

Oh, You've Got Trouble

Part 2:

Verbal & Sexual Harassment

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What does a Code 2 look like?

Unintentionally
Offensive
Behaviors/Comments

Includes:

- Sexual or Personal Advances
- Drinking or Intoxicated Patron



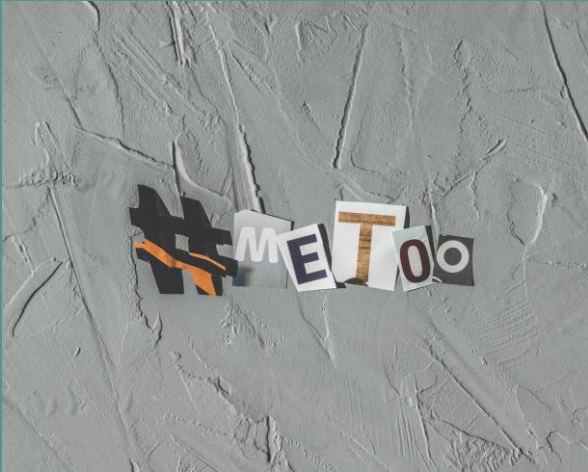
What does a Code 3 look like?

Outright violations of our Code of Conduct that must be stopped immediately and assertively for everyone's safety.

Includes:

- Sexual Harassment
- Verbal Harassment

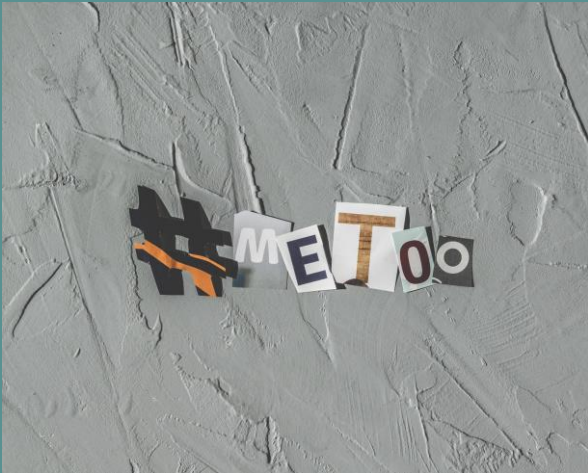
What is Sexual Harassment?



Oxford Dictionary Definition:

“Behavior characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation”

What is Sexual Harassment?



A Common Definition:

You know it when you see it!

Code 2: Sexual or Personal Advances



Situation:

Staff encounter patrons who are overly familiar, uncomfortably complimentary, or overtly sexual

Code 2: Sexual or Personal Advances



Challenges:

It is very hard for staff to be direct and firm.

This gives them permission and a script.

This will require practice.

Code 2: Sexual or Personal Advances



Scenario 1:

A patron comes up to the service desk and comments, "That dress really flatters your figure."

You're uncomfortable with the comment, and feel it was inappropriate but don't feel that it was meant as sexual harassment.

Code 2: Sexual or Personal Advances



1. C = Remain Calm and neutral
2. D = Give them an out but be Direct
3. S = Ask them to Stop (if necessary)

Code 2: Sexual or Personal Advances



Possible Response:

In this situation, you are fully empowered to use your own judgement. You have the right to make your feelings known and ask the patron not to comment on your appearance.

I know you mean to be kind, but I don't discuss my appearance at work. Is there anything I can help you with today?

OR

I prefer not to discuss my appearance at work. Is there anything I can help you with today?

What is Sexual Harassment?



KDL Definition:

When someone has already been told to stop overly familiar behavior, any continued behavior in this vein can be treated as sexual harassment.

Code 2 Escalation



Situation:

Patrons who start out making staff uncomfortable will sometimes escalate into harassing or abusive situations.

Move to Code 3: Sexual Harassment as needed.

Code 3: Sexual Harassment

Scenario: Continued over-familiarity

Response:

1. Assess danger or harm to staff and patrons
2. Remain calm and assertive
3. Enforce boundaries
4. Regroup Afterward



Code 3: Verbal Harassment



Situation:

Staff encounter patrons who are verbally aggressive, often yelling, belittling or disrespecting staff

Remember: Take all threats of physical violence seriously!

Code 3: Verbal Harassment



Scenario: Patron yelling/cursing staff

Response:

1. Assess danger or harm to staff and patrons
2. Remain calm and assertive
3. Enforce boundaries
4. Regroup Afterward

Code 3: Verbal Harassment



Challenges:

Fear of bothering emergency personnel

Staff don't know what to expect



Calling 911 Cheat Sheet

Emergency Cheat Sheet

Police Non-Emergency number _____

Police Dispatch _____

Manager's Cell _____

Director's Cell _____

Be prepared for the following types of questions:

What is the nature of your emergency?

What is your address?

Library Address:

What is your direct line?

Library Direct Line:

When the emergency responders arrive, be prepared for the following questions:

What is the emergency?

They will probably want more information of what has occurred as they may not receive much info from the dispatcher.

Have you directed the patron to leave?

The police need a staff member to tell the person to leave in order for them to make the person leave. If necessary, the officers can accompany you to ensure your safety.

Take note of the following information because you will need this for your incident report.

What time did the incident begin? _____

What time did emergency responders arrive? _____

Who else witnessed the incident? (List the names of all who were involved or witnessed incident)



It's your turn!

What scenarios do you have?