

Found at reddit:

Ryan Dowd, the guy who does the homeless training for libraries, recently did another training for dealing with mask compliance and here's some things he suggests:

- Assume the patron made a mistake and that they just need a friendly reminder.
- Empathize with them; "Yeah, I get it. I need to wear this mask eight hours a day. That's the reality for a while though."
- Sometimes you need to deflect, so blame the rules. "I don't love them either, but it is state mandate/organization policy, I'm afraid."
- Remember your goal is only to get them to wear a mask, not to change their minds or win an argument. If they want to get into an argument, listen politely and then pivot back to the rule, "Yeah right now it can be hard to know what the right thing to do is. But for now, we have to wear masks." Keep your tone light but matter-of-fact.
- Give options. If your library offers curbside, mention that as an alternative.
- Make sure all staff are consistent in proper mask-wearing. No masks under noses, chins, etc, because it undermines enforcement. Set an example.
- Signs, if using, should be as simple and short as possible. Avoid long sentences, paragraphs, jargon. Use pictures when possible. Also remember that lots of people don't ever read signs, so consider what signs are necessary and where - and what isn't.

We purchased the training video from Ryan Dowd on how to interact with patrons who refuse to wear masks and it was worth every penny of the \$99. It was outstanding!

<https://ryandowd.podia.com/>

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If patrons don't see the sign at entry and enter the building without a mask, we ask them if they have a mask, and if they say they don't, we hand them one. If they refuse, we don't challenge them. When possible we say, "We're wearing masks to protect you, we're asking you to wear a mask to protect us." When they agree to wear a mask, we thank them. Manchester PL