

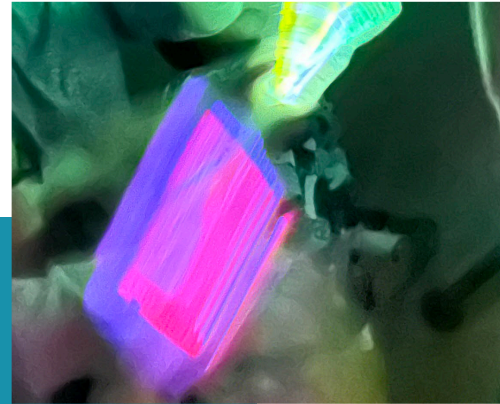
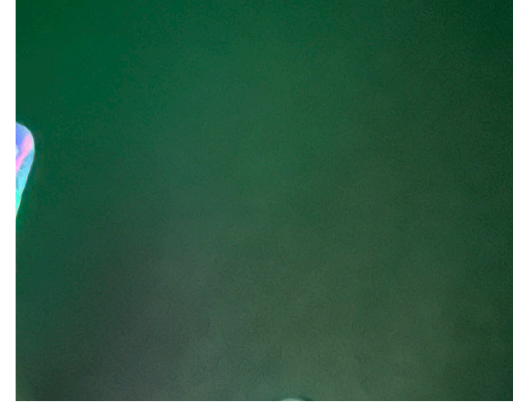
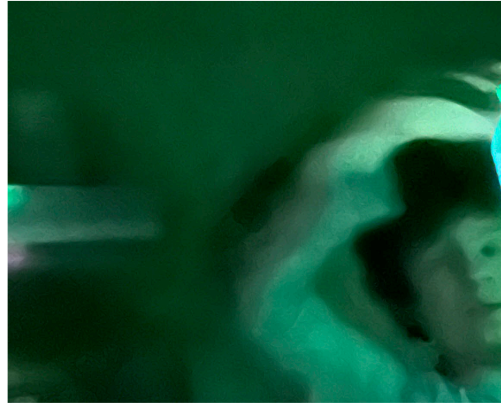


Incivility and Harassment in Rural Public Libraries

January 20, 2025



Community Hubs





Welcoming and Inclusive Spaces

Definitions

Incivility

- Low-intensity behaviour with ambiguous intent to harm. Includes rudeness, disrespectful comments, and disregard for social norms

Harassment

- Repeated, unwanted behaviour targeting a particular person or group. Includes verbal abuse, offensive remarks, intimidation, and threats.

Challenges faced by staff



Reduced patience and tolerance



Emotional Outbursts



Yelling, swearing, and vulgar language



Drug use

Impact on Staff



Lower job satisfaction,
reduced morale



Stress and anxiety



Negative attitudes



Compassion fatigue

Strategies to address incivility and harassment



Balance need to provide service with need to protect and support staff

Communication and knowledge sharing



Current guidelines, policies, and procedures

Hire for the right fit



Staff Training

- Librarian's Guide to Homelessness Training by Ryan Dowd
- De-escalation and Situational Awareness Training
- Cultural Awareness Training
- Mental Health First Aid





Reporting and Documentation

- Clear reporting channels
- Clear processes
- Support



Safety and Security Measures

- Risk Assessment
- Panic pendants
- Washroom management
- Security cameras
- Security guards

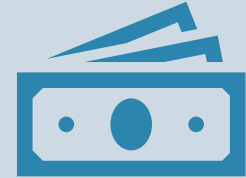
Conclusion



RURAL LIBRARIES ARE EXPERIENCING
INCREASED INCIDENTS OF INCIVILITY AND
DISRUPTIVE BEHAVIOUR



STAFF NEED TO HAVE THE NECESSARY
TOOLS, RESOURCES, AND SUPPORTS TO
RESPOND



LIMITED FINANCIAL RESOURCES ARE A
CHALLENGE TO PROVIDING THESE TOOLS

Thank you

Brooke McLean, MLIS

bmclean@brucecounty.on.ca

519-832-6935

