Banish “Problem Patron” from Your Vocabulary

**Resources**

**What Really Helps: Using Mindfulness and Compassionate Presence to Help, Support, and Encourage Others**  Karen Kissel Wegela 978-1590308806  
*Practical and useful information on giving and receiving feedback, listening, and creating behaviors that help rather than hinder.*

**Emotional Intelligence 2.0**  Travis Bradberry 9780974320625  
*Not just about EQ but practical how-tos, a quiz, and valuable tips for improving your emotional intelligence and soft skills.*

**Defusing the Angry Patron: A How-To-Do-It Manual for Librarians**  Rhea Joyce Rubin, 978-1-55570-731-6  
*Wish it had a different title because it is about more than defusing. The tips and information here are excellent tools for preventing issues with customers through listening, depersonalization, and even the physiological effects of anger so you can better understand the angry customer.*

**Guidelines for Libraries**

**Guidelines for Library Services for People with Mental Illnesses**  Rachel Alter 978-0-8389-8410-9  
*ALA publication with guidelines for developing skills for working with the mentally ill as well as detailed crisis management procedures that can be adopted in the workplace.*

**People with Mental Health Issues: What You Need to Know**  Library Accessibility Tip Sheet 7, ALA:ASCLA  
[http://www.alap.org/ascla/sites/ala.org.ascla/files/content/asclaprotocols/accessibilitytipsheets/tipshets/7-Mental_Illness.pdf](http://www.alap.org/ascla/sites/ala.org.ascla/files/content/asclaprotocols/accessibilitytipsheets/tipshets/7-Mental_Illness.pdf)  
*Tips pulled from the ALA publication Guidelines for Library Services for People with Mental Illnesses*

**Safeguarding Cultural Properties: Security for Museums, Libraries, Parks, and Zoos**  Stevan P. Layne, 978-0124201125  
*Step by step guide for creating security procedures at public institutions including what in legal and what is not. Even if you aren’t hiring security, the tips included on dealing with unruly behavior, protecting the workplace, and documenting are very valuable.*
Safety and Security Guidelines for Libraries, ALA
http://www.ala.org/tools/safety-and-security
Guidelines for collections and facilities, a bibliography of books, web pages, and articles about security.

Understanding People
Are teenage brains really different from adult brains? Molly Edmonds, How Stuff Works article
In depth yet accessible article on the development of the teenage brain and its effect on teen behavior.