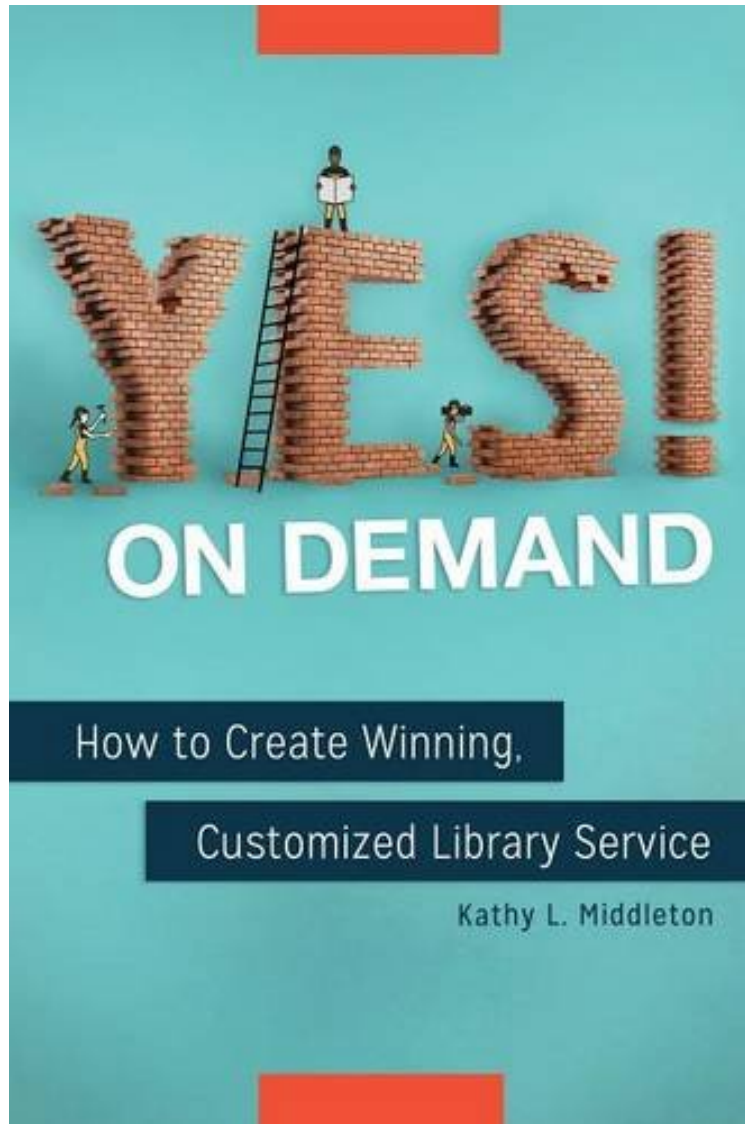


(Mobile ebook) Yes! on Demand: How to Create Winning, Customized Library Service

Yes! on Demand: How to Create Winning, Customized Library Service

Kathy L. Middleton

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Borrowing winning techniques from the business world, this book examines ways you can make library service more personalized, focused, and solutions-oriented for your patrons. Helps librarians build a happy and loyal patron base
Offers practical advice and guidelines for implementing a transformative customer-service model Provides a big picture on customer service, allowing readers to rethink their approach Explains why administrators must release some control, allowing staff to use their own judgment and sometimes break with standard policies and procedures
Empowers library staff and relieves administrators of burdens of bureaucracy and micro-management

"This fresh approach to customer service in libraries will encourage leaders and frontline staff to reposition their organizations as welcoming and relevant places in the community." - Library Journal
About the Author
Kathy L. Middleton, MLIS, is assistant director for public services at Sacramento Public Library, Sacramento, CA.