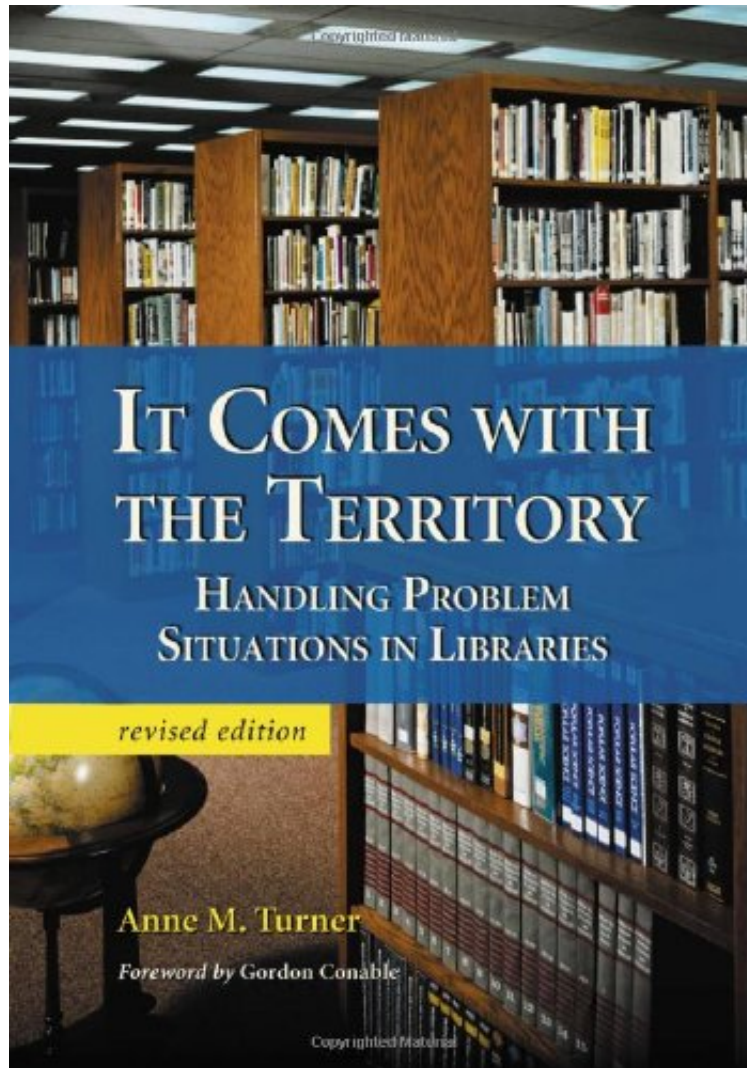


(Read now) It Comes With the Territory: Handling Problem Situations in Libraries

It Comes With the Territory: Handling Problem Situations in Libraries

Anne M. Turner

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Anne M. Turner : It Comes With the Territory: Handling Problem Situations in Libraries before purchasing it in order to gage whether or not it would be worth my time, and all praised It Comes With the Territory: Handling Problem Situations in Libraries:

2 of 2 people found the following review helpful. Solve Your Library's ProblemsBy Virginia AllainTurner, director of the Santa Cruz City County Library System, provides a "commonsense guide to setting fair and appropriate behavior rules and training staff in how to implement them evenhandedly and with reasonably good humor." She deals with such issues as street people sleeping in the library, the mentally ill, substance abusers, sexual deviancy and

harassment, general security, unaccompanied children, and more. (summary by South Texas Library System) No library is free of these kinds of problems and there's no use trying to solve it single-handed. Get your hands on this book and the librarian no longer feels so alone which can be overwhelming at times. I wish I'd had this book when I first started my career as a library director.

The mission of libraries is to meet the information needs of the people they serve but daily, sticky situations arise that make this tough to do. Reports of peepers, use of the library by the homeless for sleeping, inappropriate Internet use by patrons; encounters with offensive personal hygiene, skateboarding in the stacks, the threat of violence, ones role as a babysitter for latchkey children, censorious complaints: Is there an upswing or are librarians just more sensitized? How do libraries meet these demands? From the perspective of a working director, this thoroughly updated and revised edition is a commonsense guide to setting fair and appropriate behavior rules and training staff in how to implement them evenhandedly and with reasonably good humor. Issues surrounding street people, the mentally ill, and substance abusers, sexual deviancy and parental child abuse in the library; community censorship; confidentiality of library records; general security; and unaccompanied children, including protecting them and seeing to their emergency medical needs, are among the topics. Emphasis is placed on staff training and writing effective manuals.

From Booklist As Gordon Conable explains in the foreword to the second edition, this manual should stimulate "useful conversation" and suggest ways to balance professional values and legal requirements while achieving user-friendly service. The three parts of this practical volume cover writing good rules for behavior; typical problems (from street people to nasty behavior to Internet use); and practical advice on securing buildings, writing manuals, and training staff. The appendixes contain the Library Bill of Rights and guidelines and samples for development of policies and procedures. This guide is practical and offers useful approaches and techniques for handling a variety of situations. Staff training to implement fair and appropriate behavior rules is emphasized. The book should be useful in any size public library. Patricia Hogan Copyright American Library Association. All rights reserved "practical...useful"--Booklist; "order this book immediately...interesting...entertaining and educational...outstanding...timely and useful--a must for all sizes and types of libraries"--Library Journal; "good...recommended"--Public Libraries; "Turner has revised and updated this classic guidebook that provides creative and sensible ways for handling sticky situations in public libraries"--SRRT Newsletter; "highly recommended"--Public Services Quarterly; "well written...engaging...very helpful and timely"--Reference Quarterly. About the Author Anne M. Turner, director of the Santa Cruz City-County Library System, lives in San Francisco, California.