

Oh, You've Got Trouble

Part 1:

Code Framework

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The “KDL Way”

Our Purpose: We exist to further all people.

Our Values: We build relationships through kindness, empathy and love. We provide passionate service. We seek convenience and efficiency in our work. We have fun. We are always looking for *What’s Next!*

Healthy Relationships have Boundaries: Relationship-focused service means building supportive, not abusive, relationships.



Codes Framework Overview

Code 1 =

Common complaints

Ex. *Noise Complaints,*
Unattended Children





Code 1 Framework

Code 1 =

1. K - Frame a **K**ind Response
2. E - **E**mpathize
3. R - Give a **R**ationale
4. A - Offer an **A**ccomodation,
Alternative or Boundary Choices



Scenario: Noise Complaint

Code 1 =

1. K - Frame a **K**ind Response
2. E - **E**mpathize
3. R - Give a **R**ationale
4. A - Offer an **A**ccomodation,
Alternative or Boundary Choices



Codes Framework Overview

Code 2 =

Unintentionally Offensive
Behaviors/Comments

Ex. *Drinking or Intoxicated
Patron*





Codes Framework Overview

Code 2 =

1. **C** = Remain **C**alm and neutral
2. **D** = Give them an out but be **D**irect
3. **S** = Ask them to **S**top (if necessary)



Scenarios

Unruly, aggressive or bullying behavior toward other patrons or staff

- What does this look like in the library?
- How do we respond?



<https://pixabay.com/en/office-people-accused-accusing-2539844/>



Codes Framework Overview

Code 3 =

Safety Concerns

Ex. Verbal/Physical fights,
Sexual and Verbal
Harassment





Code 3 Framework Overview

Code 3 =

1. **A** = Assess Danger or harm to staff and patrons
2. **R** = Remain calm and Assertive
3. **E** = Enforce Boundaries
4. **A** = Regroup **A**fterward

Codes 1, 2, and 3 Framework: What is the end goal?

1. Safety comes first.
2. Staff are empowered to say “No” to bad behaviors.
3. These are just guidelines for learning and growth.





What scenarios do you have?