



Crash Course in Dealing with Difficult Library Customers

Shelley Elizabeth Mosley, Dennis C. Tucker, Sandra Van Winkle

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Every library experiences difficult patrons. Thorough preparation is the best defense: it's always much better to be proactive than reactive. The authors of *Crash Course in Dealing with Difficult Library Customers* realized that these kinds of situations are more universal than unique, despite the great variations in library environments and customer bases, and pooled their more than 100 years of experience to offer practical advice that will help library staff prepare for the many kinds of "worst case scenarios"—before they arise.

The book identifies the basic types of problem-causing individuals, thoroughly overviews effective strategies for offsetting their actions, and explains how to successfully manage the stressful, emotionally charged situations that can arise. Drawing on their extensive real-world experience, the authors provide instructions for "last resort" options when dealing with illegal activities, acknowledge the rights of employees in difficult situations, and present strategies that will minimize staff members' stress levels when dealing with patrons. While this book will be extremely valuable to public library staff, it addresses common situations that can happen in public service at any type of library. Administrators who need to develop policies to protect their staff and their users will also find this unique work essential reading.



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