PITS

Because incidents happen.

PITS (Patron Incident Tracking System) is a hosted, web-based application that allows library staff to log and track library incidents and offending patrons. With PITS, your staff can experience clear and consistent incident reporting, send notifications to appropriate staff members, and keep track of which patrons are currently suspended or trespassed.

PITS Features

- Create incident reports online in a secure web-based application
- Simple searching for existing incident reports and perpetrators
- Upload and attach documents and image files to incident reports and perpetrator records
- Automatic routing of incident notifications
- A simple dashboard organizes incident reports, perpetrators, and current suspensions
- Customize descriptors, infractions, follow-up actions to match local policies
- Granular permissions for users/groups
- List and statistical reports

You decide what data to collect in PITS at your library! PITS supports local policies and can include the date and time of the incident, location of the incident, the specific rules of conduct that have been broken, information about the patrons involved, staff comments about the incident, and any additional support called for the incident.

You can upload images and documents for specific incidents and patrons, offering additional information to support incident tracking.

The PITS Dashboard offers a quick view of patrons suspended or barred from the library.

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More about PITS

Merge Records
Library staff can review and merge incident reports and perpetrator records.

Victims and Witnesses
Libraries have the option of adding victim and witness information to any incident.

Notifications
Notifications related to incidents can be sent automatically to multiple library staff members to keep everyone up to date on what is happening in the library. Designated users also have the ability to send Emergency Notifications to all (or some) PITS users.

Who is using PITS?

PITS has been implemented by small, medium and large libraries in the US and Canada. Libraries of all sizes are experiencing a greater number of incidents and PITS can be configured to support libraries of any size.

Demos

Contact Quipu Group for a demo of PITS. The demo takes about 1 hour will show you the robust functionality of our PITS service. Just let us know when you can meet!

Pricing

Pricing is based on the population of the library service area. There is a one-time setup fee and an annual hosting/maintenance fee. Quotes can be provided upon request, just send an email to **thefolks@quipugroup.com** for your personalized quote.