



Guiding Ohio Online

Getting to Know Your Library: Policies

Before you begin, gather the following documents (if available):

- Library Dress Code
- Library Employee Handbook
- Patron Code of Conduct
- Library Food/Drink Policy
- Reference Guidelines
- Internet Policies
- Other Policies and Guidelines

Using the above documents, what is the most appropriate way to respond to the following situations?

Patron John brings in a water bottle with a closed lid. Although opaque, it appears to be filled with water. Is this permitted?

Teen Volunteer Mary is in a rush and hasn't had time to eat her dinner before her volunteer shift. Is she allowed to eat her lunch at a table in the public area of the library?

The reference desk phone rings, how should it be answered? Who should answer it?

Terry the (adult) patron comes in to the library. It's the middle of summer and Terry has just come from the swimming pool. He is not wearing shoes or a shirt, just damp swimming trunks. Is this permitted? If not, what should happen to Terry?

Should the above situation be handled differently if Terry was a child?

Patron Jane has brought her two children aged 3 and 5 to the library and sits at the computer. Both children are being very loud and begin to cry. Other patrons sitting nearby are giving her disapproving looks. How should this situation be handled?

Another patron tells you that Patron Chad is looking at pornographic images on the computer. What should you do?

Patron Josie asks you for your assistance burning music to a CD from another CD. You are aware that the music on this CD is covered by current copyright laws and restrictions. How should you proceed?

Patron Bob asks for your help with the computer. He needs to find medical information on a skin condition he suffers from. He tells you a lot of detail about his condition, which makes you uncomfortable, but you are able to help him find the information you needs. Afterwards you wonder if there was a better resource for him to use. How can you ask a coworker about Bob without breaking confidentiality or potentially embarrassing him?

Patron Sally is listening to music through the computer. Though she is using headphones, the sound is quite loud. Another patron complains to you about how loud the noise is. How should this be handled?

Patron Joe comes in to the library frequently (once or twice a week) and asks for the same assistance every time, He can't seem to retain the information that you have given him repeatedly. How should you work with Patron Joe?