

Training: Addressing Patron Privacy Concerns

Learning Objectives:

- Library staff will describe how to make patrons aware of privacy concerns in varying situations.

About this Training:

Staff will watch a video about a patron interaction based upon a persona and script. Facilitators choose which of the 3 options given to utilize in building the desired training for staff.

This Training is Appropriate for:

Dependent upon which activities are chosen.

Time Required for Training:

Dependent upon how many activities are chosen.

Materials Needed:

“What is a Persona?” information sheet, training videos, personas, “Takeaways” worksheet [Activity A]

Training Outline:

[ACTIVITY A]

This Training is Appropriate for: Continuing, Independent

1. The staff member will read the “What is a Persona?” information sheet.
2. The staff member will read the persona for the associated video, then watch the video. The video shows a scripted scenario associated with that persona.
3. At the end of the video, the staff member is given a “Takeaways” worksheet to evaluate takeaways and brainstorm how they would take a different approach in helping to solve the patron’s problem.
4. Staff can discuss their takeaways with a supervisor.

[ACTIVITY B]

This Training is Appropriate for: Continuing, Group

1. Each staff member will read the “What is a Persona?” information sheet independently.
2. Each staff member watches a video of a different persona/script and reads the persona for that video during their training time for the week.
3. They post their takeaways from each scenario to a virtual discussion board which the facilitator can set up and comment on each other's takeaways.

[ACTIVITY C]

This Training is Appropriate for: Continuing, Group

1. Each staff member will read the “What is a Persona?” information sheet independently.
2. Each staff member watches a video of a different persona during their training time for the week.
3. They come together at the weekly staff meeting and briefly discuss their takeaways from each scenario with each other.