

**Draft**  
**Montana State Library**  
**DISRUPTIVE PATRON POLICY**

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 (MCA 45-7-302). The Montana State Library will provide a secure and comfortable environment to patrons and staff. Disorderly conduct (MCA 45-8-101) and public nuisances (MCA 45-8-111) are not allowed at the library.

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 instances in which patrons are required to leave the library on an incident report. Incident reports will be filed with the Information Services Manager and a copy given to the Digital Library Administrator. Upon the second recorded instance in which a patron is required to leave the library premises, the Manager shall bar the patron from use of library premises for one week. Upon the third recorded instance in which a patron is required to leave the library premises, the Manager may permanently bar the patron from use of the library premises.
- If a person who is barred from use of the library attempts to enter the library during a period of exclusion, the library staff will summon capitol security.
- 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.
- Bringing a weapon of any kind into the library building is expressly not permitted. Patrons bringing a weapon into the library will be asked to leave the building. If he or she refuses to leave, library staff will call capitol security.

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