Scenario1: **A patron wanted to know who decides that everyone had to wear masks. They felt as a public building, it shouldn't be required.**

Question 1: As a staff member in this position, why do you think this negative experience occurred?

-The inconsistency between the library requiring masks while other public spaces don't

-Inconsistency in terms of vaccination status news, who can gather together without masks, etc.

Question 2: Now put yourself in the patrons' position, what would be a driving force of why they would be upset?

-People are frustrated about wearing masks and don't feel like it makes sense.

-Inconsistency between masks being required in the library then those rules changing.

Question 3: Reflecting on the outcome of the scenario, would you do anything different? (if you scenario does not have a clear outcome, consider how you could deescalate the situation?)

-HKDP has a script that they say in response to these situations in order to maintain consistency

Scenario 2: **In explaining to an adult that they needed to remain in the building during a story time since I would not be responsible for the safety of their child in case we had to evacuate, they became very upset that I would "leave their child to burn".**

Question 1: As a staff member in this position, why do you think this negative experience occurred?

-programs are being seen as a way to have the child involved as opposed to a parent/child quality time event. This leads to parents thinking that they can drop their child off and not stay and engage with them.

Question 2: Now put yourself in the patrons' position, what would be a driving force of why they would be upset?

-The parent is busy and wants to run errands / needs a break from parenting so they wants their child occupied

Question 3: Reflecting on the outcome of the scenario, would you do anything different? (if you scenario does not have a clear outcome, consider how you could deescalate the situation?)

-Let the parent know that it's meant to be an interactive storytime/program with parent/child and these are the reasons for this interaction

-Word the program description as something that isn't just a drop off program. Communicate how important it is to remain in the room with the child and engage in the program with it / emphasize the benefits of the parent being there with the child

-Emphasize that for the safety of the child, having a parent there is important. There's only 1 librarian for however many children and it's important tho have more adults responsible present