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Titolo	Helping the difficult library patron : new approaches to examining and resolving a long-standing and ongoing problem / / Kwasi Sarkodie-Mensah, editor
Pubbl/distr/stampa	New York : , : Routledge, , 2013
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Descrizione fisica	1 online resource (522 p.)
Altri autori (Persone)	Sarkodie-MensahKwasi
Disciplina	025.5
Soggetti	Public services (Libraries) Libraries and community Libraries - Public relations Libraries - Security measures Customer relations Conflict management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	". has been co-published simultaneously as The reference librarian, Numbers 75-76 2002." First published by the Haworth Information Press, 2002.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Half Title; Title Page; Copyright Page; Table of Contents; Introduction; The Nature of the Problem: Definitions, Scope and Extent, Historical Perspectives, and Diverse Clientele; Problem Patrons: All Shapes and Sizes; Problem Patrons; Anger; Harassment of Staff; Crime; Destruction of Property; Unattended Children; Homelessness; Past vs. Current Problems; Conclusion; References; The Problem Patron: Is There One in Your Library?; Introduction; History of "Problem Patron"; Who is a Problem Patron?; Types of Problem Patrons; Problem Patrons of the 90s; Noisy Seniors Technology-Created Problem Patrons Patrons' Problem Behavior; Eccentric Behavior; Non-Compliance with Library Rules; Harassment; Intentional Behavior; Problems Caused by Mental Illness; Conclusion;

References; The "Problem Patron" Public Libraries Created; Introduction and Background; How the Young Adult Problem Patron has been Created; Developmental Misunderstandings and the "Ideal Patron" Syndrome; Dichotomized Service; Resistance to Library Use and Learning as a Social Process; Inadequate Assumptions About Adolescent Information-Seeking; Conclusion; References

Historical Perspectives on Problem Patrons from the British Public Library Sector, 1850-1919

Problems of Enforcement; Theft, Damage and "Proper" Use; Female and Juvenile Patrons; Loafers and Gamblers; Conclusion; References

Difficult Library Patrons in Academe: It's All in the Eye of the Beholder; Introduction; How Well Do We Know Our Patrons?; Do We Unwittingly Create "Difficult" Patrons Through Our Failure to Appreciate Their Needs?; Do We Label Patrons as Difficult Because They do not Conform to Our View of How Information Research should be Conducted?

Responding to the Difficult Patron Requires an Attempt to Re-Conceptualize Our Service

Implications for Staff; Conclusion: Responding to the Difficult Patron; References

The Difficult Patron in the Academic Library: Problem Issues or Problem Patrons?; Introduction; Literature Review; Labeling the Academic Library User; Eliminating Sources of Conflict and Tension Between Faculty and Library Staff; Collection Development and Weeding; Circulation Matters; Reserves; Interlibrary Loan Issues; Reference Desk Issues; Purchasing of Electronic Resources; Course-Related Instruction

Faculty-Librarian Relationship

Student-Librarian Working Relationship; Student Needs and Procrastination; Recommendations and Conclusion; References

Personal Safety in Library Buildings: Levels, Problems, and Solutions; The Problem: The Public Building as a (Potentially) Dangerous Place; Why Libraries?; Levels of Security; Level 1: Perfect Security; Level 2: Extremely Good Security; Level 3: Very Good Security; Level 4: Commendable (Pretty Good) Security; Level 5: So-So Security; Level 6: Token Security (Better than Nothing); Level 7: No Protection (Rotten Security); Security Measures

Solutions: A Workable Plan for Preventing Violence in Public Buildings

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#### Sommario/riassunto

This insightful book shows you how to deal with an issue as old as the library profession: interacting with problem patrons. It looks at this fact of life that affects almost every facet of library work and provides practical solutions--some developed within the field and some borrowed from other professions--that will improve reference services for those you serve and make the work of your library staff less stressful, more productive, and increasingly meaningful.

Helping the Difficult Library Patron: New Approaches to Examining and Resolving a Long-Standing and Ongoing Problem

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