

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:

This book delves into River Bend Revisited The Problem Patron In The Library. River Bend Revisited The Problem Patron In The Library is an essential topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into River Bend Revisited The Problem Patron In The Library, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to River Bend Revisited The Problem Patron In The Library
 - Chapter 2: Essential Elements of River Bend Revisited The Problem Patron In The Library
 - Chapter 3: River Bend Revisited The Problem Patron In The Library in Everyday Life
 - Chapter 4: River Bend Revisited The Problem Patron In The Library in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, the author will provide an overview of River Bend Revisited The Problem Patron In The Library. This chapter will explore what River Bend Revisited The Problem Patron In The Library is, why River Bend Revisited The Problem Patron In The Library is vital, and how to effectively learn about River Bend Revisited The Problem Patron In The Library.
 3. In chapter 2, this book will delve into the foundational concepts of River Bend Revisited The Problem Patron In The Library. This chapter will elucidate the essential principles that need to be understood to grasp River Bend Revisited The Problem Patron In The Library in its entirety.
 4. In chapter 3, the author will examine the practical applications of River Bend Revisited The Problem Patron In The Library in daily life. The third chapter will showcase real-world examples of how River Bend Revisited The Problem Patron In The Library can be effectively utilized in everyday scenarios.
 5. In chapter 4, the author will scrutinize the relevance of River Bend Revisited The Problem Patron In The Library in specific contexts. This chapter will explore how River Bend Revisited The Problem Patron In The Library is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about River Bend Revisited The Problem Patron In The Library. The final chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of River Bend Revisited The Problem Patron In The Library.

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River Bend Revisited The Problem Patron In The Library Introduction

In this digital age, the convenience of accessing information at our fingertips has become a necessity. Whether its research papers, eBooks, or user manuals, PDF files have become the preferred format for sharing and reading documents. However,

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