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**ON THE  
FRONTLINES**  
Coping with the  
Library's Problem Patrons

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Charles A. Salter  
and  
Jeffrey L. Salter

1988  
Libraries Unlimited, Inc.  
Englewood, Colorado

# On The Frontlines Coping With The Librarys Problem Patrons

**William A. Katz**



## **On The Frontlines Coping With The Librarys Problem Patrons:**

*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 [Libraries, Museums, and Archives](#) Tomas A. Lipinski, 2002 How can libraries museums and archives update their policies to balance legal requirements with the needs of their users This in depth treatment provides concrete background and guidelines for every library museum or archive no matter what the size or mission **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 *Encyclopedia of Homelessness* David Levinson, 2004-06-21 Click Additional Materials for downloadable samples This valuable reference provides an excellent overview of a serious world wide problem As such it is an essential purchase for all libraries LIBRARY JOURNAL star review Levinson s remarkable work deserves an award for tackling this complex social problem in such a very thorough and well organized way Highly Recommended CHOICE At any given moment about 3 million American women men and children are homeless And another 5 million Americans spend over 50% of their incomes on housing meaning that one missed paycheck one health crisis or one unpaid utility bill can push them out the door into homelessness Homelessness is one of the major social problems and personal and family tragedies of the contemporary world No community city or nation is immune and the lack of affordable

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**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 unauthorized practice of law charging or not charging fees for services cross training reference personnel Some of the traditional problems of law librarians are solved by computers others are actually exacerbated by the new technologies available In addition to finding ways that technology can help law librarians Emerging Solutions in Reference

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**The Reference Library User** William A. Katz,1990 Provide the best possible service to your library patrons With a healthy respect for those who seek assistance at the reference desk a group of library and information service specialists examine the public whom they serve The Reference Library User focuses on the possible interactions between the reference librarian and the library user The authoritative contributors discuss many problems in the relationship between the public and the library and all offer suggestions that will at least help librarians to better serve the public on a daily basis A major emphasis of The Reference Library User is on the various populations using the library and their particular needs For example one chapter examines the information needs of deinstitutionalized patrons and presents methods of providing service and a rationale for community outreach The state program in Rhode Island is outlined describing efforts to reach community residents through public libraries and the state operated Bookmobile Other chapters provide strategies for providing reference services to older adults the learning disabled the blind and the physically handicapped This informative new volume also deals with general concerns facing librarians today including determining the audience for both public and academic libraries educating the user encouraging nonusers to become library users and calming irate patrons Reference librarians will be particularly interested in the problems and solutions discussed in this new volume as will library managers and administrators who will always benefit from a fresh perspective on public service for the library user

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

**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

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

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      **Front-Line Librarianship** Guy Robertson, 2018-11-28 Front Line Librarianship Life on the Job for Librarians presents a diverse range of observations viewpoints and useful commentary on the current workplace experiences of librarians and their associates The book's author presents an unrivalled portrait of front line librarianship that is based upon his unique experience and voice Chapters consider workplace matters the fate of hardcopy books speechmaking at conferences the effects of recessions on libraries continuing education and corporate gift giving programs This book will make an excellent and useful addition to library collections in library science Tells stories and presents interviews bringing color and texture to library experience Shows librarianship from the perspective of a long term practitioner Gives different approaches to a great range of real life workplace issues      **The Library Paraprofessional** Terry Rodgers, 1997 In the United States an estimated 60 percent of library workers do not hold so called professional positions Various called clerks assistants specialists technicians aides and mini librarians these paraprofessionals are the foundation for library services in many communities They provide vital services including many tasks generally associated with professional librarians that allow libraries to function efficiently and effectively Despite the importance of the support staff little attention has been given to the challenges they face on a daily basis The issues these frontline employees encounter are often similar to those of their professional colleagues but also include such concerns as extremely low pay harsher working conditions and less opportunity for advancement This work first examines the history of the paraprofessional in librarianship and then explores the most common problems faced by support staff      **Contemporary Authors** Susan M. Trosky, 1989-08 Your students and users will find biographical information on approximately 300 modern writers in this volume of Contemporary Authors Authors in this volume include Hart Crane Jacques Derrida Rachel Ingalls William Butler Yeats      *Dealing with Difficult People in the Library* Mark R. Willis, 1999 This text offers practical strategies for managing problems posed by patrons and other staff It is a hands on guide to solving problems through communication preventive measures and clear and concise patron behaviour policies      **Library Literature** ,1984      **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      *Look Us Up, the Public Awareness Campaign for Illinois Libraries* ,1994      **Apple Library Users Group Newsletter** ,1991      **Journal of Education for**

**Library and Information Science**, 1988      *Introduction to Reference Work: Reference services and reference processes*  
William A. Katz, 1992 Acquaints students taking reference service courses practising reference librarians and users of libraries with the basic reference and information sources in libraries New with the sixth edition is a chapter with coverage of the latest electronic technology

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