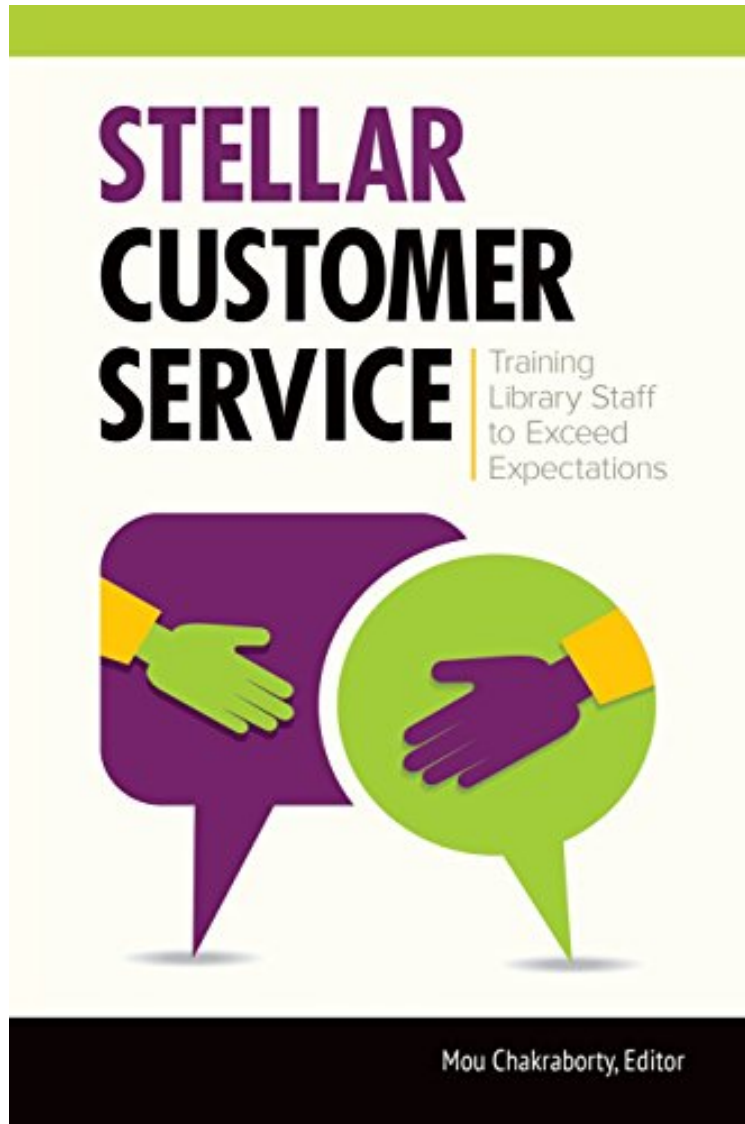


Stellar Customer Service: Training Library Staff to Exceed Expectations

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From librarians to volunteer workers, staff to student workers, all library personnel need to deliver great customer service. This book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training. Provides model staff training programs that have been proven successful in real-world applications
Addresses how to improve the delivery of customer service at all levels of personnel librarians, general staff, student workers, and volunteers
Includes guidelines on re-training and evaluation of customer service training needs

"[R]esourceful, well-researched, and implementable. . . This is highly recommended to any library interested in revising their customer services practices to best serve their community." - VOYA
About the Author
Mou Chakraborty, MLIS, is director of public services at Blackwell Library, Salisbury University, where she supervises the Access Services and the Research Instructional Services departments.