

A. Although most people think of libraries as quiet and serene job settings, they are public places. Many have security staff, but they can't prevent all incidents. Support for staff can manage stress and reduce turnover. For employees who are upset, suggest seeing the EAP, or refer employees whose performance has been negatively affected in the aftermath of a "patron incident." Ask the EAP to visit with your staff and educate them about mental illness. This can demystify and educate employees about mental illness in general and boost their resilience. It can be scary facing someone experiencing psychosis. They may become agitated, or have unpredictable behaviors. The EAP can offer suggestions for interacting with problem patrons, or you can discuss these incidents as a group to generate a set of protocols if such a plan does not currently exist. EAPs are versatile. Call on their ability to help you in creative ways.