

BUILDING BETTER LIBRARIES
2016 ORALL ANNUAL MEETING and CONFERENCE
October 19 thru 21, 2016, Dayton, OH
Annotated Bibliography
Blueprints for Keeping Your Cool

ARTICLES

AALL, ALL-SIS Task Force on Library Marketing and Outreach. "Marketing and Outreach in Law Libraries: A White Paper." *Law Library Journal* 105, no. 4 (2013): 525-38.

<http://www.aallnet.org/mm/Publications/llj/LLJ-Archives/Vol-105/no-4/2013-28>.

This white paper discusses challenges in law libraries and strategies to meet those challenges through marketing and outreach. Marketing and outreach can influence patron behavior by clarifying library services and policies, and getting feedback from patrons.

Dyszlewski, Nicole P., Kristen R. Moore, and Genevieve B. Tung. "Managing Disruptive Patron Behavior in Law Libraries: A Grey Paper." *Law Library Journal* 107, no. 4 (2015): 491-542. <http://www.aallnet.org/mm/Publications/llj/LLJ-Archives/Vol-107/no-4/2015-25>.

Following an online survey, three librarians gather their findings of law library staffs encounters with challenging patrons. The authors conducted a survey and literature review to study how librarians view and handle difficult patron behavior. This article suggests best practices based on the survey results, including written policies and guidelines, consistent application of the policies, and clear communication with patrons.

Ferrell, Shelley. "Who Says There's A Problem? A New Way To Approach the Issue of Problem Patrons." *Reference & User Services Quarterly* 50, no. 2 (Winter 2010): 141-151.

<https://journals.ala.org/rusq/article/download/3213/3365>.

Lessons learned from studying the nursing literature regarding how they respond to problem patients through symbolic interactionist theory allows the author to offer library and information science professionals a new framework in which to craft solutions for dealing with their "problem patrons". Does the "problem" exist at the community, library organization or staff-patron interaction level? And is the problem the person, the behavior or even the adjective "problem"?

King, Jr., Dwight B. "User Surveys: Libraries Ask, "Hey, How Am I Doing?" *Law Library Journal* 97, no. 1 (2005): 103-115. http://scholarship.law.nd.edu/law_faculty_scholarship/119/.

This article examines the benefits of conducting a use survey in academic law libraries, and offers suggestions on crafting and distributing an appropriate survey. Evaluating feedback from library users can highlight common complaints and identify ways to address problem areas, which can help reduce problem patron incidents.

Matteson, Miriam and Cynthia Boyden. "Old Wine in a New Bottle: Customer Orientation In Librarianship." *Reference Services Review* 42, no. 3 (2014): 433-445. doi.10.1108 /RSR-02-2014-003

Matteson and Boyden define, discuss and then apply the personality trait of customer orientation (CO) to librarianship suggesting that CO will enhance and invigorate the profession's long standing value of excellence in customer service.

Ni, Preston. "Ten Keys to Handling Unreasonable & Difficult People: 10 Strategies for Handling Aggressive or Problem Personalities." *Psychology Today (blog)*, September 2, 2013, <https://www.psychologytoday.com/blog/communication-success/201309/ten-keys-handling-unreasonable-difficult-people>.

The author presents ten action statements for utilization when faced with difficult people. He notes the benefits of each and discusses the "how to" for achieving each action.

Toot, Louisa. "Zen and the Art of Dealing with the Difficult Patron." *Reference Librarian* 36, no. 75/76 (June 2002): 217-233. doi:10.1300/J120v36n75_20.

Ms. Toot explores the Zen and Buddhist philosophies providing solutions for librarians engaged in assisting difficult patrons.

Walker, Stephanie. "Dealing with Difficult Colleagues When You're the "New Kid." *The Bottom Line* 24, no. 3 (2011): 180-184. doi:10.1108/08880451111186026.

After defining ten behavior traits the author offers strategies to deal with these difficult personalities. Walker bases her suggestions on her personal experiences with personnel situations in academic, public and special libraries.

BOOKS

Brown, David. *The Art and Science of Dealing with Difficult People*. New York: Skyhorse Publishing, 2011.

This book helps with understanding that everyone is different offering the reader suggestions and direction on dealing with these differences.

Doucett, Elisabeth. *What They Don't Teach You in Library School*. Chicago: American Library Association, 2011.

Doucett covers many aspects of running a successful library, including a step by step guide on how to manage problem patrons and confrontation.

Graham, Warren Davis. *The Black Belt Librarian: Real World Safety and Security*. Chicago: American Library Association, 2012.

This title provides tips and strategies for setting behavioral expectations, intervening when patron behavior is disruptive, and handling frequent flyers. The book also discusses guidelines for creating a security program, how to document incidents, and communicate with security personnel.

Rikleen, Lauren Stiller. *You Raised Us, Now Work With Us: Millennials, Career Success, and Building Strong Workplace Teams*. Chicago: American Bar Association, 2016.

Rikleen's book studies the behaviors, skills, and faults of Millennials (1979-2000 birth years), especially as related to working with Baby Boomers and Gen X. Her goal is to help the different generations understand each other by examining the impact of their behaviors in the workplace, while also dispelling many of the negative stereotypes prevalent in popular media. Millennials will become 75% of the workforce by 2025, meaning they are increasingly your library students, customers, and coworkers. This book suggests practical strategies for strengthening intergenerational teamwork and relationships. These concepts can be translated into ideas for developing different library service models based on the changing needs and habits of younger generations.

Rubin, Rhea Joyce. *Defusing the Angry Patron: A How-to-do-it Manual for Librarians*. 2nd ed. New York: Neal-Schuman Publishers Inc., 2010.

Dealing with upset patrons is a reality of library service. Rubin instructs how to deal with angry people including angry comments, how librarians should react to anger and how to defuse tense situations.

Smith, Kitty. *Serving the Difficult Customer: A How-To-Do-It Manual for Library Staff*. New York: Neal Schuman Publishing, 1994.

A how to manual for working through problems with patrons based on our perceptions and how we can change ourselves to create a better environment.

Turner, Anne M. *It Comes With the Territory: Handling Problem Situations in Libraries*. Rev. ed. Jefferson, N.C.: McFarland & Company, Inc., 2004.

The author of this book, a director of a public library, uses her work to teach the reader how to handle behavioral problems including those of angry patrons and mentally ill patrons. Advice on dealing with problem children is also provided.

Willis, Mark R., *Dealing with Difficult People in the Library*. Chicago: American Library Association, 1999.

Willis advocates learning and utilizing strong communication skills offering very good guidance for policy making. This book is a hands-on guide to solving and managing problems that pop up when dealing with patrons.

PRESENTATIONS

Dowd, Ryan, "Practical Skills for Working with Patrons Experiencing Homelessness." Paper presented at IFLA WLIC 2016 – Columbus, OH – Connections. Collaboration. Community in Session 147. <http://library.ifla.org/1493/1/147-dowd-en>.

Insightful tips for dealing with the homeless in the library.

OhioNET. "Introduction to Emotional Labor: Strategies to Increase Your Engagement & Satisfaction at Work." June 13, 2016.

<http://www.ohionet.org/civCRM/event/info?id=337&reset=1>

Research articles noted during the webinar include:

Hulsheger, U., H. Alberts, A. Feinholdt, et al. "Benefits of Mindfulness at Work: The Role of Mindfulness in Emotion Regulation, Emotional Exhaustion, and Job Satisfaction." *Journal of Applied Psychology* 98, no. 2 (2013): 310-325. doi:10.1037/a0031313.

Matteson, M., S. Chittock, and D. Mease. "In Their Own Words: Stories of Emotional Labor from the Library Workforce." *Library Quarterly* 85, no. 1 (2015): 85-105. doi:10.1086/679027.

Matteson, M., S. Miller. "A Study of Emotional Labor in Librarianship." *Library & Information Science Research* 35, no. 1 (2013):54-62. doi:10.1016/j.lisr.2012.07.005.

Richards, Tricia. "Dealing with Difficult Patrons." The PR Dept., LLC. Accessed September 16, 2016. http://www.warrenlibrary.org/district/files/Difficult_Patrons.

This short article provides quick tips on how to handle patrons.