This eight-week, one-credit class will focus on responding to challenging situations you may face as a front-line information professional, when working with library patrons. In this class, you will learn how to set expectations via library policy. You will also examine how your personality affects your approach to conflict; you will utilize this to determine the techniques that work best for you when responding to policy violations and conflict. In class discussions, you will share and analyze real-life examples and will also hear from guest speakers about their experiences with this topic in various types of libraries.