Internet Incident or Complaint Report

Complete this form to report any event which occurred due to the misuse of the Massena Public Library's computers, according to the library's Internet Use Policy. This report should be completed as soon as possible after the occurrence.

Date: Time:

Name of computer user, if known:

Does the computer user have a library card?:

Description of the individual, so that library staff may recognize the person if there are future incidents. (gender, age, height, facial or physical features, clothing, etc.)

Name of patron making complaint, if known:

Name of staff involved who observed misuse, spoke to computer user or received patron's complaint:

Describe event, documenting as many details as possible. (specific inappropriate website address, if known, text or graphics, description of image(s), etc.) Use back of form for additional space.

If staff spoke to computer user, describe his/her response and if he/she terminated access to material.

Additional comments or concerns.

Was the Police Department called and any outcome?

Name of staff member completing form and date:

This Form was adopted by the Board of Trustees on February 14, 2023