

Code 1 Response Framework

Purpose:

Responding to concerns and complaints in a positive and proactive way will help ensure people feel listened to and taken care of. The way we respond can often keep situations from escalating into more serious complaints or situations.

Guidelines:

1. Frame Your Response

Stay proactive and positive. It's important not to take patron attitudes or choices personally. If a patron appears angry, frustrated or upset stay calm and neutral. Focus on finding a solution to the issue.

2. Empathize

Give the patron a chance to be heard. Listen carefully to the patrons issue or complaint and put yourself into the person's shoes. Do not judge. Do your best to communicate that you understand and are sorry that the situation has occurred.

3. Give a rationale

When a rule/situation that a patron disagrees with cannot be changed then offer a quick rationale for the decision. Help the patron know that KDL has reasons for its policies.

4. Offer an Accommodation Alternative or Boundary Choices

Use your best judgment to offer an accommodation or alternative. In case of disruptive behavior, boundary choices should be given.

Note: Using the acronym KERA may help you remember the steps. It stands for Kind, Empathize, Rationale, Accommodation.

Code 2 Response Framework

Purpose:

In the library, staff often deal with people who are unintentionally offensive. It can be hard to know how to respond. This response framework will help you be kindly direct in dealing with these uncomfortable situations.

Guidelines:

1. Remain calm and neutral

Whatever the patron is doing may be personally distasteful, however, it is important to appear neutral. Do your best to remove personal judgement from the situation.

2. Give them an out but be direct

Avoid embarrassing the patron by indicating that the behavior may have been unintentional. When people feel embarrassed, they often get defensive and this can escalate the situation. Examples of outs: I'm sure you didn't mean that but... I know you are just trying to be nice but... I totally understand what it's like to be a busy mom and needing some "me time" however....

3. Ask them to stop (if necessary)

Explain why the behavior is unacceptable and ask them to stop or not to do it again.

NOTES: If patrons become defensive or aggressive, move to Code 3 Response Framework.

Using the acronym CDS may help you remember the steps. It stands for Calm, Direct, Stop.

Code 3 Response Framework

Purpose:

Rarely, you will encounter situations in the library where you feel the physical or emotional wellbeing of staff and/or patrons is in jeopardy. This framework will help you assess the danger to yourself and others and preserve the safety of everyone in the library

Guidelines:

1. Assess danger or harm to staff and patrons

If you feel that you or anyone else is in danger, call 911. When possible, get another staff member to approach Code 3 interactions with you.

2. Remain calm and assertive

Your level of assertiveness should match their level of aggressiveness. Use a supportive stance by using non-threatening body language:

- Angle your body slightly away with one foot and shoulder behind. This avoids the appearance of “squaring off” for a fight.
- Hold your body in an open position - avoid crossing your arms.
- Keep some space between you and the patron to avoid invading their personal space. If they lean away or put their hands up, step back a little.

3. Enforce boundaries

Physical Boundaries: If you feel physically uneasy in any way, work to keep a barrier between you and the patron. Remain behind the desk or step back two steps. It is best to step away completely if you feel physically unsafe.

Verbal Boundaries: Be directive – tell them what you want them to do or not do.

*Example: If you are being insulted, firmly tell the person, “I’m going to ask you not to speak to me that way.”

*Example: If the person has violated a rule and must be banned for a period of time, firmly tell the person, “You are going to need to leave the library now.” Tell the person when they will be allowed to return.

Get help: Ask another person to stand beside you if you feel uneasy. If you feel unsafe, step away and call 911 or ask another staff person to call 911.

4. Afterward Regroup

After the incident is over, step away from the desk. Breathe deeply. Debrief with your manager or a colleague. Write an incident report.

Note: Using the acronym AREA may help you remember the steps. It stands for Assess Danger, Remain Calm, Enforce Boundaries, Afterward Regroup.

Emergency Cheat Sheet

Police Non-Emergency number _____

Secondary Police Number _____

Manager's Cell _____

Director's Cell _____

Be prepared for the following types of questions:

What is the nature of your emergency?

What is your address?

Library Address:

What is your direct line?

Library Direct Line:

When the emergency responders arrive, be prepared for the following questions:

What is the emergency?

They will probably want more information of what has occurred as they may not receive much info from the dispatcher.

Have you directed the patron to leave?

The police need a staff member to tell the person to leave in order for them to make the person leave. If necessary, the officers can accompany you to ensure your safety.

Take note of the following information because you will need this for your incident report.

What time did the incident begin? _____

What time did emergency responders arrive? _____

Who else witnessed the incident? (List the names of all who were involved or witnessed incident)
