

Dealing with Difficult Patrons & Workplace Safety

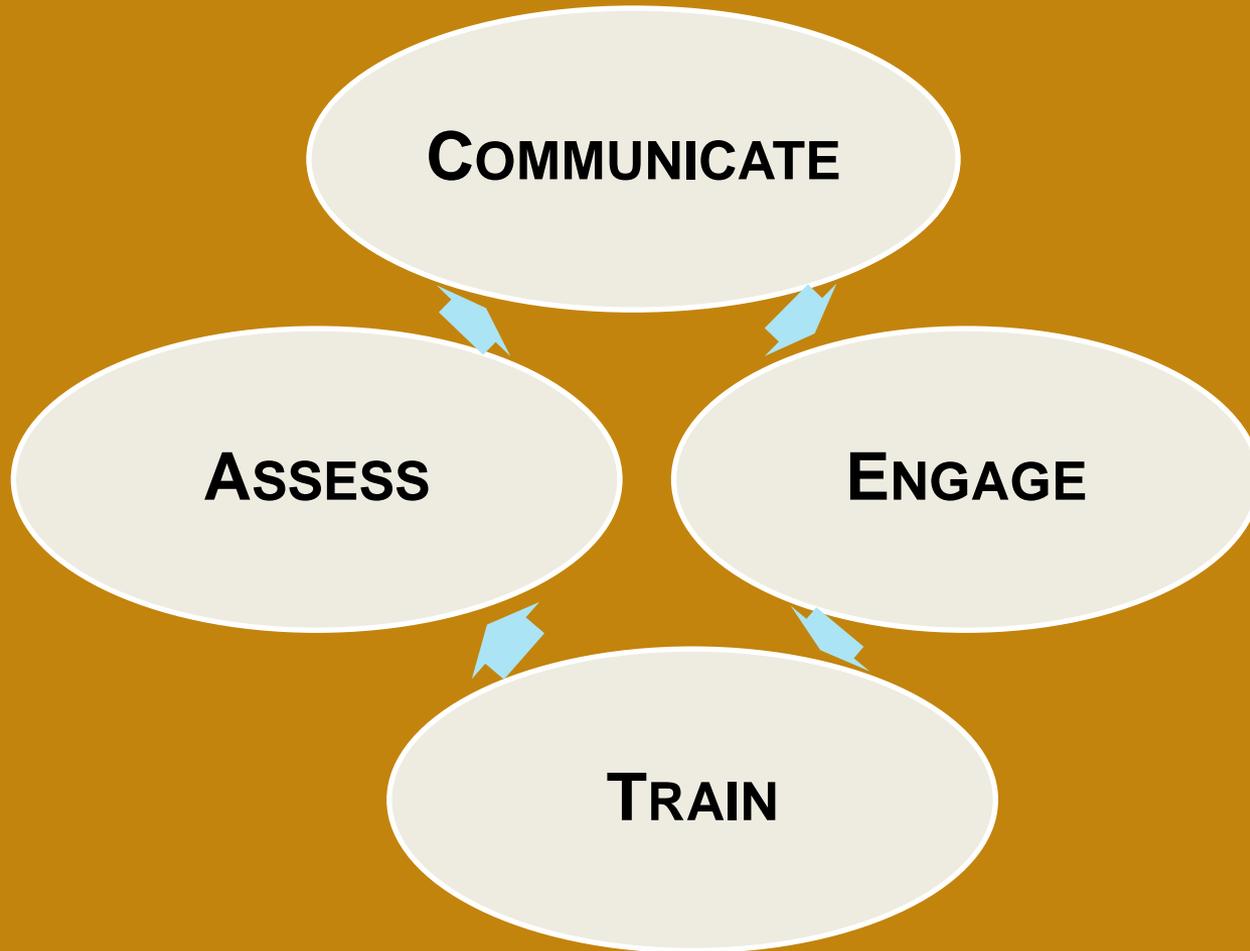
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Dealing with Difficult Patrons ... What ifs

- Individual & group work, discussion
- Various scenarios, different settings

Basic Components



Discussion

- Share experiences
- Best practices?
- Take aways

Summary

CARE

- Communicate, celebrate
- Assess, reassess, readjust
- Responsible, responsive
- Educate, engaged

Resources

American Library Association – Dealing with Difficult Patrons (ALA Editions Online Workshop) - \$55/individual viewing, \$110/group rate

<http://www.alastore.ala.org/detail.aspx?ID=10608>

InfoPeople – free webinars, live and archived –

- **Handling Challenging Situations: What Do I Do Now? Part I of II** - [http://www.infopeople.org/training/what do i know part 1](http://www.infopeople.org/training/what%20do%20i%20know%20part%201)
- **Handling Challenging Situations: What Do I Do Now? Part II of II** - [http://www.infopeople.org/training/what do i know part 2](http://www.infopeople.org/training/what%20do%20i%20know%20part%202)
- **Keeping Your Library Safe: Black Belt Librarians** - <http://www.infopeople.org/training/black-belt-librarians>