Manager/Librarian Supervisor Discussion

Takeaways for Comments on Materials:

1) **Listen to understand**. Let the patron share their thoughts, and ask clarifying questions when appropriate. Initially, do not try to explain or give justifications. Be respectful of the patron, regardless of your thoughts/feelings on what they are sharing.
    a. Code of conduct still applies if the patron is yelling or using language, etc.
    b. Be aware of your body language and tone.
2) **Do not make promises**. Be as neutral as you can. Do not share personal opinions, or offer that you agree or disagree.
3) **Offer to connect**. If the patron says they want to know what action will be taken, offer to connect them with the appropriate staff, and refer to Sarah and/or Melissa.
    a. Let the patron know you are passing them to a Librarian/Supervisor because we take their comments seriously and want to make sure they are talking to the appropriate person to answer their questions.
4) **Things you might say**:
    - "Just to make sure I am hearing you correctly, you concern/question is…" [rephrase what you heard]
    - "Thank you for taking the time to share your concern/question with us."
    - "Thank you for your feedback."
    - "Let me connect you with the person who can address this more fully with you."

Notes:

Takeaways for 1st Amendment Auditors

If you see a patron filming in the library:

1) **Greet them** as you would normally greet any patron and offer to help.
    a. "Welcome to the library. Is there anything I can help you with today?"
2) *If* they ask about being allowed to film in the library, you may say "Yes, this is a public space so filming is allowed."
3) **Don't get trapped into a conversation**. If the person filming tries to engage you in a conversation that is not related to library business, you may say "is there anything library-related I can help you with?" and if they say no, you may respond "okay, if you will excuse me I have some other job duties to attend to. Let us know if you need any other assistance."
4) Nuance:
    a. A second patron expresses discomfort with being filmed in the space. You may respond: "I understand. Because this is a public space they are allowed to film."

Notes:

<u>Takeaways for Open Carry</u>

1) **Patrons are legally allowed to carry weapons openly in the library.** There is no restriction on where in the library they are allowed to go, with the exception of secured staff areas.
2) **Pay attention to the behavio**r (actions, words) of the patron, not just the presence of a weapon. If the person's <u>behavior</u> is threatening or suspicious, regardless of the presence of a weapon, it is appropriate to call for emergency help.
3) **If another patron expresses concern,** share that the patron may call 911 if they have concerns about the other person's behavior, but that carrying a weapon is legally allowed.
4) **Only exception to open carry**: Open Meetings Act – states that weapons are not allowed in the room where the meeting occurs while it is ongoing. The only meetings on library property are quarterly Library Advisory Board meetings. Library Administration has appropriate signage to use in these cases, and it will be posted outside the door of the room where the meeting occurs.

Notes:

<u>Takeaways for ADA Guidelines – Service Animals</u>

1) **Service Animals are welcomed and permitted.** Dogs or miniature horses (*Per Legal, this animal is an exception under Title II and Title III of ADA*) that are individually trained to do work or perform tasks for an individual with a disability. No other animals are permitted.
2) **Special identification and certification are not required.** Some animals may wear special collars, harnesses, vests or capes and some are licensed/certified while others may not.
3) **Employees may not require ID documents and may not ask about the person's disability.** It is ok to ask 2 questions: (1) Whether the animal is a service animal and (2) what work or task the service animal has been trained to perform.
4) **Service Animal Behaviors:** If a service animal's behaviors pose an unreasonable or direct threat to the health or safety of others, or do not conform to these guidelines, it may not remain in a Library facility.

Notes:

<u>Takeaways for Nursing Mothers and Prayer Requests</u>

1) **Private Space Requests**. Although, we do not have a special identified space like you see in airports and convention centers. Staff will offer different places in the building depending upon availability.
2) **What to offer.** At Harrington, and if available, staff can have patrons use public areas like the storytime room, program room and kitchen. We would not offer staffing areas like the staff conference room or back workroom.

Notes:

Takeaways for Request for Free Speech

1) Participants may engage in free speech on library grounds outside the building, within PPL guidelines
2) Requests are directed to the Library Manager
3) Provide Free Speech handouts upon request

Notes:

Takeaways for Elections: Voting, Signage, Electioneering

1) **Be neutral**. With libraries being polling locations, often times patrons will strike up a conversation on politics. It's important to remain neutral. Do not share personal opinions, or offer that you agree or disagree. Redirect conversations: *"Is there something library-related I can assist you with?"*
2) **Election signage.** The City has ordinances regarding Political signs in terms of location and length of time the signs can be posted. The Building Inspections department is the only department authorized to enforce sign regulations including removal of signs. Concerns or complaints around election signage should be referred to your supervisor or manager.
3) **Campaigning/Electioneering.** It is not uncommon to have individuals working or campaigning at City polling places during early voting or on Election Day. There are election rules including distance limitations outside voting entrances, which is enforced by the Election Judge. Refer complaints or concerns with a supervisor/manager.

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