

Bringing Sanity Back to Difficult Interactions with Patrons – Resources

KLA/MLA Conference 2015

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Articles

Carnahan, A. (2011). How to deal with difficult customers. *Government News*, 31(3), 62.

Harries, R. (2015, March 10). *5 Tips for Dealing with Problem Behavior*. Retrieved from <http://inalj.com/?p=89751>

Hilyard, N. B. (2007). Dealing with problem behavior in the library. *Public Libraries*, 46(5), 21-33.

Martin, S. H. (2006). Streakers, stalkers, and squatters: Dealing with problem patrons. *Tennessee Libraries*, 56(2). Retrieved from <http://www.tnla.org/?66>

Shuman, B. A. (2002). Problem patrons: Reviewing your options. *Public Libraries*, 41(6), 338-342.

Slavik, S. (2009). Problem situations, not problem patrons. *Public Libraries*, 48(6), 38-42.

Sample Policies

Westchester Public Library – [Problem Patron Manual](#)

San Francisco State University – [Problem Patron Guidelines](#)

New York Public Library – [General Rules and Regulations](#)

University of Minnesota – [Library Use Policy](#)

Sample Incident Reports

[Temple University](#)

[UC Berkeley](#) (Berkeley also has a formal [warning letter](#) posted)

[Greensburg Library](#)

General Information

[Effective Library Policies](#) (Prezi) – Eric Stroshane

[Librarian411](#) (website – information about mental health)

[Reference on the Go](#) (PDF) – C. Michael Hall