

## **WESTCHESTER PUBLIC LIBRARY**

### **PROBLEM PATRON MANUAL**

**Revised April 11, 2013**

#### **INTRODUCTION**

Every staff member has the responsibility of keeping the library as pleasant an environment for the public as possible. This includes discouraging disruptive behavior on the library premises.

Problems arise because, ironically, our efforts to create a pleasant atmosphere sometimes attract people who jeopardize that pleasant atmosphere. Because of social trends, libraries and other public institutions will be facing more, not fewer, incidents with problem patrons. It is important that the staff learn to deal with these incidents in a firm but fair manner.

This handbook is designed to provide guidelines for staff in deciding when a patron is creating a problem and in dealing with problem patrons.

#### **REPORTING**

Report all incidents in with challenging patrons in writing on an Incident/Accident Report Sheet.

#### **CRISIS PREVENTION**

When dealing with difficult patrons and their problem behavior, library staff members should work to correct the problem behavior but should be cautious not to act in a manner that would escalate the problem. The following are "Tips for Crisis Prevention," from the National Crisis Prevention Institute for dealing with difficult persons:

1. Be empathic (try to show respect and not be judgmental).
2. Clarify messages (make sure you understand what is being said).
3. Respect personal space (don't stand too close for comfort).
4. Be aware of body position (don't stand straight in front of him or her or appear to block his or her avenue of escape).
5. Permit verbal venting where possible (let him or her blow off steam).
6. Set and enforce reasonable limits (state what you will permit).
7. Avoid overreacting (strive to remain calm, rational, and professional).
8. Avoid physical techniques (do not push, grab, or otherwise touch the person).

# River Bend Revisited The Problem Patron In The Library



**InULA (Organization)**

## **River Bend Revisited The Problem Patron In The Library:**

*River Bend Revisited* Bruce A. Shuman, 1984 A collection of case study scenarios that provided an excellent starting point for any library trying to develop an emergency plan

**Helping the Difficult Library Patron** Linda S Katz, 2013-10-31 This insightful book shows you how to deal with an issue as old as the library profession interacting with problem patrons It looks at this fact of life that affects almost every facet of library work and provides practical solutions some developed within the field and some borrowed from other professions that will improve reference services for those you serve and make the work of your library staff less stressful more productive and increasingly meaningful Helping the Difficult Library Patron New Approaches to Examining and Resolving a Long Standing and Ongoing Problem examines the nature of the problem from historical and demographic perspectives ways of dealing with the problem in academic and public libraries competency based training techniques that will empower your frontline staff the impact of new technologies such as cellular phones and the Internet and ways of dealing with the new breeds of difficult patrons that come with them solutions from our colleagues what we can learn from the perspectives of others psychotherapists businesspeople and corporate managers you even get a Zen Buddhist viewpoint effective ways to utilize community resources such as campus and local police and much much more Nowhere in the library literature have so many practitioners and educators combined their efforts to examine and provide solutions to this ageless problem Library administrators staff and educators will find Helping the Difficult Library Patron a matchless resource

*River Bend in Transition* Bruce A. Shuman, 1987

**Emerging Solutions in Reference Services** John Duncan Edwards, 2001 This book describes ways in which technology can help law librarians and offers solutions for the special problems posed by new technology looking at issues related to Web design setting up online reference services virtual library tours and Internet training for patrons There is also material on handling problem patrons drafting enforceable rules avoiding the unauthorized practice of law and cross training reference personnel This work has been co published simultaneously as Legal Reference Services Quarterly vol 19 nos 1 2 2001 Edwards is professor of law and director of the Law Library at Drake University Law School c Book News Inc

Emerging Solutions in Reference Services John D. Edwards, 2013-10-18 How can you enhance reference services without adding staff Modern law librarians are under growing pressure to keep up with new technologies deal instantly with the demands of patrons keep the library safe and user friendly and generally offer the best possible service while keeping costs down Emerging Solutions in Reference Services Implications for Libraries in the New Millennium is a very practical guide for coping with rapidly changing technology and increasing demands for services Its sane well researched advice and suggestions can help you deal with the hectic days and nights behind the reference desk Emerging Solutions in Reference Services suggests up to date innovative ways to deal with the traditional issues confronting librarians including handling problem patrons and ensuring security assigning reference responsibilities teaching patrons at the reference desk or on library tours drafting enforceable rules avoiding the

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**Encyclopedia of Library and Information Science** Allen Kent,1987-11-24 The Encyclopedia of Library and Information Science provides an outstanding resource in 33 published volumes with 2 helpful indexes This thorough reference set written by 1300 eminent international experts offers librarians information computer scientists bibliographers documentalists systems analysts and students convenient access to the techniques and tools of both library and information science Impeccably researched cross referenced alphabetized by subject and generously illustrated the Encyclopedia of Library and Information Science integrates the essential theoretical and practical information accumulating in this rapidly growing field

*Patron Behavior in Libraries* Beth McNeil,Denise J. Johnson,1996 How do you deal with homeless patrons who come to the library to sleep What about young adults who come to the library to party Just what is a patron behavior policy and does your library need one Sixteen experts have teamed up to provide authoritative answers to these and many other questions and to provide sound strategies for dealing with negative patron behavior They provide practical prescriptive guidelines for identifying and effectively responding to a variety of behavior problems Plus they offer librarians proactive methods for preventing patron problems

**Defusing the Angry Patron** Rhea Joyce Rubin,2000 Does dealing with angry customers eat up staff time increase stress at public service desks and undermine morale This work introduces the many causes and faces of anger as well as practical techniques for dealing with angry patrons It covers handling frustration and confrontative behaviour

**Professional Collection Catalog** High Plains Regional Library Service System,1992

**Safe at Work? Library Security and Safety Issues** Teri R. Switzer,1999-03-11 This thorough bibliography includes a whole host of media including theses and dissertations Internet sites videos sound recordings conference proceedings and serials An essential tool for librarians of every stripe this book provides excellent coverage of issues of vital importance to library administration

**Information Retrieval & Library Automation** ,1987

Texas Libraries ,1989 Directory and statistics called 1954 Directory of Texas libraries issued as Apr number 1954 58 Apr 1954 as Special ed

**Foundations and Issues in Library and Information Science** Bruce A. Shuman,Carole J. McCollough,Joseph J. Mika,1992 This text aims to fill a void in the literature concerning library and information sciences with its issue oriented introduction to current matters in library and information science It is intended both as an introductory text for graduate level students in library and information science and as an issue oriented survey of contemporary issues in the

profession     Protecting Library Staff, Users, Collections, and Facilities Pamela J. Cravey, 2001 We live in an age when every library in every community must address security issues ranging from theft to the safety of staff and patrons Pamela Cravey's Protecting Library Staff Users Collections And Facilities is a pragmatic step by step instructional guide for insuring staff and patron safety securing general and special collections electronic files and systems and coping with the legal issues raised by various security measures Libraries are deftly guided through the complexities of modern security while being given practical recommendations for planning and executing a sound and responsible library security package The key is to consider security a process rather than an event Protecting Library Staff Users Collections And Facilities is a superbly presented how to manual that is very highly recommended reading for librarians and library board members for urban suburban rural public academic corporate governmental and private library systems     **Reference Quarterly** ,1987

Ethical Challenges in Librarianship Robert Hauptman, 1988     *The Bowker Annual of Library & Book Trade Information* Filomena Simora, 1986     **InULA Innuendo** InULA (Organization), 1984     Swirls ,1985     *MPLA Newsletter* Mountain Plains Library Association, 1984

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## **Table of Contents River Bend Revisited The Problem Patron In The Library**

1. Understanding the eBook River Bend Revisited The Problem Patron In The Library
  - The Rise of Digital Reading River Bend Revisited The Problem Patron In The Library
  - Advantages of eBooks Over Traditional Books
2. Identifying River Bend Revisited The Problem Patron In The Library
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an River Bend Revisited The Problem Patron In The Library
  - User-Friendly Interface
4. Exploring eBook Recommendations from River Bend Revisited The Problem Patron In The Library
  - Personalized Recommendations
  - River Bend Revisited The Problem Patron In The Library User Reviews and Ratings
  - River Bend Revisited The Problem Patron In The Library and Bestseller Lists
5. Accessing River Bend Revisited The Problem Patron In The Library Free and Paid eBooks
  - River Bend Revisited The Problem Patron In The Library Public Domain eBooks
  - River Bend Revisited The Problem Patron In The Library eBook Subscription Services
  - River Bend Revisited The Problem Patron In The Library Budget-Friendly Options

6. Navigating River Bend Revisited The Problem Patron In The Library eBook Formats
  - ePub, PDF, MOBI, and More
  - River Bend Revisited The Problem Patron In The Library Compatibility with Devices
  - River Bend Revisited The Problem Patron In The Library Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of River Bend Revisited The Problem Patron In The Library
  - Highlighting and Note-Taking River Bend Revisited The Problem Patron In The Library
  - Interactive Elements River Bend Revisited The Problem Patron In The Library
8. Staying Engaged with River Bend Revisited The Problem Patron In The Library
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers River Bend Revisited The Problem Patron In The Library
9. Balancing eBooks and Physical Books River Bend Revisited The Problem Patron In The Library
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection River Bend Revisited The Problem Patron In The Library
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine River Bend Revisited The Problem Patron In The Library
  - Setting Reading Goals River Bend Revisited The Problem Patron In The Library
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of River Bend Revisited The Problem Patron In The Library
  - Fact-Checking eBook Content of River Bend Revisited The Problem Patron In The Library
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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