

Title	Library Staff And Patrons Relationships
Policy Number	
Date Approved	February 19, 2007
Amended	
Prepared by	Policy Committee, Jan. 2007

PURPOSE: To define Library policy as it relates to the relationship between the Library staff and patrons of Library.

STATEMENT OF POLICY:

1. The Library employs staff personnel to serve the patrons of the Library. Library staff shall always be in control.
2. Patron service shall always be conveyed with equality, professionalism, efficiency, respect, sensitivity, courtesy, dignity, and goodwill.
3. Any patron of the Library who, for whatever reason, becomes abusive or difficult to serve, should be referred to the Director, or Acting Director immediately, or be cordially requested to file a written report with the Board.
4. The police should be notified in extreme cases if the circumstances warrant such action. Further, in extreme cases of abusive behavior, **or with due cause**, the Director and staff are empowered to evict the perpetrator. Document all issues with problem patrons.
5. Any reported or noted instance wherein a patron receives any level of service which is deemed to be abusive, inefficient, or at a level which is less than those standards set forth in paragraph 2 above, irrespective of the behavior or attitude of the patron, may result in disciplinary action against the offending Library staff involved. Document the offense for the personnel file.

