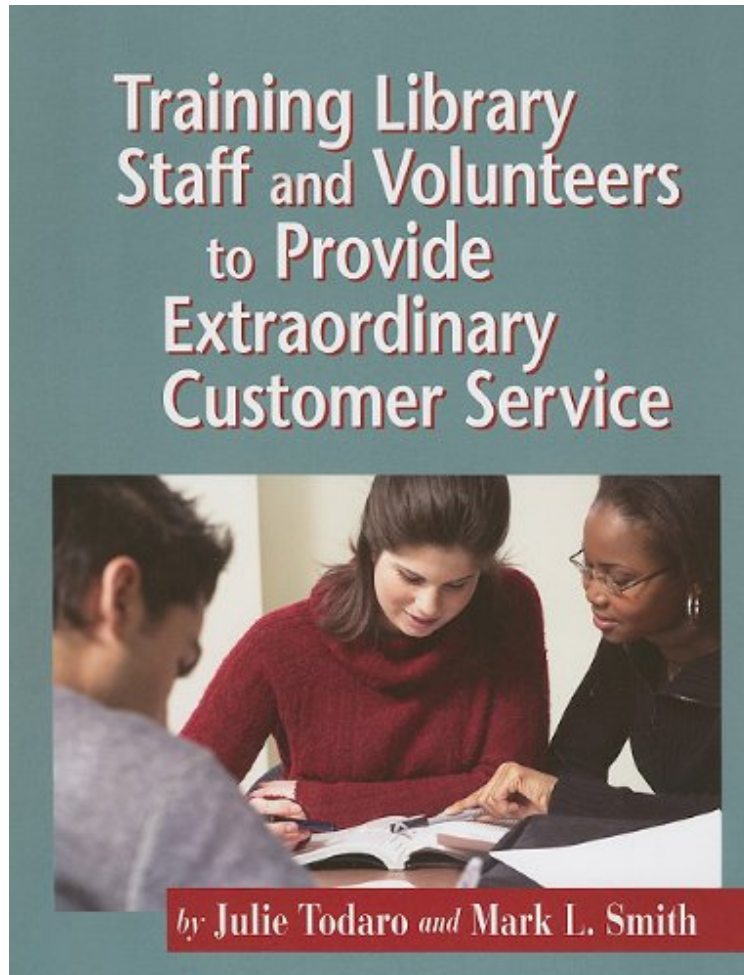


(Pdf free) Training Library Staff And Volunteers to Provide Extraordinary Customer Service

Training Library Staff And Volunteers to Provide Extraordinary Customer Service

Julie Todaro, Mark L. Smith

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Julie Todaro, Mark L. Smith : Training Library Staff And Volunteers to Provide Extraordinary Customer Service before purchasing it in order to gage whether or not it would be worth my time, and all praised Training Library Staff And Volunteers to Provide Extraordinary Customer Service:

2 of 2 people found the following review helpful. A solid compendium of expertiseBy Midwest Book ReviewWritten by Julie Todaro and Mark L. Smith, both library managers with decades of experience, Training Library Staff and Volunteers to Provide Extraordinary Customer Service is a practical, plain-terms guide to teaching staff members to excel in their interactions with customers. Chapters discuss both general and specific training guidelines, how to assess and anticipate the needs of customers, tracking and responding to customer feedback, instituting continuous learning in libraries and ingraining that practice with customer service, a wealth of resource tools for customer service

management and trainers, and much more. A solid compendium of expertise gathered from, tested in, and applied to the field, very highly recommended for library customer service managers and instructors.

Establishing and maintaining the best possible customer service is essential for every library. Here is a training manual that gives you the "what to say" and "what to do" to make that goal a reality. Smith and Todaro offer guidance for training employees at all levels - from frontline staff to managers. They show you in detail how to integrate a customer service focus and training into a variety of staff and volunteer interactions - job interviews, orientation, employee review, and in-service and out-service training. Todaro and Smith suggest standards for what employees should know on day one, after the first week, after the first month, etc. This complete package includes role-playing suggestions and scripts for specific and difficult scenarios, as well as guidelines for establishing policies and a glossary. Numerous model forms (critical incident report, customer feedback, postcard survey, "lock-box" survey, and more) make this toolkit essential for library managers and administrators who want to help their staff develop a whole new level of customer service.

From BooklistLibraries are focusing on superior customer service in their efforts to attract new patrons and retain the support of current ones. This guide explains how to determine customer-service essentials and then develop an effective training program. Chapters focus on topics such as assessing and anticipating customer needs, responding to customer feedback, planning staff-development days, and using a continuous learning model. The authors offer practical advice along with sample scripts, model policies, forms, and resource tools. The book should be welcomed by libraries that wish to adapt traditional customer-service techniques to the library setting and to train staff at all levels. Patricia HoganCopyright American Library Association. All rights reserved ., "An excellent resource that is highly recommended for all libraries." "This book should be welcomed by libraries that wish to adapt traditional customer-service techniques to the library setting and to train staff at all levels."