

## Rickey Treat

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To: Patty Hector <pattyh@salinecountylibrary.org>

█████ came into the library today. As you know, we've had issues with █████ before. █████ was talking rude about Kari because █████ wants to do some program. Hannah told him about the form online that he would need to fill out.

█████ ended up calling Kari and putting the call on speakerphone extremely loud. We've been pretty busy today, so as I was doing a notary, Rachel asked █████ to either take it off speakerphone or step outside. █████ got extremely rude and Kari could hear █████ since they were still on the phone.

█████ came back into the building after the call and asked to speak "to the girl that was rude to █████." I was still doing a notary, so I said I'm the Branch Manager and that I would be with █████ when I was done.

█████ said he felt embarrassed and that we were rude because we asked █████ to go outside to take the phone call. I explained the policy to █████ and told █████ we all follow that policy. Extremely rudely, █████ asked "Do you know who I am?!" █████ went on and said a lot of things that the staff and patrons heard. █████ asked for your card and said █████ was going to call you.

Marian Douglas was also here and heard a lot of it.

While checking out, █████ apologized to me and explained █████ has had a stroke in the past and doesn't know how to control █████ emotions and easily blows up. █████ even said "I think that's what I just did." I told █████ I appreciate █████ apologize.

Anyway, sorry for the long email, but I wanted to let you know. Kari was extremely sweet and texted me to give her a call to make sure everything was ok. 😊



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Branch Manager

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