie Gunn	Yes				Scott Stockton

This report can be sorted on any column by clicking the column heading.

You can sort this report by clicking any of the column headings.

VICTIMS REPORT

The Victims Report lists all of the people who have been victims in an incident.

Victim Report				
Download Report				
Name	Incident Count	Incidents	Phone Numbers	Email Addresses
Bernie Bigbeard	1	0000000039	510-966-1234	bbigbeard375@somewhere.com
Billy Bones	1	0000000200	333-444-5555	BBones@gmail.net
Carol Carnegie	1	0000000039	510-543-0987	carnegie65@somewhere-else.com
Sally Isaw	1	0000000111	444-444-4444	sally.isaw@domain.tld
Wendy Whymea	3	0000000084	444-987-9876	wendy.whymea987@gmail.com
		0000000114	333-444-5555	WWhymea@somewhere.com
		0000000095	333-444-5555	WWhymea@somewhere.com

This report can be sorted on any column by clicking the column heading.

It includes all victim information along with a list and count of incidents in which the victim has been involved.

WITNESSES REPORT

The Witnesses Report lists off of the people who have been witnesses to one or more incidents.

Witness Report			
Download Report			
Name	Incident Count	Incidents	Phone Numbers
Barry Bystander	1	0000000084	654-876-9876
Bobby Baker	1	0000000200	333-333-3333
Harvey Sands	1	0000000039	510-234-5678
Sally Isaw	4	0000000039	444-444-4444
		0000000048	555-555-5555
		0000000112	444-444-4444
		0000000098	444-111-2222
Wally Walker	1	0000000095	387-345-5577

This report includes a count of incidents the person has witnessed, along with a list of those incidents.

This report can be sorted on any column by clicking the column heading.

DELETED INCIDENTS REPORT

The Deleted Incidents report lists any Incident Reports that have been deleted.

Deleted Incident Report									
Download Report									
Deleted By	Delete Date	ID	Date	Time	Location	Perpetrators	Infractions	Status	Reporter
Scott as Ultimate Decider	2015-04-07 15:35:19	0000000088	06/09/2014	1:59 pm	4.5 to 5 feet	Barney Booker	Uncomfortable Eating, smoking, or drinking Sleeping or lying on floor	Created	Scott Stockton
Scott Stockton	2015-07-14 16:01:43	0000000035	02/18/2014	1:55 am	West Branch		Hostile or Unsafe Harassing or insulting language Using another person's library card Blocking entrance, exit, or walkway	Submitted	Scott Stockton
Scott Stockton	2015-07-16 11:45:41	0000000040	03/06/2014	1:46 am	North Branch: Inside		Hostile or Unsafe Uncomfortable Refusal to follow reasonable directions from staff Harassing or insulting language Eating, smoking, or drinking	Submitted	Scott Stockton

It includes the PITS user who deleted the Incident Report, the date and time it was deleted, and some basic information from the deleted report.

SUSPENSIONS REPORT

The Suspensions Report lists all of the suspensions you have imposed on your patrons.

Suspensions Report				
Download Report				
Name	Suspension Begin	Suspension End	Suspension Status	Suspension Note
Mandy Malingier	2014-02-25	2014-02-26	Completed	Suspended for the rest of the day
Bilbo Baggins	2014-03-05	2014-03-06	Completed	Mr. Baggins was suspended for the day and escorted out by guard Carrie Gunn.
Mark Morgan	2014-03-06	2014-03-07	Completed	Mark was suspended for the remainder of the day.
Todd Topsy	2014-03-06	2014-03-13	Completed	Mr. Topsy was suspended for 7 days and escorted out by guard Carrie Gunn.
Tara Mei	2014-04-01	2014-04-09	Completed	Tara Mei was suspended for 1 week, beginning 3/18/2014
Bilbo Baggins	2014-05-30	2014-06-06	Completed	Mr. Baggins has been suspended for 1 week
Todd Topsy	2014-06-12	2014-06-19	Completed	Mr. Topsy was suspended for 1 week.
Bilbo Baggins	2014-07-30	2014-08-30	Completed	1 month suspension for smoking in the library
Bilbo Baggins	2014-09-10	2014-09-19	Completed	We are suspending Mr. Baggins from Library access for a period of one week. The letter of suspension is being mailed today, and he will be suspended for the duration of next week.
Jasper Stockton	2015-01-06	2015-01-07	Completed	Just testing followups
Unknown_17	2015-02-02	2015-03-02	Completed	Here's a note
Jasper Stockton	2015-04-06	2015-04-12	Completed	Jasper is suspended for 1 week.
Mark Morgan	2015-05-21	2015-07-21	Completed	A 3 month suspension
Unknown_19	2015-05-21	2015-11-21	Completed	Suspending unknown_19 for 6 months.
Jimmy Jones	2015-05-21	2016-05-21	Current	A 1 year suspension, just so it will stay around in the dashboard
Dilbert Dowrong	2015-09-21	2016-10-01	Current	Suspending for 1 year
Jasper Stockton	2016-03-28	2016-05-28	Current	2-month suspension for Jasper Stockton
Dilbert Dowrong	2016-03-29	2016-04-05	Completed	1 week suspension

This report can be sorted on any column by clicking the column heading.

DELETED PERPETRATORS REPORT

The Deleted Perpetrators Report lists all of the perpetrators that have been deleted.

Perpetrator Report				
Download Report				
Name	Library Card	Date Added	Last Change	Incidents
Elliott Schefers	Unknown	06/05/2014	11/30/-0001	1
Freddy Fez	Unknown	04/03/2014	04/09/2014	1

This report can be sorted on any column by clicking the column heading.