Restorative Practices

Why use restorative practices?

LIBRARIES ARE FOR EVERYONE

What are restorative practices

"The purpose is to build healthy communities, increase social capital, decrease crime and antisocial behavior, repair harm and restore relationships."

Why use restorative practices?

- It helps build community within the Library

- It helps ensure that some of the people who need the Library most can continue to use it

- It helps build accountability

- It delivers more permanent solutions to behavior problems

What does success look like?

- Patrons commit themselves to repairing harm

- We see progressive and lasting behavior changes

The Bottom Line

It is much easier to condemn a person's behavior and demand that they change it than it is to help the person change it.

What do we have to change about our approach?

- Stop giving directives

- Stop expecting respect without trying to build relationships

- Change our perspective to "power with rather than power over"

Will this method work every time?

- No

- Sometimes we will need to use directives, daily suspensions, etc. so that we can remove the problem

- We can reset and try again the next time the person is in the Library.

What are the major components of restorative practices?

- Relationship building
- Using restorative questions
- Using affective statements
- Using circles
- Encouraging accountability

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Making the rounds

- Help identify problems before they escalate

- It is easier to talk calmly to people before a major conflict has developed

- Move throughout the lab and the adult and youth sections of the Library

Building relationships

- Use the 5-10 rule
- Greeting people
- Making friendly inquiries
- Work on building rapport with patrons

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Building Relationships

- Note positive behavior changes

- "Thanks for doing such a great job keeping your volume down this afternoon."

Restorative Questions

- Ask to speak away from distractions

- Find a place where you can speak on equal footing

- Start by being friendly

Restorative Questions

- What happened?

- What were you thinking about at the time?

- Who has been affected by your behavior? In what way?

- What do you think you need to do to make it right?

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Restorative questions for aggrieved parties

- How did this incident impact you and others?

- What was the hardest thing for you?

- What do you think needs to happen to make it right?

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Restorative Questions

- Consider taking notes, especially if you will need to talk to other patrons later.

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What do I do if the situation breaks down?

- Give the patron a choice to engage or potentially leave the facility or area for the day.

- Focus on dealing with the problem at hand using the best available course of action.

- Try again the next time the patron is in the Library.

Use affective statements

When you _____, it makes others _____

"When you are loud in the lab, it makes it hard for others to focus on their work."

"When you throw things in the Library, it makes other people worry about their safety because they might get hit."

Affective Statements and Vulnerability

When you _____, it makes me feel _____

"When I have to come over and talk to you over and over again about the noise you are making it makes me feel hurt because I feel like you just don't care what I have to say."

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What is our end goal?

"How can you help out with this situation?"

"What can you do to make things better?"

"I can work on being quieter in the Library"

"I can bring my scooter up to the desk when I come in."

What is our end goal?

"What should happen if you can't be quieter in the lab?"

"I'll have to get off the computer for the rest of the day."

Scenario

Patron violating the library's mask requirement

Scenario

Kids throwing objects

Circles

- All parties have equal footing
- One person speaks at a time
- Can be formal or informal
- They can be used for things such as
  - Setting norms in a community
  - Expressing harm that has been caused
  - Finding resolution to harm

Accountability

- Communicate with your colleagues when you have given a warning or asked someone to leave an area for the day

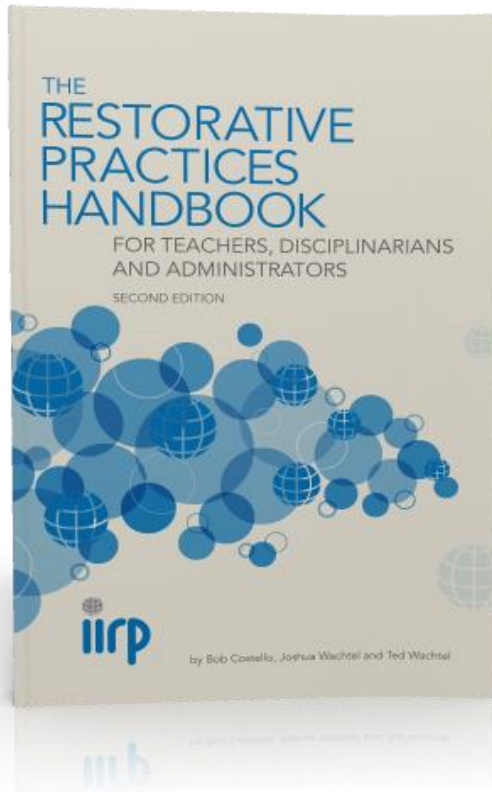- Communicate agreements that have been made with a patron

Accountability

- Hold patrons accountable for what they have said they will do.

- "Do you remember last week you said you wanted to work on maintaining a lower volume level while in the computer lab?"

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Accountability

- "Do you remember what you said you were going to do in regards to using your scooter in the library?"

- "Based on our previous conversations, this seems like a time when it would be good for you to walk away from this conflict"

Further Reading