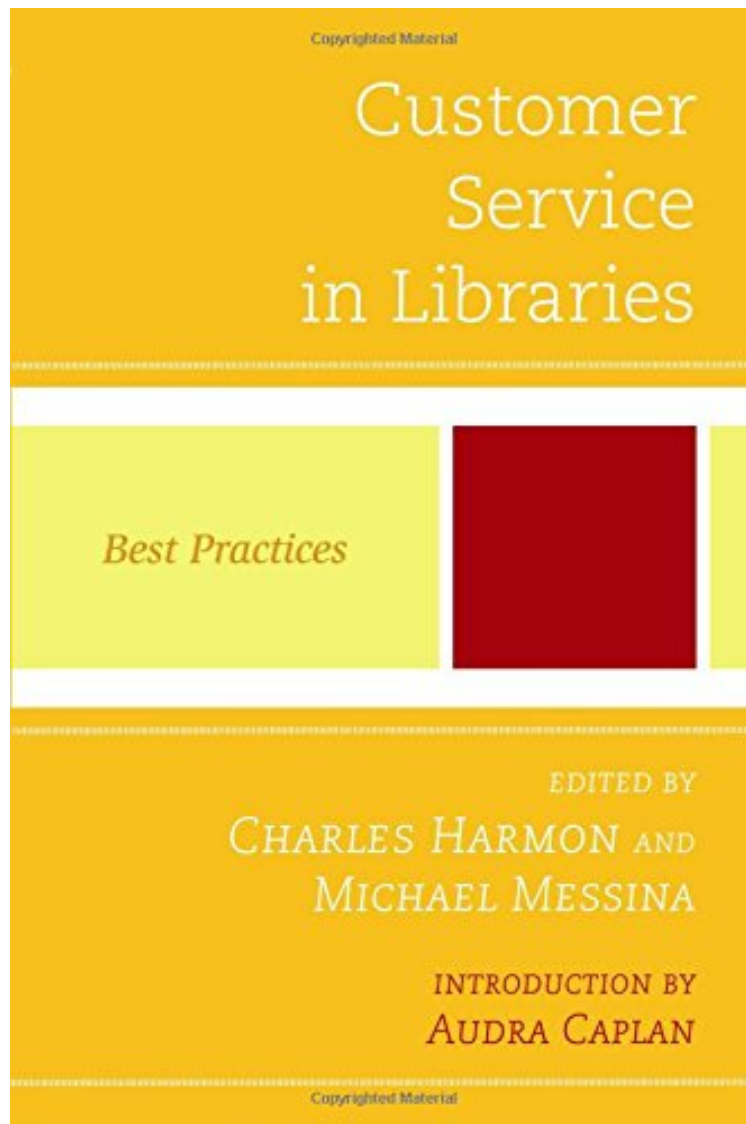


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Customer Service in Libraries: Best Practices (Best Practices in Library Services)

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From Brand: Scarecrow Press : Customer Service in Libraries: Best Practices (Best Practices in Library Services) before purchasing it in order to gage whether or not it would be worth my time, and all praised Customer Service in Libraries: Best Practices (Best Practices in Library Services):

0 of 0 people found the following review helpful. Good Basic Introduction By Elizabeth Ann I bought this book to help me make a customer service training presentation for library staff. I've worked in a few different customer service

roles, and enjoy the customer service aspect of library work. Perhaps because of this, I didn't learn a lot from this book, even though I am relatively new to the field. The book presents some good examples of best practices in customer service, and has helpful explanations of what makes them example-worthy. This book deserves four stars for gathering all this information together, and for presenting it in a way that would provide a good foundation in customer service for beginners. I wouldn't strongly recommend this book to anyone with extensive customer service experience of their own, or for librarians looking for advanced professional development. There were times when I felt like I could have written this book, especially when it was discussing examples I already knew about from library school. There isn't anything innovative or any techniques that haven't been discussed in the field before. That said, the book contains sound advice, and it helped me confirm that I wasn't missing anything important in my training presentation.

0 of 0 people found the following review helpful. Five Stars
By GAPO
Excellent product.
0 of 0 people found the following review helpful. Certainly not the best advice on customer service available
By Jennifer Grey
Most of the essays contained in *Customer Service in Libraries: Best Practices* are sadly underwhelming, nonspecific, or (worse) trying to sell you on a product or service rather than an idea. At least one of them - Kiera Parrott's piece on the reorganization of a picture book collection at a public library - seems extremely out of place as written and more pertinent to collection management, and another - Judi Repman's essay on connecting libraries and readers using Web 2.0 technologies - is basically a somewhat vague overview of book-related social media and was probably dated even when this book came out in 2013. A few of the essays do hone in on the advertised topic, the most useful of which is Mark Smith's "STARS: Launching a Customer Service Model in Riverside County," which offers not only a look at the strategic planning involved in such an initiative but the specific steps taken to achieve the goal of better customer service, including follow-up. Adrianna Gonzalez's piece on using pager technology to reduce the aggravation of students waiting for study rooms offers a solid idea, but one that's only applicable to certain types of institutions (and only the busy ones of those!). Overall, any reader looking for tips on customer service would likely be better served by checking out any one of the thousand of excellent business books on the topic and generalizing from there, rather than relying on this somewhat haphazard collection.

In this book, nine librarians from across the country describe their libraries best practices in this key area. Their contributions range from all-encompassing customer service policies and models any library can both adapt and be proud of to micro-approaches that emphasize offering excellent user-focused technology planning, picture book arrangement with patrons in mind, Web 2.0 tools to connect users with the library, establishing good service delivery chains, and making your library fantastic for homeschoolers. As past Public Library Association President Audra Caplan writes in her introduction to this book, There is nothing magical about providing excellent customer service; it just takes the right people, the right philosophy and the passion to make it a reality. If you've got all that, here are the best practices to make stellar customer service a reality for your library's users.

From Booklist
Ask any librarian what makes a library different from a bookstore, and some will likely respond with Computers! or Programs! The contributors to this volume would ultimately argue that Customer service! should be the top of the list. Although the availability of computers and free programs might draw in library users initially, it is the customer service they encounter that will bring them back. This work offers food for thought on diverse topics, such as recognizing the benefit of reorganizing collections, using technology to improve customer service, reaching out to homeschooling families, and creating and establishing new customer-service initiatives. Nine case studies are presented, and most of them end with notes or a list of resources, allowing users to delve further into the topic. Through these proven best practices, this book will help librarians revitalize customer-service policies at their own libraries and inspire them to do more. --Stephanie Charlefour

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About the Author
Charles Harmon is an Executive Editor for the Rowman Littlefield Publishing Group. His background includes work in special, public, and school libraries. Michael Messina is a reference librarian at the State University of New York's Maritime College. He has also worked as a researcher at The Brooklyn Academy of Music Archives. The former publisher of Applause Theatre Cinema Books/Limelight Editions, he is a coeditor of *Acts of War: Iraq and Afghanistan in Seven Plays* (Northwestern University Press).