Library Policies

How to help staff manage difficult situations
Top ten library complaints

• They’re hogging the bandwidth
• They smell bad
• They’re hogging the computers
• They are smoking right outside the front door
• They are smoking pot right outside the front door
• My children are afraid to come in
• I’m afraid to come in
• They have too much stuff
• They’re too loud
• The library should be for local people
How we address issues with policy

• Always use the first opportunity to talk about an issue as an informational opportunity, “Did you know?”

• Hand them something in writing, highlight expected behavior

• Always state behavioral expectations with, “While you are here we expect...” and “If you fail to comply, you MAY be asked to leave.”

• Be consistent, everyone is treated the same

• If you are faced with a second infraction, restate expectations adding, “If you fail to comply, you WILL be asked to leave.”

• If there’s a third time, ask them to leave. If they won’t, call the police.

• Understanding due process and policies
Specific policies - Always Be Consistent

- Hygiene
- Computer access
- Dogs
- Disruptive behaviors
- Drinking
- Smoking
- Other
Specific policies continued

- Soliciting
- Misuse of restrooms
- Sleeping
- Theft of library materials or other’s belongings
- Large bundles/personal possessions
- Weapons
- Loitering
- Courtesy phone
Staff Training

- Compassion and kindness
- Stay positive, we want them here
- Mental health awareness
- Know when to get help
- Look to policy as the guard rails
- [GCPLD Code of Conduct](#)
Policy questions

• What policies does your library have that have proven helpful?

• What other staff training is needed?