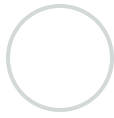


The submissions for this assignment are posts in the assignment's discussion. Below are the discussion posts for Jeffrey Shuster, or you can [view the full discussion](#).

from [Module 7 Discussion: Leadership and Ethics](#)

Nov 11, 2025, 10:59 PM



I suppose for me, ethical behavior revolves around how we treat others, and we should treat others fairly. Pat Wagner stated that she's visited libraries where staff treat those who resemble themselves with more friendliness than those who do not (WVLS, 2020). When it comes to dealing with people such as library users, you need to check your biases at the door. Every patron, no matter their background, appearance, or mannerisms, deserves to be treated with courtesy and assisted with whatever questions they have (within reason). Libraries are for all members of the community.

1. You are the reference librarian on duty at a large public library. Two teenagers come in and ask for instructions on how to build a car bomb.

The best answer of the four is *Ask your supervisor for advice*. Calling the police or asking them why they want the information is a violation of patron privacy, as far as I'm concerned. As for helping them as much as I could—the answer is no. I would not help them with this request. If they want to find the information on their own, they may do that, but I will not be involved in the pursuit of such information. A car bomb exists for one reason, and that is to kill.

I used to work at the service desk at a chain bookstore. A young man came up to the desk and asked if we had any books by Uncle Fester. I looked it up in our system and realized these were books about how to make bombs. We didn't have them at the store, and they would have to be ordered. He declined to have them ordered and left the store. I brought this situation up at our monthly meeting and was told that if that situation came up again, I had to order the book for him. Freedom of speech was cited, but book chains also have the freedom to stock or not stock books. Why a chain bookstore even had such books is beyond me.

9. Several members of your library staff have been threatened both at home and at work by someone who says she plans to kill one of them. The caller seems to be very well read because she makes reference to the latest murder mysteries the library has received. You suspect a member of the staff or one of the regular patrons.

Obviously, I would notify the police. They're the ones best equipped to handle this situation. The staff members receiving threats also need to fill out reports of what happened for internal records.

11. A fellow staff member has been coming to work with bruises on his arms and legs about once a week for several months. When questioned, he asks you not to interfere. His mental state, however, is declining, and you are having to cover for the work he is not able to complete.

I would consult the head of the library on this situation. This staff member could be a danger to himself and others due to his declining mental state. You cannot continue to cover for him. The safety of staff members and patrons is paramount.

References

Wisconsin Valley Library Service. (2020, April 1). *The ethics of library customer service* [Video]. YouTube.

<https://www.youtube.com/watch?v=1e7IBYteLLg> 

