



Suggested Language

Just because you work with the public doesn't mean you have to ignore harassing comments or behaviors. You can address these situations professionally while still establishing personal boundaries. Here are some phrases that might be helpful for you:

- "That comment/behavior is inappropriate."
 - "Your comment/behavior makes me uncomfortable."
 - "I am happy to answer questions about the library, but I will not answer questions about my personal life."
 - "I do not discuss my personal life at work."
 - "Calling me sweetheart/honey/baby is demeaning to me as a professional. Please do not call me that again."
 - "My marital status/appearance/personal life has no bearing on my ability to assist you in the library."
 - "If this behavior continues, I will have someone else finish assisting you."
- OR
- "If this behavior continues, I will ask you to leave the library."

Slides & Survey

Slides and the survey results summary presented today will be available at <http://www.waukeganpl.org/alaac17>.

The survey will continue to be available for the next two weeks. Afterward, we'll publish the aggregated statistics (not the short answers) to the same page.

Contact Information

We'd love to hear from you. Here's how to reach us:

Amanda Civitello

Marketing & Communications Manager
Waukegan Public Library

amandacivitello@waukeganpl.info

847-623-2041 x231

Katie McLain

Reference Assistant
Waukegan Public Library

kmclain@waukeganpl.info

847-623-2041 x245



Addressing Harassing Behaviors

Frontline Staff

Talking to a manager or supervisor can be extremely helpful. Many times, managers are unaware of the severity or persistence of these types of behaviors, and can offer emotional support or step in if a patron interaction becomes uncomfortable.

Talking to management can feel intimidating, especially about something as uncomfortable and stressful as sexual harassment. If other coworkers feel the same way, consider addressing your manager as a group. It can provide you with emotional support, and you can lend support to each other's experiences.

Remember: you are a professional and you have done nothing to encourage this type of behavior.

Managers & Administration

Emphasize to your staff that their personal safety is important and that you will support them in any instances of sexual harassment.

Make sure that your library has clear procedures in place for documenting problematic behaviors and interactions, and that there is a clearly defined set of consequences for patrons who violate this behavior. In the case of sexual harassment, it can be extremely unnerving and demoralizing for staff to interact with a patron after they've reported the problematic behavior to management.

When addressing sexual harassment, remember that this is not something that will just disappear after a certain amount of time. Continue addressing situations with your staff as they arise, and make sure that your library's administration is kept informed of situations as well.