



Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals

(How to Do It Manuals for Librarians)

Rhea Joyce Rubin

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Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals (How to Do It Manuals for Librarians)

Rhea Joyce Rubin

Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals (How to Do It Manuals for Librarians) Rhea Joyce Rubin

Does dealing with angry customers eat up staff time, increase stress at public service desks, and undermine morale? This work introduces the many causes and faces of anger as well as practical techniques for dealing with angry patrons. It covers handling frustration and confrontative behaviour.

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