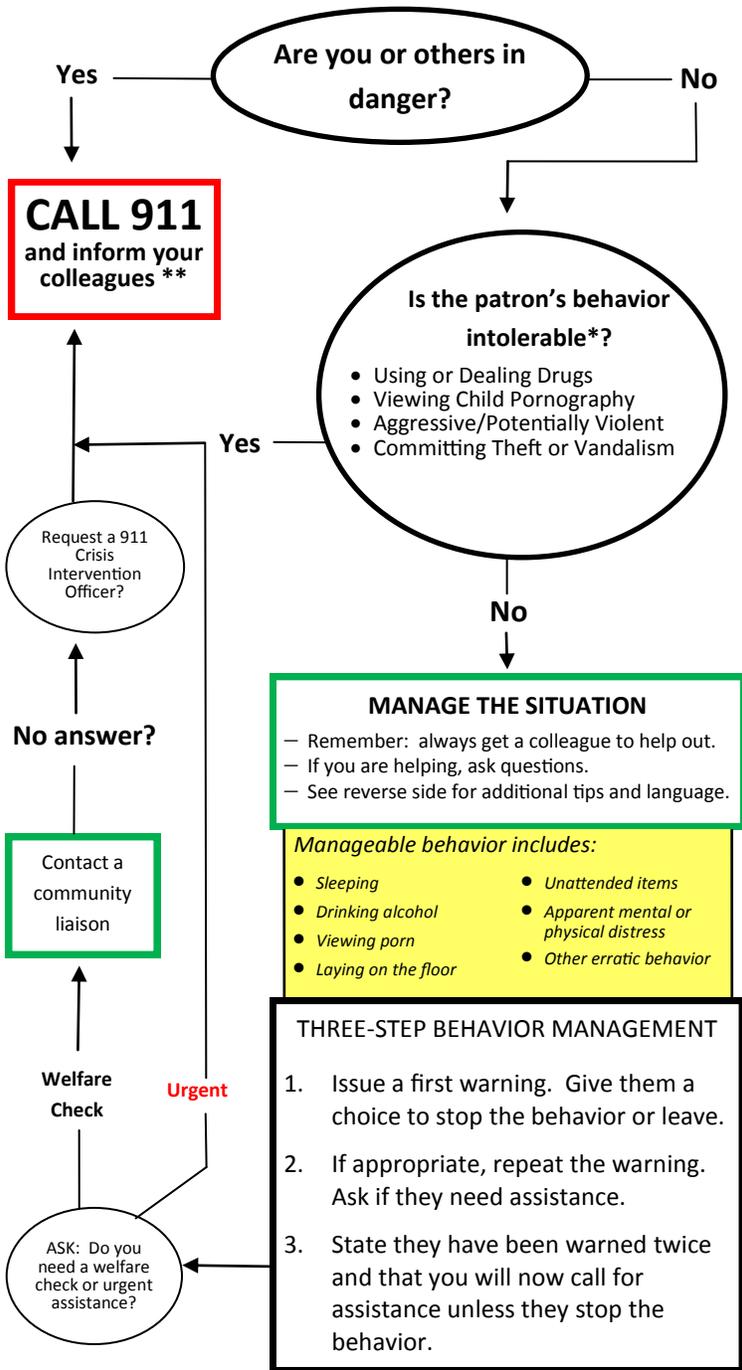


CRISIS INTERVENTION

STEPS to manage patron interactions



** FOLLOW-UP AND COMMUNICATION

After a patron interaction:

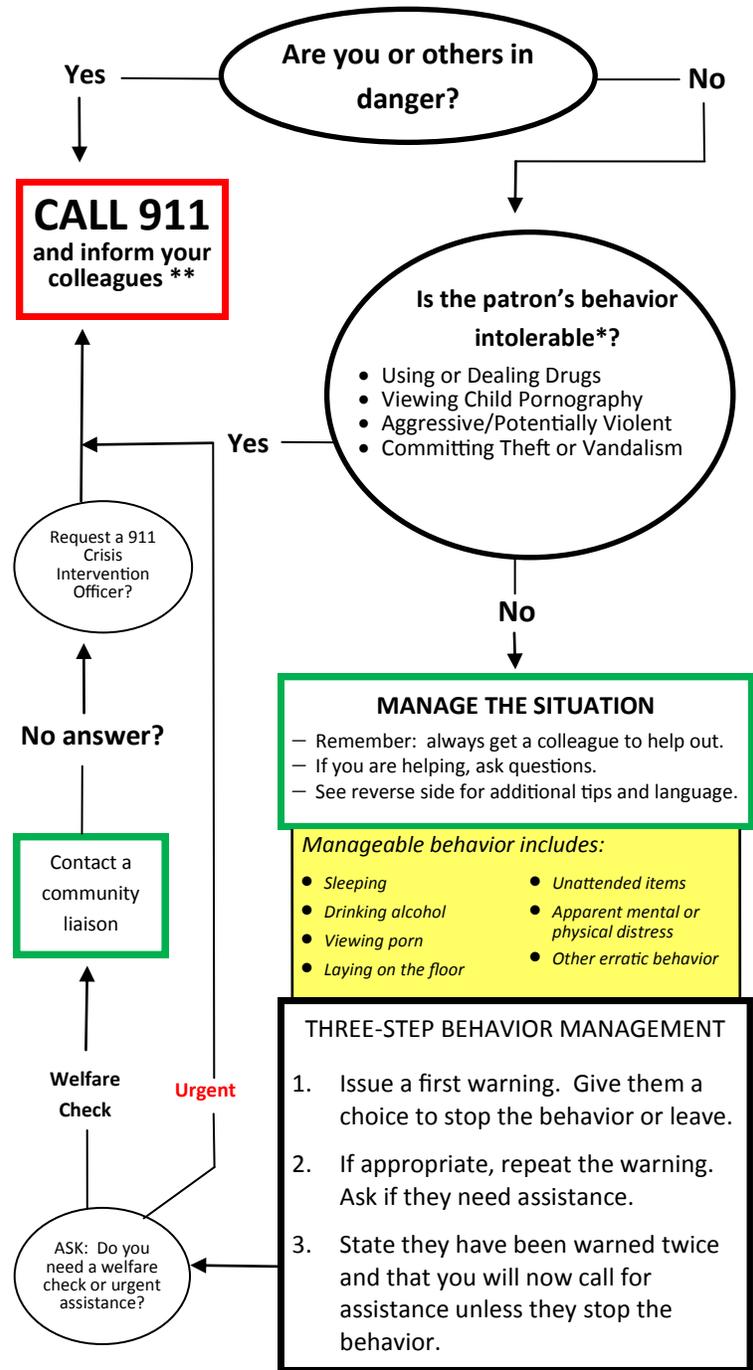
- ⇒ Use chat broadcast or email colleagues with updates on situations.
- ⇒ Complete a Patron Interaction Report.
- ⇒ Debrief colleagues at shift change and at next morning's standup.

* What is intolerable behavior for MPL's purposes?

Anything that MPL staff cannot be expected to manage further than business procedures or beyond personal safety. In addition to recognizable criminal acts, consult Montana State Code 45-8-101, where "disorderly conduct" is defined as knowingly disrupting the peace by being quarrelsome or fighting, making loud noises, using aggressive, profane or abusive language, or blocking people's right of way.

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Know this first:

- ◇ Be aware
- ◇ Be safe and ask for help
- ◇ Inform yourself
- ◇ Tell others what happened

Recommended Behavior

Take a deep breath before approaching the patron.

Be polite, friendly and solicitous. Introduce yourself. Try to get the patron's name.

Be clear about why you are talking to them.

Keep your cool. Use a modulated, quiet tone of voice to keep the patron calm and yourself in control.

Stay safe: put space or an object (e.g., table or book cart) between you and the patron.

Carry a copy of the *MPL Rules of Behavior* with you to show the patron how they are violating our policies.

Before each new shift, ask if there's anything you need to know.

SAMPLE DIALOG

- Hello, my name is _____ and I work here at the Library. Would you tell me your name?
- Are you feeling okay? Is there anything I can do to help you? Do you need me to call someone to help you?
- Sir/Ma'am, it seems you're upset. Is there something you'd like to tell me?
- Let me see if I understand correctly: [repeat and confirm problem as the patron sees it].
- [Fill in the blank] is inappropriate behavior for the Library. If you want to stay here, you'll have to stop [fill in the blank]. It's your choice.

Tips for Sleeping Patrons

- Regard sleepers as if there is a health concern (e.g., diabetic coma, concussion).
- Do not touch the patron. Knock on a nearby surface.
- Inform the patron that sleeping in public is UNSAFE and therefore is not permitted.
- If they cannot wake up, then it is a welfare issue and you should call 911.

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