

Montana State Library Commission Policy

Disruptive Patrons

Policy Statement: The Montana State Library is dedicated to providing access to information and to providing patrons and employees the right to use materials and service without being disturbed, impeded, or endangered. The Montana State Library will provide a secure and comfortable environment to patrons and staff. The following examples of disruptive behavior are for illustration only and are not permitted in the library:

- quarreling, challenging to fight, or fighting
- using threatening, profane, or abusive language
- rendering the free ingress or egress to public or private places impassable
- interfering with the work of other patrons and/or library staff
- use of the Public Access Computers that is contrary to the library computer use guidelines

Procedures

- A patron who engages in any activity which disrupts the use of library facilities by patrons or disrupts the ability of staff to perform its duties will be asked to cease such activity immediately by library staff.
- If the patron fails or refuses to comply with a request, or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the remainder of that calendar day. If he or she refuses to leave, library staff will summon capitol security.
- Library staff will record disruptive patron behavior in an incident log to be shared with library management.
- If the library staff believes the actions of a person constitutes an immediate threat to patrons or staff, the library staff will call 911 as outlined in the Justice Building Emergency Action Plan; no warning to the patron is necessary.