Suggestions for Angry Patron Training

* Niche Academy: How to Handle Angry Customers
* [Videos from the California State Library](https://www.youtube.com/channel/UCnSA9yKFJNxKLTzG49aiSVw.)
* LibraryWorks' Dealing with Angry Library Patron Behaviors
* Seminars from MIAA (free if your municipality is a member)
* Librarian's Guide to Homelessness. (While it does focus on educating you about homeless individuals, it does an excellent job of educating you on how to deal with difficult people/situation.)
* WebJunction webinars
* [Dr. Steve Albrecht’s website](https://drstevealbrecht.com/workshops/)
* MLS workshops
* [Pat Wagner at Pattern Research](https://patternresearch.com/programs/when-nice-isnt-enough-dealing-with-your-librarys-most-difficult-customers/)
* ALA’s book *Defusing the Angry Patron*