

1004 - Verbal Abuse

Date Policy Approved: September 27, 2012 by DeSoto Parish Library Board of Control

DEFINITION: Language used by a patron that is abusive or obscene.

Remain calm. Deal with the facts in the comments. Respond to the patron's request or problem. If patron is extremely abusive, refer person to Branch Manager. If patron continues to be abusive, stop the conversation by saying: "I find it impossible to communicate with you when your language is abusive or obscene. I suggest you come back or call me later when we can discuss the issues in a more positive manner."

Verbal abuse may result in the patron being banned from the library.