

# **Making It Happen: Dealing with Our Angry Library Customers**



**Presenter: Andrew Sanderbeck**

# Today's Quote

“The earlier in life that you know your currency, the better and easier life will be for you.” – **Amy Poehler**



③ I AM GOOD  
AT COOKING  
WITHOUT A  
RECIPE &  
WITH A LOT  
OF LOVE

What are you  
good at?

IF you suck at your job...



you might be a professional  
straw tester





**\*BIG DISCLAIMER\*** Nothing in communicating with human beings is certain because every person is different and their moods change from day to day or even minute by minute.

# The Nature of Angry

## Customers

Angry customers are unhappy. They range in emotional state from mildly disappointed to completely outraged and they present themselves from calm to abusive. Sometimes their behavior is outrageously bad.





# The Nature of Angry

## Customers

Usually they have a reason for being unhappy – their expectation of a product or service the library offers wasn't met or someone didn't make good on a promise.



# Anger is a Form of Suffering...





Hurt people  
hurt people.



magic pill



SILVER  
BULLET



**SORRY.**

**NOT HAPPENING.**

memegenerator.net



the customer  
is always  
**right**, right?





Is this a customer worth keeping?



# Sometimes We Get Stuck...



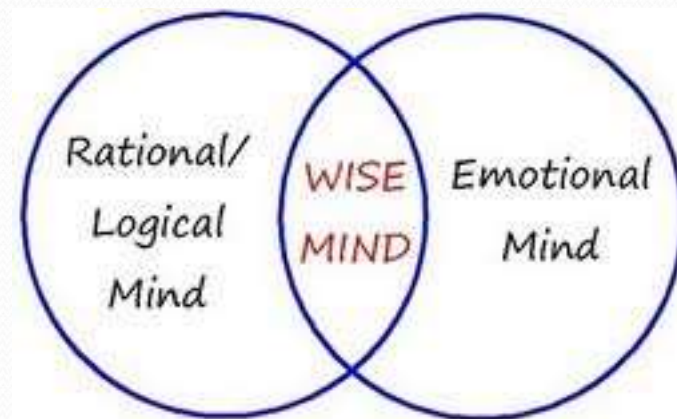
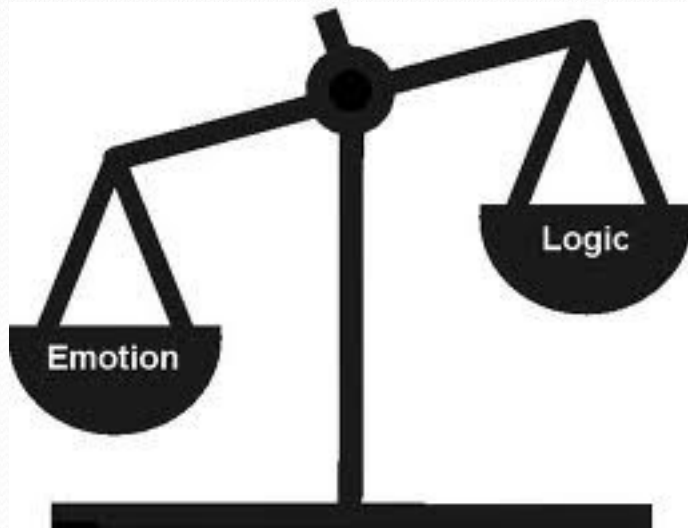


# Angry Customers

- An angry customer is most likely not angry with you.

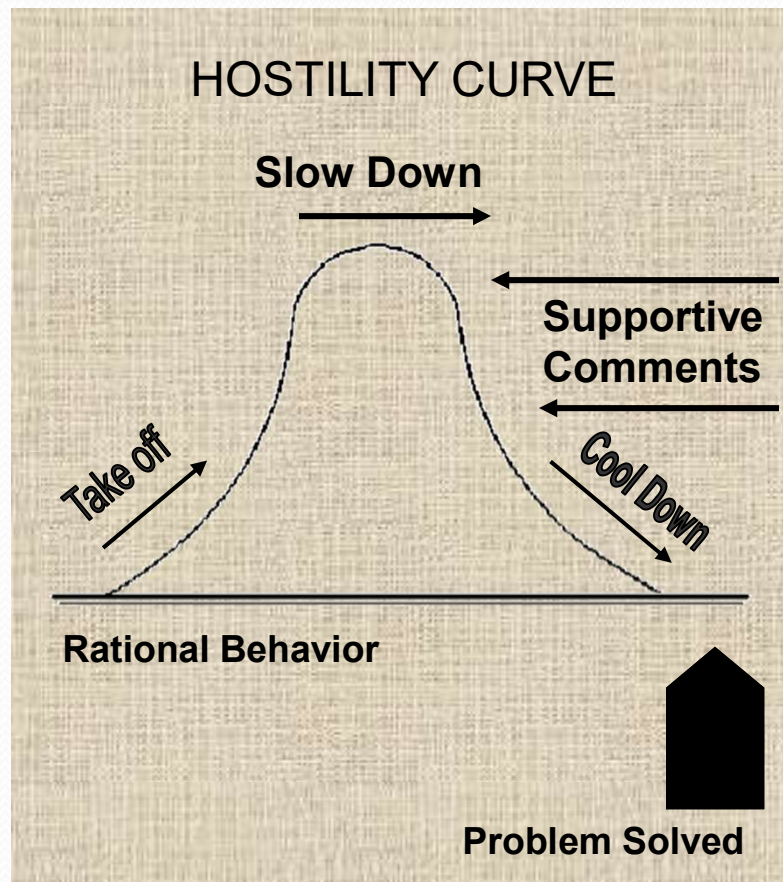


# *Emotion vs. Logic*





# Hostile/Angry Customers



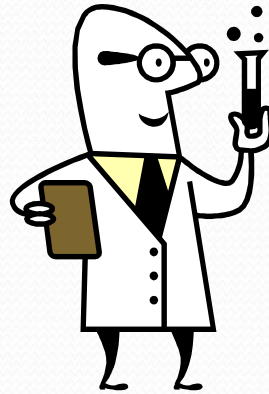
- Wait until their hostility peaks and then begins to cool.



# Techniques to Help You Stay Calm and in Control



$$E + R = O$$



Event + Response = Outcome

# Other Techniques That Work!!

QTIP = Quit Taking It Personally

Ask Yourself:

What can I learn from this?

Know Your “Hot Buttons”





## Angry Customers Are a Gift For You? Really!



# Argumentative Customers

- Speak softly
- Ask for their opinion
- Take a break – don't get drawn in





# Verbally Abusive Customer



- Remain calm
- Let the customer know the consequences, calmly and objectively



# Threatening Customers

- Threats can be an attempt to intimidate you.
- Keep calm and keep your responses focused on the issue at hand.

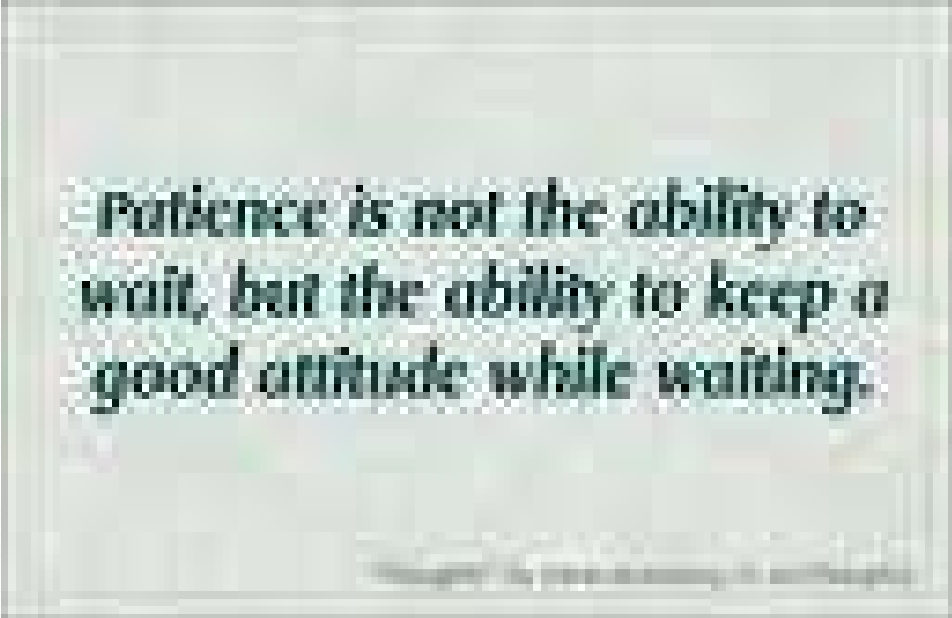


## Adopting the Following Measures May Help

Be Patient

Be Positive

Control Your Anger

A framed quote with a light blue background and a thin grey border. The text is in a serif font and reads: "Patience is not the ability to wait, but the ability to keep a good attitude while waiting."

Patience is not the ability to wait, but the ability to keep a good attitude while waiting.



## Techniques to Ensure Everyone's Safety

- Put something between you and the angry customer
- Distance and time are your allies
- Action vs. reaction
- What's the Golden Rule of escorting a customer to a different location?





Thank You

**WARNING!**

**YOU ARE ABOUT TO  
ENTER A LIBRARY  
THIS IS ONE OF THE  
MOST DANGEROUS PLACES  
YOU WILL EVER VISIT**

**DANGER!**

**PREPARE TO QUESTION,  
THINK AND CHALLENGE**

*Enjoy your visit.*