

# 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?