BSB Bayerische StaatsBibliothek
Information in erster Linie



Potential Crisis in the Reading Room:
"Aggressive behaviour by users"

Some thoughts from a practical point of view

„Desired bevariour“ of our readers …

… as laid down in the rules and regulations for our Manuscript Reading Room

BSB Bayerische StaatsBibliothek
Information in erster Linie

Reading Room for Manuscripts and Rare Books

Plus aspects dealing with the CoVid pandemic: obligation to wear masks

INFORMATION FOR USERS

- Please show your reader's ticket **when entering the reading room through the turnstile**. Please note that certain objects must not be brought into the reading room. Please **keep quiet** and **turn off** the **sound** of your mobile.



- Please order **manuscripts, rare and old printed books** (Rar., Res, L.sel., ESlg etc.) by completing a separate yellow order slip. No more than **10 order slips** may be submitted per day. The items ordered will then be available for a period of two weeks (10 working days).
- Due to legal or conservation reasons some items may not be available for consultation.
- The objects issued must **be handled with great care**:
  - **Pencils only** are to be used for writing. Laptops are also allowed.
    No pens or highlighters!
    Readers must not write, mark, or damage a document.



  - **No sharp implements** are allowed on the reading tables!
  - The staff's instructions concerning the use of the objects must be followed at all times.
  - All manuscripts, rare books and other items with fragile or delicate bindings must be consulted on the (foam) **bookrests** provided.
    Readers must not force open close-fitting bindings.



  - Please **clean your hands** before reading (paper) manuscripts. The use of **cotton gloves** is recommended when touching parchment.



  - **Manuscripts stored in safe deposit and classified materials may** only be consulted at designated reading tables. Only staff members are allowed to transport the objects to the designated tables.
    These manuscripts are, as a general rule, to be consulted by means of photographic reproductions; special permission from the Superintendent is required for consulting them in the original. The use of **cotton gloves** is **obligatory**; they can be obtained from the issue desk free of charge.
  - Readers must not moisten fingers in order to facilitate the turning of the pages nor touch the letters or the ornaments.
  - The original **sequence of single leaves** (fragments, modern papers, and autographs) may not be changed, even if it is obviously incorrect. Please inform the staff in the reading room in this regard. In order to prevent this delicate material from being damaged, please touch the leaves for a short period of time only. For consultation purposes, please place them on a blank sheet of white paper or on one of the cardboard pieces provided.
  - The consent of the Superintendent must be sought for any kind of extraordinary use, such as the **examination of watermarks** by means of luminescent foil, for the copying of watermarks, the examination of script with an ultraviolet lamp, and the **taking of rubbings of bindings**.

- The reading room is under **closed-circuit television control**.
- **If you leave your seat** for a longer period, or for good, or at the closure of the reading room, you are asked to return all the objects in sound condition.
- **Our readers may not take (digital) photos by means of their own cameras.** (Digital) photographic reproductions and electrostatic print-outs from microfilm are, in general, available by order from the Photographic Department; an order may be turned down for legal or conservation reasons. **Orders** can be submitted **via ERaTo**, which is available in the reading room and on the Internet (http://www.bsb-muenchen.de/1470.0.html) alike. In exceptional cases, items kept in the reference library or those which can be ordered via the library's OPAC may be copied on the bookscanner situated in the entrance hall to the department, provided there are no concerns about the physical condition of the object.



BSB Bayerische StaatsBibliothek
Information in erster Linie

- How do we deal with the readers who are not willing to abide by the rules?

- How do we support the staff of the reading room who have do address any form of „misconduct“ to the reader(s)?

Possible dangers:

- Readers may interpret such hints as insinuations of misconduct.

- Readers may openly declare that they are not happy with these rules, e.g. the weighing of material and CCTV

- Silent protest (i.e. complaints to the director later on) vs. being physically agressive while on the premises

BSB Bayerische StaatsBibliothek
Information in erster Linie

When members of staff are faced with forms of (physical) aggressiveness:

- Regular training of staff (strategies of de-escalation) ?
- Employment of a security service?
- Installation of an emergency button (= silent alarm)?

…. And apart from the more daily business:

- How do we deal with activists? → FLASH MOBS
- How do we deal with attacks (by terrorists)?

BSB Bayerische StaatsBibliothek
Information in erster Linie