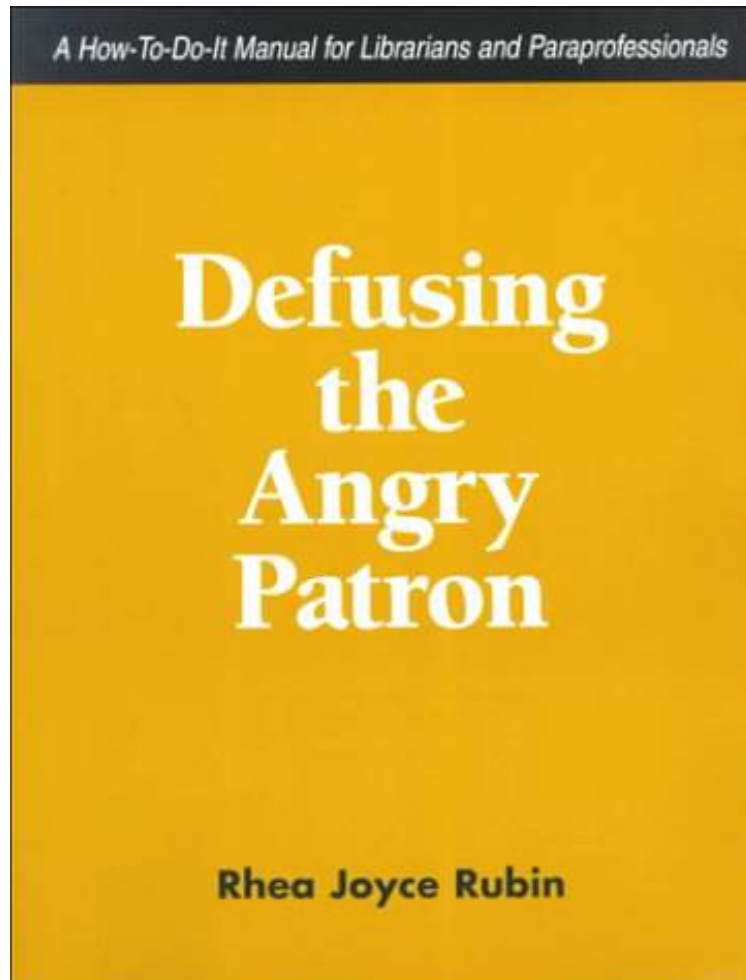# Defusing the Angry Patron: A How-To-Do-It Manual for Librarians and Paraprofessionals (How to Do It Manuals for Librarians)

By Rhea Joyce Rubin
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