



WHAT WOULD YOU DO?—THE INEVITABLE SITUATIONS THAT ARISE

It is important that all staff realize that they are backed up by written policies and procedures that have been approved by the Board of Trustees. Every staff member should know where forms are for accidents, complaints, equipment release, etc. and should know the proper procedures to follow. Please use this as the 3rd evaluation after an employee completes their 3rd month during their initial employment period. Please answer the following questions briefly and cite the relevant policy section. Note that not every question is actually covered by policy.

Employee Name: _____ Date: _____

1. What would you do if a customer brought in a book and said: “This has filthy language, I demand that you take it off the library shelf?”
2. What would you do if someone slipped on the steps outside and broke their ankle?
3. What would you do if a customer came in and said their house got blown away in a tornado and five of our library books were in it?
4. What would you do if a 7 year old child was left in the library by their caregiver all afternoon, and he was pulling picture books off the shelf and causing a disturbance?
5. What would you do if a 16 year old was causing trouble and you asked him to leave the library and he refused to go?
6. What would you do if the police came in and asked you for the name and address of the person who used your Internet computer last Saturday at 2 p.m. and claimed to have prepared a threatening letter on it?
7. What would you do if a vagrant with unpleasant body odor went to sleep on one of your sofas and stayed all afternoon?
8. How would you handle someone who asked to borrow a T-Mobile Hotspot? What procedure would you follow?
9. What would you do if you were in the branch alone at night and the lights went out one hour before closing time and stayed off?

10. What would you do if the toilet overflowed and the custodian is not on duty or due to come in that night?
11. What would you do if story hour mothers are being loud and disruptive while waiting for their children to finish story hour?
12. How would you handle a 15 year old teenager who wants to get a library card?
13. What would you do if someone comes to the desk and asks if there are any jobs available?
14. What would you do if a customer said they had lost their library card but refuses to pay the \$2.00 replacement fee?
15. What do you say when an individual calls and asks if they may bring several boxes of books to the library as donations?
16. If you have a community room at your branch, would you allow a group to use the meeting room for a regular worship service every Sunday? Is it possible for a church to offer a Bible study at the library?
17. What procedure do you follow if the circulation computers do down?
18. What would you do if the tornado sirens go off in your town?
19. How do you handle a customer who comes into the library with a can of soda or food?
20. How would you handle a customer who is talking very loudly on their cell phone in the library?

