

1005 - Disruptive Library Patron

Date Policy Approved: September 27, 2012 by DeSoto Parish Library Board of Control

Definition: A disruptive library patron is defined as a library patron whose conduct, noisiness or other behavior disrupts other library users in the normal use of library facilities, materials or services—or disrupts staff in the performance of its duties and responsibilities.

A disruptive library user shall be given notice that there is a disruption and that it must cease. A second notice shall be given that informs the patron that any continued disruption will result in the patron being asked to leave. Upon further disruption, the supervisory employee will tell the disruptive patron to leave immediately. Inform the patron that he will not be allowed back in the library until talking with the Library Director. If, in the opinion of the supervisory employee member, asking to leave will not be effective, the supervisor may phone the Police to escort the patron off the premises. When a disruptive patron makes threatening remarks to staff or other patrons (or threatening gestures), the staff should give notice to the patron that the police are about to be called and then they shall call the police. Whenever the police are called, staff should attempt to notify Administration immediately. The staff should ask for charges of “disturbing the peace” and state in the Policeman’s presence that the disruptive patron must obtain permission from the Library Director before entering any premises of the DeSoto Parish Library. The library director is authorized to request that charges be dropped if he/she deems that charges are not necessary and is authorized to make a determination on whether the disruptive patron shall be allowed further use of the DeSoto Parish Library facilities. An appeal of the Director’s decision may be filed in writing to the Desoto Parish Library Board of Control.