

LVDL POLICY MANUAL

Section II: Service Policies

TITLE: Disruptive Behavior – Children and Adults

DATE ADOPTED: November 11, 2000

These procedures are staff guidelines for dealing with children and adults.

- A. Disruptive attended children under age seven
 - 1. Children who are disruptive will be asked by staff members to behave.
 - 2. If the behavior continues, a staff member will inform the responsible adult that the child is disturbing others or breaking library rules.
 - 3. If the responsible adult refuses or is unable to control the child, the adult and the child will be asked to leave.

- B. Disruptive children, ages 7 – 10
 - 1. Ask to see the child's library card. Tell the child s/he is causing a disturbance and this is the only warning. The next time s/he will be asked to leave.
 - 2. If the behavior continues, the staff should use best judgment. The guidelines are:
 - a. Ask the child for his library card. When the child is present, call the parents, explain that the child is being disruptive, and ask the parents to pick up the child.
 - b. If the library is closing and he parents have not picked up the child, or if the parents cannot be notified, call the police. Explain to the police that there is a possible abandoned child.

- C. Disruptive children, ages 11 and up
 - 1. Ask to see the child's library card. Tell the child s/he is causing a disturbance and this is the only warning. The next time s/he will be asked to leave.
 - 2. If the disruptive behavior continues, ask the child to leave.
 - 3. If the child refuses to leave the library, call the police.

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D. Disruptive adults

Staff members encountering adult patrons who are disruptive should follow these basic guidelines:

1. Stay calm.
2. Alert another staff member to be a backup.
3. Keep oneself out of danger.
4. Do not touch the patron.
5. Focus on the issue.
6. Do not hesitate to call the police. Any staff member dealing with a disruptive adult patron is authorized to call the police.

In general:

1. It is appropriate to ask other staff members for assistance when there is a problem with disruptive behavior.
2. Incident reports should be completed when parents or police have been called. If patrons are chronically or particularly disruptive, incident reports should be completed each time.
3. If the library is closed all patrons must wait outside. Library staff should not wait inside the building with patrons.
4. If there are children in the library after closing the police should be called. At least two staff members should wait outside with the child until police arrive.