Appendix D

DISRUPTIVE BEHAVIOR PROCEDURES FOR CHILDREN

Staff Procedures For Handling Disruptive Behavior:

1. Library staff will try to remain pleasant but firm in all interactions with children. We want children and teens to find the Library a supportive and welcoming place to come. If a child under the age of seven is disrupting other patrons by screaming, jumping, running, or other behaviors, and library staff can say, “You may not scream in the Library. But you can look at books or do puzzles. Which would you like?” Any unattended child should be returned to a parent or responsible person.

2. If the child is over the age of seven, any library staff can warn the child that his/her behavior is disturbing others and must stop. This can also be done in a positive way, “You may not yell in the Library, but you are welcome to talk quietly at this table.”

3. If the disruptive behavior continues, the patron will be given a second warning, as in “This is a second warning. If the (yelling, throwing, etc.) does not stop, you will be asked to leave the Library.”

4. If the behavior still persists, tell the disruptive patron that he/she must leave the Library. If a parent or responsible person cannot be located, the staff will attempt to contact a parent by phone. They will be told to pick up their child immediately.

5. If a patron refuses to leave the Library when asked by a staff member, the police should be called. Under no circumstances should staff try to remove a patron or appear to use force.

6. Be sure to tell a disruptive patron that you will welcome them back in the Library another day.