WHAT TO DO ABOUT NOISE AND DISRUPTIONS BY PATRONS

GOAL: To guide staff in making judgments about when to take action, and what action to take, when patrons create noise: loud talking, cell phones, laptops, pagers, walkmen, unauthorized tours, etc.

LIBRARY POLICY: Patrons should not engage in activities which are disruptive of the quiet study environment the Library provides.

PROCEDURE: When a Reference or Circulation Desk assistant becomes aware of continuing noisy activity--either through personal observation or by a patron complaint--the staff member should consider taking the following actions:

1. Ask the complaining patron to remind the offender, politely, about the problem. Explain that leaving the desk deprives patrons of your help, and that if the patron's attempt is unsuccessful you will consider further steps.

2. Either after the complaining patron fails, or when you decide the problem is loud and continuous enough to justify your leaving the desk, go to the source of the noise, remind the person of the policy, state your observation that the person is disturbing others, and ask the person to stop the noisy activity or conduct it elsewhere. Be business-like, firm, and polite. Do not be drawn into an argument. Then return to the Desk.

3. If the problem continues, or if the offending patron is nasty or openly defiant and continues, call Safety.

SPECIFIC RECURRING EVENTS AND WHAT TO DO ABOUT THEM:


HASH BASH: Annual event on first Saturday in April. Celebrates and advocates the use of certain illegal drugs. Usually no special procedures, follow above instructions. Any special instructions will be in the Day Book.

ART FAIR: Wednesday-Saturday the third week in July. Like having a football game-size crowd, all on central campus. Usually no special procedures, follow above instructions. Any special instructions will be in the Day Book.

UNAUTHORIZED TOURS: The Library does not allow group tours without advanced permission from Administration, about which you will have notice in the Day Book. However, unauthorized tours may occur. If they do when your supervisor is here, notify your supervisor. If supervisor is not here, fill out an "Incident Report Form" AND follow steps 1-3 above if the tour is noisy and continuously so.