Stacks after Dark: A Cello, A Bow and Arrow, and Beer in the Library

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Abstract
Iowa State University Library employs students called proctors who provide safety and security of the building during evenings and weekends. During their shifts, they are required to complete an incident report for any problem they encounter; recording relevant information including a brief summary and the solution taken. This poster session will present information about the incident reports and data from hundreds of incident reports on the types of problems, number of occurrences, and frequency.

Disciplines
Library and Information Science
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Abstract
Iowa State University Library employs students called proctors who provide safety and security of the building during evenings and weekends. During their shifts, they are required to complete an incident report for any problem they encounter; recording relevant information including a brief summary and the solution taken. This poster session will present information about the incident reports and data from hundreds of incident reports on the types of problems, number of occurrences, and frequency.

Data Set
- January 2000-December 2011
- 2742 incident reports total
- 2200 analyzed incident reports
- 542 daytime (10am-5pm) and incomplete reports eliminated

Incidents by Day of the Week

Incidents by Broad Categories
- Malfunctions: 592 (27%)
- Doors: 518 (24%)
- Alarms: 213 (10%)
- Maintenance: 210 (10%)
- Infractions: 187 (9%)
- Lights: 120 (5%)
- Assistance: 94 (4%)
- Theft: 73 (3%)
- Safety/Security: 72 (3%)
- Lost & found: 67 (3%)
- Malicious Damage: 32 (1%)
- Staff: 22 (1%)

Future Directions
- Analyze & correlate to day, time, & part of semester
- Analyze changes over time
- Compare work week reports to these reports
- Analyze staff involvement with reports
- Analyze details & action taken information
- Share findings with ISU Police
- Compare to ISU Police reports
- Change & update incident report card

Incidents by Sub Categories
- Unlocked door: 518 (24%)
- Printers: 228 (10%)
- Copier: 209 (10%)
- Door alarm: 147 (7%)
- Lights: 120 (5%)
- Water leak: 84 (4%)
- Theft: 73 (3%)
- Provided assistance: 66 (3%)
- Infraction of library policy: 62 (3%)
- Elevator: 59 (3%)
- Lost & found: 47 (2%)
- Safe: 42 (2%)
- Computer lab alarm: 39 (2%)
- Skateboarders: 37 (2%)
- Harassment: 32 (1%)
- Malicious damage: 31 (1%)
- Broken door: 31 (1%)
- Computer malfunction: 30 (1%)
- Radios: 29 (1%)
- Disturbing the peace: 29 (1%)
- Fire: 25 (1%)

Iowa State University Library

Incident Report Card

Acknowledgements: Tim Panages, Steve Shuman, Norma Dowlle, Lorrie Smith, Maria Lukawski

Chandelier glass cover fell off mirror

Cell phone dropped down elevator shaft & Risk Management paid for replacement

Student reported a mint was dislodged & call for medical assistance canceled

Student playing the cello in the library

Foot caught in the elevator's landing and opening 2 feet off the floor landing

Empty beer cans found amongst the collection

Snoring patron in isolated corner of a floor disturbing others studying

One location of "public display of affection"