

# Memo

**To:** Montana State Library Commission

**From:** Jennie Stapp, Digital Library Director  
Darlene Staffeldt, State Librarian

**Date:** January 20, 2009

**Re:** Disruptive patron policy

The Commission is asked to review the following draft State Library policy at the February Commission Meeting. Action will be requested at the April meeting.

## **Disruptive Patron Policy – Review**

This policy directs staff regarding the appropriate steps to take in the event that a patron engages in activities that disrupt the work of staff and/or other library patrons or if a patron becomes a threat to patrons or staff. This policy sets consequences for behavior that may ultimately result in the permanent loss of a patron's library privileges.