



Mediapolis Public Library  
Problem Patron Policy

Adopted by the Mediapolis Public Library Board of Trustees

Adopted: April 10, 2003

Last reviewed: August 8, 2023

The Mediapolis Public Library Board of Trustees recognizes that at times staff members must deal with patrons who may be irate, destructive, disorderly, or disturbing in some manner. Since it is the responsibility of the library staff to maintain as pleasant an environment as possible for all Library patrons, the Library Board authorizes staff to take appropriate measures.

Enforcement of the Library Conduct Policy may take the form of any of the following actions, depending on the severity of the misconduct to be determined by the staff on duty at the time.

In the case of a minor disruption, the patron will receive two verbal warnings. At the third offense, the patron must leave the library for the rest of the day.

In the case of any misconduct that, in the judgment of a staff member, is extreme, the offender may be ordered to leave the building immediately or the police may be called as appropriate.

Patrons causing disruption on a repeated basis will be asked to meet with the Director for further action. Such as an extended period of time the patron may not enter the building, or library privileges may be revoked permanently.

For unattended juvenile patrons, two warnings will be given by a library staff member; on the third warning, the child will be asked to leave the library for the day. If the juvenile is sent out of the library on a second occasion, the child's parent/caregiver will be contacted and a meeting between the parent/caregiver and the Director will be scheduled.