

DISRUPTIVE PATRONS

Disorderly patrons are a concern to all library employees. These individuals can disrupt activities at service desks and are a distraction to other patrons and library employees. Situations with such patrons should be handled promptly and carefully so as not to get out of control.

1. If you see a patron on the verge of hostile action, contact the Campus Police at **9-911** then Library Security (***11**) **immediately**.
2. Remain calm, listen attentively, and attempt to de-escalate the situation. If the patron has a legitimate complaint, try to resolve it. However, if the patron behaves belligerently, involve your supervisor **immediately** to help solve the conflict.
3. **Do not** become argumentative or confrontational with the patron and be careful not to sound patronizing or accusatory.
4. Make eye contact as much as possible with the patron during your conversation.
5. Be careful not to make remarks or comment on the situation **in any way** until the patron has left. There is no use in undoing what good you might have done. Besides, people often linger after an event. There may be a chance that they have come back un-noticed.
6. Talk to your supervisor about the situation and see if any official follow-up is necessary.
7. Warn the University Librarian's Office via phone (3-0790) or email about the possibility of a problem with that patron. Also, avoid unpleasant surprises by notifying any weekend or after-hour workers, and call the Main Library Circulation Desk (3-2079) or your unit circulation desk.