# Public Patrons: Challenges and Opportunities – A Resource List

## Selected Books

- Steve Albrecht, The Safe Library: Keeping Users, Staff, and Collections Secure (2023)
- Steve Albrecht, Library Security: Better Communication, Safer Facilities (2015)
- Nicole Cook, Information Services to Diverse Populations: Developing Culturally Competent Library Professionals (2015)
- Warren Graham, The Black Belt Librarian: Real-World Safety & Security (2012)
- Miriam B. Kahn, The Library Security and Safety Guide to Prevention, Planning, and Response (2007)
- Beth McNeil & Denise J. Johnson, Patron Behavior in Libraries: A Handbook of Positive Approaches to Negative Situations (1996)
- Public Library Association, A Trauma-Informed Framework for Supporting Patrons: The PLA Workbook of Best Practices (2022)
- Guy Robertson, Robertson on Library Security and Disaster Planning (2016)
- Rhea Joyce Rubin, Defusing the Angry Patron, Second Edition: A How-To-Do-It Manual for Librarians (2011)
- Kwasi Sarkodie-Mensah, Helping the Difficult Library Patron: New Approaches to Examining and Resolving a Long-Standing and Ongoing Problem (2002)
- Rebecca Tolley, A Trauma-Informed Approach to Library Services (2020)

## Selected Articles & Reports

- Abigail Adams & Karen E. Kiorpes, *Library Security: Perceptions of Preparedness*, 35 Libr. Leadershp & Mgmt. 1 (2021)
- Jaena Alabi, *This Actually Happened: An Analysis of Librarians' Responses to a Survey about Racial Microaggressions*, 55 J. Acad. Librarianship 179 (2015).
- Jaena Alabi, *Racial Microaggressions in Academic Libraries: Results of a Survey of Minority and Non-minority Librarians,*" 41 J. Acad. Librarianship 47 (2015).
- Steve Albrecht, *Assessing Library Facility Security: No Consultants Required*, 41 Pub. Lib. Q. 109 (2022)
- Donald A. Arndt Jr., *Problem Patrons and Library Security*, 19 Legal Refence Serv. Q. 19 (2008)
- Candice Benjes-Small, *#MeToo in the Academic Library: A Quantitative Measurement of the Prevalence of Sexual Harassment in Academic Libraries*, 82 C&RL 623 (2021)
- [Nicole P. Dyszlewski, Kristen R. Moore & Genevieve B. Tung, *Managing Disruptive Patron Behavior in Law Libraries: A Grey Paper*, 107 L. Library J. 491 (2015)](#)
- Michelle P. Green, *Inclusive Library Service to Individuals with Mental Illnesses and Disorders*, 4 Int'l J. Info., Diversity, & Inclusion 119 (2020)
- [Nick Harrel & Cundy Guyer, *Mental Illness in the Library: Ten Tips to Better Serve Patrons*, AALL Spectrum, Feb. 2015](#)
- Brent Lipinski & Nesha Saunders, *Welcoming Spaces, Welcoming Environments: Addressing Bias and Over-Policing in Libraries*, 61 J. Lib. Admin. 1017 (2021)

- Nathan A. Preuss, *What Do We Owe the Pro Se Litigant? Providing a Better Level of Service to Our Pro Se Patrons*, AALL Spectrum, Feb. 2015, at 26.
- Sarah Reis, *"Are You a Member of the Law School Community?" Access Policies at Academic Law Libraries and Access to Justice*, 109 L. Libr. J. 269 (2017)
- Lynn Westbrook, "I'm Not a Social Worker": An Information Service Model for Working with Patrons in Crisis, 85 Libr. Q. 6 (2015)
- Urban Librarians Unite, 2022 Urban Library Trauma Study Final Report
- *Guidelines for Behavioral Performance of Reference and Information Service Providers*, American Library Association (2023)*, available at* https://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral

## Media
- Be Prepared: Security and Your Library (2014) - Kanopy streaming
  - Library Security experts and staff members discuss practical security recommendations to create an effective security policy for your library. Examples are shown of staff correctly handling security problems, including approaching rule-breaking patrons, personal safety and patrons carrying weapons.
- Service, Safety, and Security Podcast with Dr. Steve Albrecht
  - Since 2000, Dr. Steve Albrecht has trained thousands of library employees in 28+ states, live and online, in service, safety, and security.
- Spotlight on Safety: Addressing Threats in Public Libraries (Nov. 20, 2022)
  - Public libraries are increasingly responding to violent and inflammatory speech and targeted attacks on their buildings, workers, and patrons. The stress and disruption of service take a toll on library workers and the communities they serve. During this event, panelists participated in a facilitated conversation that explored effective policies and practices to improve safety and security for library staff and patrons, and invited questions and resources to be shared among all attendees.

## Webjunction Webinars & Courses
*Library-specific courses and webinars available for free through the generous support of OCLC and state library agencies.*

- Cultivating Protective Factors for Safe Libraries and Resilient Communities (webinar 1-Hour)
  - Join this webinar to explore the ways the library functions as a "protective factor" and to understand how the library, staff, and patrons exist within a community-wide context of safety. With consideration for how poverty, race, or other often stigmatized challenges impact the patron experience, learn practical and applicable ways to assess your library's relationship with patrons, local law enforcement, social workers, and other organizations. Hear how the Sacramento Public Library learned through crisis to address staff and community trauma and to build resilience through more compassionate and inclusive policies and practices. Original date March 5, 2020.
- Dealing with Angry Patrons (self-paced course 1-Hour)
  - No one enjoys having to deal with an angry patron, but with proper preparation, and by developing the specific set of skills required, you can minimize conflict, defuse patron anger and identify the underlying issues so that you can help find the best solution. This

course is designed to help you improve your skills in dealing effectively with angry customers. It outlines a two-step method for responding to anger, by teaching the staff member to first deal with the patron's feelings, then deal with the person's problem. It includes practice with realistic patron encounters.

- Dealing with the Difficult Patrons (webinar 1-Hour)
  - Library staff can handle difficult patrons, resolve issues or problems quickly and efficiently and retain customer loyalty throughout. Join presenters Paul Signorelli, writer, trainer, and consultant with a strong focus on workplace learning and performance, and Maurice Coleman, Technical Trainer at Harford County Public Library, for this one-hour webinar providing expert resources for working with a patron using common sense practices and techniques for bringing that customer back into the fold. Original date October 19, 2010
- Library Safety and Security: A Holistic Approach (webinar 1-Hour)
  - Creating a safe environment for the public, staff, and collections is a top concern for libraries. As a public space, this sometimes means that library staff are faced with behavior or events that may feel unsafe, uncomfortable, or illegal. Although we can't predict or control every situation, we can be prepared to effectively respond to a range of scenarios. This session will present a holistic approach for creating safe environments through strong community relationships, inclusive policies, and empowered staff. Using a trauma-informed, human-centered lens, we'll explore strategies to create a library where staff possess the skills, and feel prepared, to manage what comes through the doors.
- Ten Tips for Managing Conflict (webinar 1-Hour)
  - As libraries begin to open their doors and people begin to re-engage in the community, the transition to normalcy may take time. The lack of socialization caused by the pandemic may impact the ability of community members to engage in the public space skillfully. Library staff may be faced with a demanding public as they themselves are adjusting back to work. This webinar will focus on Ten Tips for Managing Conflict highlighting the ideas and practices that help us navigate the challenges we find in communicating with others. These tips include ideas about what we are thinking, what we are saying, and how we are hearing what the other has to say. As each tip is shared, real-world examples will be highlighted.

## Other

- Dr. Albrecht's "20 Library Service, Safety, and Security Guidelines"
  - A downloadable 2-page and freely distributable handout
- American Library Association, Standards, Guidelines, and Recommendations
  - Of note is the collection of guidelines and resources for improving library accessibility
- American Library Association, Hateful Conduct in Libraries: Supporting Library Workers and Patrons (Apr. 2020)
- American Library Association, Accessibility in Libraries: A Landscape in Review (2022)

- [American Library Association, Guidelines for the Development of Policies and Procedures Regarding User Behavior and Library Usage](#)
- [Homelesslibrary.com](#)

## Policies

- [Case Western Reserve University Judge Ben C. Green Law Library](#)
- [Creighton University Klutznick Law Library](#)
- [DePaul University Rinn Law Library](#)
- [Drake University Law Library](#)
- [Loyola University Chicago Law Library](#)
- [Marquette University Eckstein Law Library](#)
- [Northern Illinois University David C. Shapiro Law Library](#)
- [Oklahoma City University Chickasaw Nation Law Library](#)
- [Saint Louis University Vincent C. Immel Law Library](#)
- [Southern Illinois University Law Library](#)
- [University of Arkansas Young Law Library](#)
- [University of Arkansas at Little Rock](#)
- [University of Cincinnati Robert S. Marx Law Library](#)
- [University of Illinois Chicago Louis L. Biro Law Library](#)
- [University of Iowa Law Library](#)
- [University of Kansas Wheat Law Library](#)
- [University of Memphis Cecil C. Humphreys Law Library](#)
- [University of Missouri Law Library](#)
- [University of Missouri-Kansas City Leon E. Bloch Law Library](#)
- [University of Nebraska-Lincoln Schmid Law Library](#)
- [University of North Dakota Law Library](#)
- [University of Oklahoma Donald E. Pray Law Library](#)
- [University of South Dakota McKusick Law Library](#)
- [University of Tennessee Joel A. Katz Law Library](#)
- [University of Tulsa Mabee Legal Information Center](#)
- [University of Wisconsin Law Library](#)
- [Washburn University Law Library](#)
- [Washington University in St. Louis Law Library](#)