

Training: Handling Everyday Patron Interactions

Learning Objectives:

- Library staff will discuss privacy protection with patrons during everyday interactions.
- Library staff will be able to identify which local agencies can help patrons with completing forms that include sensitive information.

About this Training:

Staff will act out or read a persona and script, then brainstorm and discuss ways to handle privacy protection in everyday patron interactions.

This Training is Appropriate for:

Dependent upon which activities are chosen.

Time Required for Training:

Less than 30 minutes (for each option).

Materials Needed:

“What is a Persona?” information sheet, personas, scripts

Training Outline:

[OPTION A: Act it Out]

This Training is Appropriate for: Group, Onboarding, One-on-One

1. Introduce the concept of personas using the “What is a Persona?” information sheet.
2. Provide the staff with the persona handout and script that will be used for this training session.
3. Ask the staff to act out the script. Alternatively, this can be done table-read style, where each person reads a different character, but does not have to stand/act out the scene. These roles can be assumed by the facilitator or the library staff.
4. During the readthrough/role-playing, have staff model how they would respond to the needs of the patron.
5. Provide feedback to the staff on expectations/policies in place and outline what staff can and cannot do to help the patron.
6. If this is done in a group, the audience can participate in the conversation/feedback session.

[OPTION B: Table Read]

This Training is Appropriate for: Group, Onboarding, One-on-One

1. Introduce the concept of personas using the “What is a Persona?” information sheet.
2. Provide the staff the persona handout and script that will be used for this training session.
3. Read the script with the new staff. The facilitator will take the role of the patron (persona), while the staff takes the role of the library staff.
4. After reading the script, ask the staff person to think about the unique challenges presented to them in the given situation. For example,
Challenge for onboarding staff: *How can library staff help a patron that wants the staff member to fill out medical forms on their behalf?*
 - Possible solution: Provide the new staff member a blank handout for filling in local resources, where they help patrons complete forms. Shows the staff member how to research and identify some of the local agencies that can help patrons with their needs that extend beyond the library capacity. The new staff member learns how to find resources to direct patrons for more help, how to discuss with

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patrons the privacy concerns they have for the patron, and reasons why they cannot help with a certain task. They can explain that the privacy of the patron is more protected if they go through the given local agencies. In this way, the staff member starts to create a ready reference menu/path for them to refer to while on the job. This can be an ongoing task for the first few weeks of their onboarding.

[OPTION C: Independent Reading with Staff Discussion]

This Training is Appropriate for: Group, Onboarding, Continuing, One-on-One

1. Introduce the concept of personas using the “What is a Persona?” information sheet.
2. Provide each participant or a group of participants a persona handout and its matching script to read.
3. After the staff have had a chance to fully explore these materials, lead a discussion focusing on [examples in brackets for the Julia persona]:
 - What are the steps/measures to take to protect the privacy of the patron? [let patron know they should not share their password with anyone, including a library staff member; etc.]
 - What are the policies that are in place to guide staff as they work with this patron? [Policies that do not allow you to touch the device of the patron, etc.]
 - How can staff help patrons have situational awareness about protecting their privacy when using a public library? [is the patron aware that there are people walking around behind them, therefore even more reason for them not to say their password aloud, etc.]
4. During the discussion, each staff member will share their answers given the persona and script they were assigned. Staff members discuss why there are different privacy issues and approaches to handling them given each context.