

# What If?



Answers to REAL  
Customer Challenges

# Problems & Complaints

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- Try to see them from the customer's point of view
- Staff understands/knows why, when, how – customers don't
- Document with incident reports

# Sharing

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- ❑ Discuss and Vent away from public areas
- ❑ Consult with others to decide if you could change how you address the issue in the future
- ❑ Regain composure (Take a break) if necessary

# Policies & Procedures

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- Keep these up-to-date
- Have a “Code of Patron Conduct”
- Be sure policies are “workable”
- Use the policies to develop procedures in advance of “trouble”

# Advanced Planning

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- Train staff and volunteers
- Think Safety
- Think Public Relations/ Customer Service
- Communicate to staff and board

# Rely on Your Authorities

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- ❑ Supervisors – Person in Charge
- ❑ Library Board
- ❑ Governing Authority if different from Board
- ❑ Law Enforcement

# What If . . .

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- Protest, pickets, prayers
- Complaint about book, film, etc.
- Complaint about staff member

# What If . . .

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- ❑ Out of Control Teen, Adult?
- ❑ Intoxicated or medicated patron?
- ❑ Smelly patron?
- ❑ Mentally ill patron?

# What If?

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- ❑ Patron want Special Favors?
- ❑ Receiving gifts and donations?
- ❑ Patron wants to chat or hang out with staff?

# What If?

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- Unattended Children?
- Computer Display prompts complaint?
- Angry patron at Circulation Desk?

# Contact Information

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