

Procedure

Bernardsville Public Library Disruptive Patrons Procedure *April 12, 2004*

If any person is breaking any law, call the Bernardsville Police at 908-766-0037 or use 911 or the panic button. Advise your supervisor or highest person present or available on the Authority Chain as soon as possible.

For patrons breaking any other Patron Rules of Conduct, advise the patron that their behavior is prohibited. If the patron does not then comply with policy, ask them to leave the library. If they refuse, contact the police as above.

Disruptive Children

Parents or caregivers are responsible for the conduct of children in their care regardless of their age. If a child is disruptive and cannot be quieted or calmed, the parent or caregiver must remove the child from the library.

Procedure:

1. When a child is disturbing other library patrons, give the parent a brief chance to quiet and/or remove the child from the public area.
2. If the child is alone, you may attempt to solve their problem and/or find their caregiver.
3. Inform the parent/caregiver that the child is disturbing others and ask that they control the child's behavior. You may suggest they use the Community Room as a "time out" area – close the door behind them if necessary to maintain a quiet environment.
4. If the parent/caregiver refuses or is unable to control the child, ask the family to go outside.
5. If the parent/caregiver refuses to leave, call the police (just as you would for anyone refusing to comply with the library's Patron Rules of Conduct).