
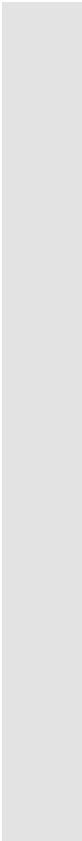


Serving the Public During Difficult Times



Yvette Garcia,
Branch Manager
Chicago Public Library



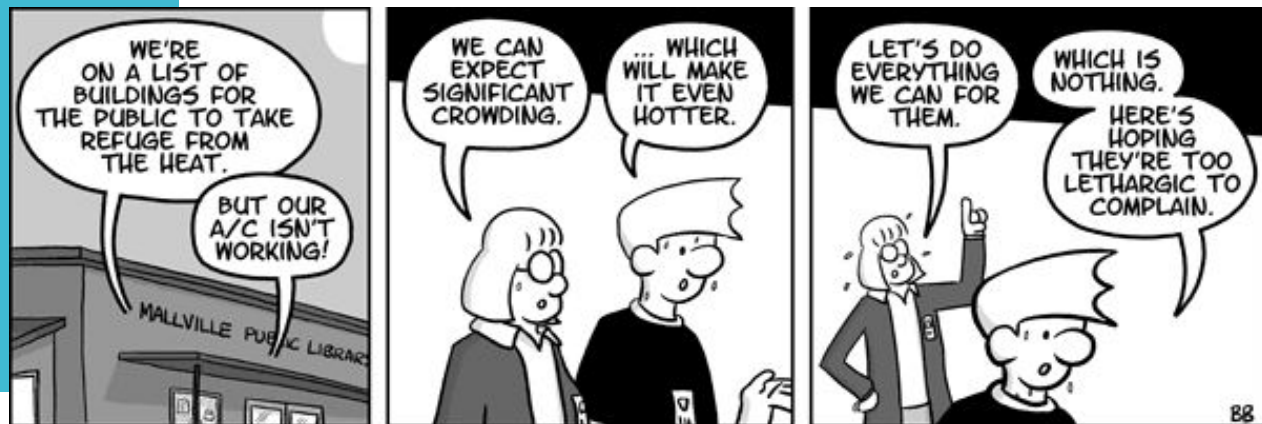
Difficult Patrons: Before times

LIBRARY TIP #63: DON'T COUNT YOUR BOOKS BEFORE THEY'RE SHELVED



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Difficult Patrons Now

What do YOU think

Let me tell you what I THINK

Virtue Signals

"Being
The Bad
Guy"

Customer is
always right

The Customer Service Trap

Tools & Techniques

Conversation exit strategies

Code words

Scripts

Location

Activity

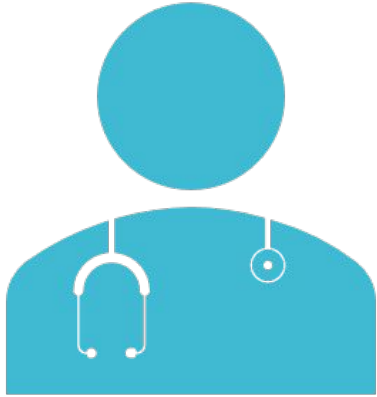
Acknowledge

- Personal Space
- Personal Information
- Personal Opinion
- Above & Beyond

Let's talk about Boundaries



Communicate your needs

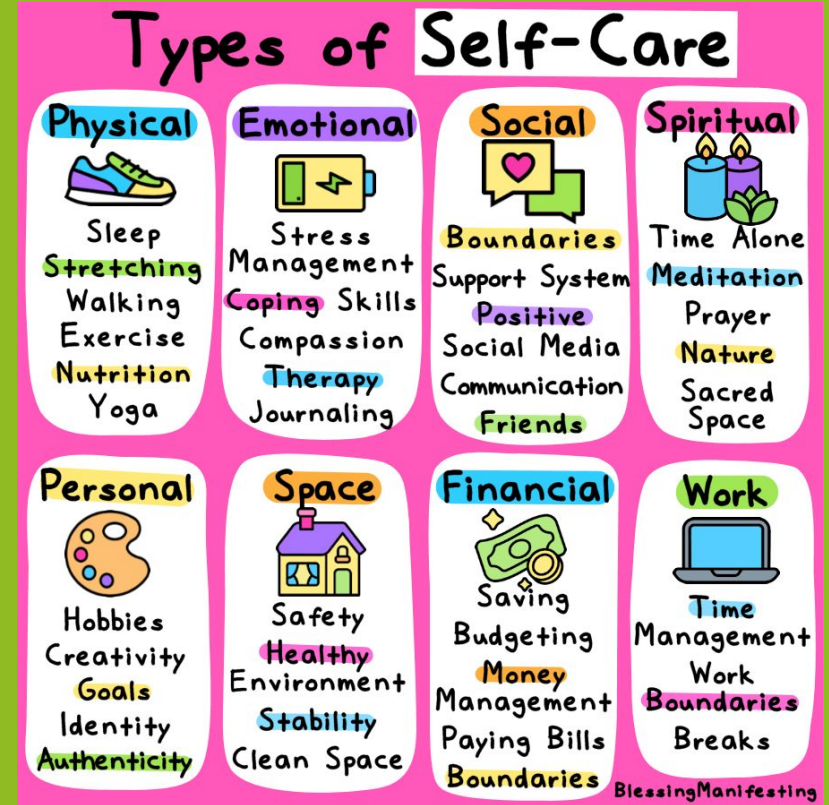


Self -Care

Take a minute.

"If you're upset (say from a negative patron interaction) step away. Go to the back, get a drink, take a breath, calm yourself, then go back out. Don't stay at the desk and stew while passing the negativity on to other people."
Allison Kearly, Teen Librarians group on Facebook

Always
be
prepared



Bubble Wrap is
your new best
friend.

EAT
WELL



SLEEP

Breathe...



Leave work @work

It's not
PERSONAL.

ADVOCATE



Greener
Grass

Reality

Managing Expectations

Resources

[Blessing Manifesting](#) - a blog, community and online shop for various self-care needs. \$

[Calm.com](#) - popular app for meditation & relaxation exercises, soundscapes and more.\$

[Meditation relax club](#) - online community with a YOUTube channel of relaxing soundscapes.

[Mindfulness Techniques](#) - Latah County Librarian, Bailey, shares some mindfulness techniques.

[How-rude-the-price-of-incivility-in-the-workplace/](#) - This is a good resource to describe unwanted behaviors. It is part of series from the Colorado State Library.

[Understanding-how-COVID-19-widens-the-justice-gap.html](#)

[Self-Care webinar from Idaho Commission for Libraries](#) - Annie Gaine, CE consultant for Idaho commission for libraries shares 10 tips and resources for social distancing.