

Exercise #1

Your Personal Three

In this exercise you will look closely at the types of library patron you find the most difficult to deal with and assess how effective you are when interacting with them.

1. Get in groups of three or four.
2. Take a few minutes to come up with the three most difficult patrons or “types of patrons” at your library. List one per page and answer the three related questions. Leave the solutions section blank for now.
3. After working individually, compare your answers with your group.

Patron/Patron Type: _____

- What behavior does this person exhibit that makes them difficult?
- How do you usually interact with them?
- How well does it work?

As we discuss principles, rules and techniques throughout the day, you’ll have an opportunity to reflect on whether they might help with your patron.

Organizational Principles:

1. Teamwork
2. Clarity
3. Consistency
4. “The Broken Window Theory”

Individual Rules:

1. It’s not personal
2. Triangulation - Offering choices gives you power
3. Focus on immediate behaviors
4. Restrictions should be mechanical
5. Say what you mean, mean what you say
6. We don’t need to be right, no one needs to be wrong
7. Show respect to everyone

Techniques:

1. Say “No” clearly and unselfconsciously
2. Nonverbal tools
3. The “Communication Two-Step” and “Formula for Compliance”
4. Pass the buck