



# Library Training For Staff And Customers

**Connie Christopher**



## **Library Training For Staff And Customers:**

**Library Training for Staff and Customers** Sara R. Beck, 2022-10-10 Enable your library staff to deliver the most effective services possible This comprehensive book is designed to assist library professionals involved in presenting or planning training for library staff members and customers Library Training for Staff and Customers covers training issues from many points of view ranging from top management to department managers Library Training for Staff and Customers contains essential information to help you make the right training decisions when planning for your staff Library Training for Staff and Customers explores ideas for effective general reference training training on automated systems training in specialized subjects such as African American history and biography training for areas such as patents and trademarks training for research on business subjects Library Training for Staff and Customers answers numerous training questions and is an excellent guide for planning staff development and setting a training budget for your library Make your library more effective and easier for your patrons to use with the strategies in this book      Customer Care Pat Gannon-Leary, Michael McCarthy, 2010-03-15 Customer Care provides a detailed course suitable for delivery to library staff at all levels It can be used as a stand alone reference work for customer care processes and procedures or alternatively it can be used by library staff to tailor a customer care course to suit the requirements and training needs of their own staff Dual use reference work and or training manual Potential as a text book Applicable to a wider context than LIS could be used for a whole HEI institutional approach to customer care or in local authorities public services      *Electronic Resources and Collection Development* Sul H Lee, 2012-10-12 Examine the effects electronic resources have on your library Electronic Resources and Collection Development examines how the transition to electronic resources in academic libraries has impacted traditional collection development policies and practices Nine acclaimed librarians present their perspectives on the growing trend toward digital materials acquisition that is tipping the scales in favor of access in the ownership vs access debate The book provides insights on the use of electronic resources in major research libraries from data collection by JSTOR a leading provider of digital resources to academic libraries A rich and diverse collection of theory opinion and observation Electronic Resources and Collection Development offers a unique understanding of how libraries are meeting the challenge of reshaping their collection development programs with electronic resources a process that is quickly gaining momentum Contributors are divided in their beliefs on whether a balance is still possible between print materials and electronic resources in academic libraries Among the topics they discuss the growing demand for e books the increase in the use of distance education digitalizing special collections building localized collections use patterns of electronic journals and much more Electronic Resources and Collection Development is an essential resource for library deans directors and collection development librarians as they assess the levels of change in their libraries      *Handbook of Library Training Practice and Development* Alan Brine, 2016-04-22 Librarians must now work at a different level from that required 20 years ago but the

training available is not always appropriate or accessible to all The authors of this volume have responded to this significant and continuing change within the profession by offering a much needed guide to best practice for staff training and development in library and information work This handbook addresses new aspects of service provision both in the UK and abroad and provides an up to date review of the current developments that are becoming increasingly important to librarians through the influence of the electronic age and the widening of areas of professional involvement The Handbook of Library Training Practice and Development will be invaluable to those responsible for the development of staff and line managers as well as providing a crucial insight into the information profession for anyone new to this career path or looking to develop their knowledge within it

**Integration in the Library Organization** Christine E Thompson, 2021-02-27 Bring technical and public services together to create a more user friendly library Written for public and technical services librarians this vital book examines the changes in the profession that have contributed to the integration of the two services It explores the responsibilities of public and technical services the effect of dualism on libraries and the profession and management concerns in this overlapping environment With case studies and insightful predictions for the future Integration in the Library Organization discusses the changes in the profession that have contributed to the integration of the two services This book fills a gap in the available information about team management and the blurring of public technical services lines in libraries Integration in the Library Organization shows you how to create an environment of full staff cooperation within your library and provides examples of ways that other libraries have accomplished this Here you ll discover management techniques to use in such an overlapping environment Integration in the Library Organization discusses the false dualism of technical services vs public services working as partners in a team based environment tailoring library positions to match individual skills outsourcing in Hawaii satellite cataloging operations and nonprint backlogs and much more Integration in the Library Organization will provide you with the insight you need to help your library balance and integrate technical and public services and improve the capability of your library to offer patrons quality services and large amounts of information

*Training Library Staff and Volunteers to Provide Extraordinary Customer Service* Julie Todaro, Mark Smith, 2006 A guide to training library staff that covers customer service essentials general training guidelines preparation assessing and anticipating the needs of patrons tracking and responding to feedback planning self development days instituting continuous learning and more Includes resource tools

*Stellar Customer Service* Mou Chakraborty, 2016-08-29 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 Customer service is one of the most critical staff development training areas in the library world Every member of a library s staff who interacts with the public needs the specialized skills and tools to work with a diverse clientele This book addresses the need for staff training for various kinds of libraries covering public and academic libraries of various sizes medical libraries law

libraries and state organization and joint use libraries Each chapter of Stellar Customer Service Training Library Staff to Exceed provides practical advice and creative solutions for showing staff how to handle customer service issues The book identifies the essential skills and tools staff at all levels from librarians and staff to student workers and volunteers must have to contribute to your library's success Readers will learn innovative training methods see how a wide range of libraries have approached this perennial staff issue and get excited about approaching their own customer service training in fresh new ways

Library/Vendor Relationships Sam Brooks, David H. Carlson, 2014-05-01 A view of the mutual dependence between libraries and vendors As technology advances libraries are forced to reach beyond their own resources to find effective ways to maintain accuracy and superior service levels Vendors provide databases and integrated library systems that perform those functions for profit Library Vendor Relationships examines the increasing cooperation in which libraries find they must participate in and vice versa with the vendors that provide system infrastructure and software Expert contributors provide insights from all sides of this unique collaboration offering cogent perspectives on the give and take process that every librarian publisher and database provider producer can use The symbiosis between libraries and vendors of databases relies heavily upon open communication to achieve each one's beneficial results Library Vendor Relationships explores this partnership between profit and nonprofit entities in detail focusing on issues of crucial importance for both sides A variety of diverse types of libraries and vendors give voice to the multitude of issues facing them Several charts graphs and other helpful visuals are included Topics in Library Vendor Relationships include options for preventing systematic downloading of material benefits and challenges of delivering products on multiple platforms using the American Psychological Association's experiences as a case study book vendors efforts to help libraries become more efficient comprehensive online support services to help increase interaction between libraries and academic publishers Anatolian University Libraries Consortium's effective relationship with vendors publisher and vendor use of library advisory boards to provide needed feedback a review of the database marketplace fostering a good relationship between library and vendor the future of government libraries in an increasingly technological age collaboration in standards development integrated e-commerce the relationship between OCLC and member institutions libraries position between commerce and science vendor community college library relationships e-mail discussion lists and more Library Vendor Relationships is stimulating insightful reading for academic librarians government librarians public librarians deans directors reference librarians publishers and database providers

*Information Literacy Programs* Patricia Durisin, 2013-01-11 Explore the vital links between technology and lifelong learning Get the real life perspective of professionals at the intersection of old ways and new technology in this book written by and for librarians Information Literacy Programs Successes and Challenges provides you with the different viewpoints of librarians who have taken varying paths in their information literacy programs You'll learn about the roles of Web based collaboration teamwork with academic and administrative colleagues evidence based librarianship and active learning

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*The Eleventh Off-Campus Library Services Conference Proceedings* Patrick Mahoney,2013-01-11 Learn how to provide better service to distance information users This book is the result of the conference held in May 2004 in Scottsdale Arizona focusing on librarians challenges providing service to nontraditional faculty and students Respected authorities discuss in detail specific problemsand fresh strategies and solutionsto further promote service to distance information users Each chapter tackles a particular issue such as collaboration outside the contributor s organization or how services can be monitored and assessed to gauge quality and fully explains what can be done to address those issues Each distinguished contribution was carefully selected by a 26 member advisory board using a juried abstracts process Thorough bibliographies useful figures tables and graphs provide accessibility and clarify ideas Some of the topics in this book include the promotion of library services to Native American students the planning and development process of a project to create a Web based multi media instruction tool for off campus graduate students an examination of direct linking tools provided by major aggregators distance learning for the learning disabled distance learning implementation strategies for institutions course management software CMS and library services integration a survey of Association of Research Libraries offered services the do s and don ts of videoconferencing on and off campus an eBooks collection study one on one research coaching via digital reference service an online tool that assesses students research skills and attitudes creating a library CD for off campus students expanding student and faculty access to information services the collaboration with faculty on electronic course reserves developing assessment questions for services supporting off campus learning programs providing secure off campus access to library services beyond proxy servers and much much more *The Eleventh Off Campus Library Services Conference Proceedings* is an invaluable comprehensive resource detailing the latest challenges and solutions for on and off campus librarians

**Creating the Customer-Driven Library** Jeannette Woodward,2005 Building libraries on the bookstore model

**The Twelfth Off-Campus Library Services Conference Proceedings** Julie A. Garrison,2013-04-03 An essential tool for digital services for every campus library *The Twelfth Off Campus Library Services Proceedings* is a selection of superb presentations from the twelfth annual conference on library services held in Savannah Georgia in April 2006 Respected experts tackle the latest issues in library services distance learning and administration focusing on theory best practices and practical digital applications using the most current research available at the time of the conference Case studies provide a clear view of the

challenges present in various types of campus libraries and practical strategies are offered to more fully utilize electronic resources in the future This comprehensive collection provides valuable advice on copyright issues evaluating library services Web sites best practices for distance learning instruction Weblogs in instruction collaborative efforts and many other of the latest issues Practical ideas consider budget and knowledge constraints emphasizing strategies using the latest digital software The future of electronic services in campus libraries is considered in detail The book also contains workshop and poster abstracts including full papers when provided by the author The Twelfth Off Campus Library Services Proceedings contains several helpful tables and appendixes to clearly illustrate surveys and data results Each chapter is carefully referenced Topics in The Twelfth Off Campus Library Services Proceedings include providing education on the key differences between copyright and plagiarism results of a survey from users to determine usefulness of content and services offered in an electronic environment findings of a survey on the form and function models within regional campus librarians comparison between ARL ACRL SPEC Kit data and a selection of current library literature survey results on the professional development needs of distance librarians the use of blogs as a supplement to face to face instruction and as outreach the role of e mail reference in electronic services virtual real time chat reference collaborations recommendations for modifications to the process of adapting and testing an analytic rubric used with graduate literature reviews case study in statewide cooperation in the delivery of library services much much more The Twelfth Off Campus Library Services Proceedings is an invaluable resource that explores present and future digital library services challenges for campus librarians of all types everywhere

**Empowering Your Library** Connie Christopher, 2003-07-28 Whether working to empower individuals teams or the whole library these guidelines make possible effective management of scarce resources time people and money They also help enhance your team s morale innovation continuous improvement and customer service the building blocks for funding libraries vital and ongoing role in their communities

Customer Service in Academic Libraries Stephen Mossop, 2015-10-06 The term customer service is not new to the academic library community Academic libraries exist to serve the needs of their community and hence customer service is essential However the term can be applied in a variety of ways from a thin veneer of politeness to an all encompassing ethic focussing organisational and individual attention on understanding and meeting the needs of the customer For customers the library s Front Line team is the human face of the library How well they do their job can have a massive impact on the quality of the learning experience for many students and can directly impact upon their success The importance of their role and the quality of the services they offer should not be underestimated but in an increasingly digital world and with potentially several thousand individuals visiting every day whether in person or online each with their own agendas and requirements how can the library s Front Line team deliver the personal service that each of these individuals need Customer Service in Academic Libraries contributes to what academic libraries as a community do really well the sharing of best practice It brings together in one place examples of how Front

Line teams from libraries across a wide geographical area Hong Kong Australia Turkey and the United Kingdom work to get it right for their customers Between them they cover a range of institutions including research intensive mixed HE FE private establishments and shared campuses All have their own tales to tell their own emphases their own ways of doing things and all bring their own examples of best practice which it is hoped readers will find useful in their own context Discusses customer service in a library setting Translates management theory into useful practice information Examines building relationships meeting customer needs and marketing and communication Provides examples of practical experience grounded in recent transferable experience

**Digital Images and Art Libraries in the Twenty-First Century** Susan Wyngaard, 2013-04-03 Increase your knowledge of the digital technology that is essential for art librarianship today Digital Images and Art Libraries in the Twenty First Century is your key to cutting edge discourse on digital image databases and art libraries Just as early photographers tried to capture the world to make it accessible now information professionals in art libraries and art museums are creating and sharing digital collections to make them broadly accessible This collection shares the experience and insight of art information managers who have taken advantage of digital technology to expand the coverage and scope of image collections and improve access to previously difficult to locate information In Digital Images and Art Libraries in the Twenty First Century you will learn step by step what goes into the planning and creation of these digital global museums and what advances are still being made in this rapidly evolving discipline The pros and cons of these ventures are thoroughly examined as experts take you through the theoretical and practical issues they have faced along the way Digital Images and Art Libraries in the Twenty First Century will help you gain a better understanding of image censorship Web filters user expectations the comparative impact on the viewer of surrogate images versus artifacts databases as an in class teaching and learning tool You can also read in depth about the existing digital image collections ArtSTOR and OhioLINK Digital Media Center DMC as well as the specific art library materials being considered for these collections Find out what it takes to catalogue these materials and how the proliferation of digital images is changing the profession of art librarianship Digital Images and Art Libraries in the Twenty First Century is a thorough and highly specialized book suitable for expert librarians and visual resource curators but its straightforward style also makes it suitable for beginners and students interested in library and information science programs

**The Customer-Focused Library** Joseph R. Matthews, 2009-09-23 A top library consultant offers specific recommendations for helping libraries adapt to their changing role in the community What is the future of the public library How can libraries embrace the forces of change and provide the resources and the resource gathering environment today's patrons want The Customer Focused Library Re-Inventing the Library From the Outside In answers these questions by proposing a transformative alternative a reimagined library in which the collections the services even the building itself are designed and built from the customer's perspective Written by one of the country's foremost library consultants The Customer Focused Library shows how perceived threats to



the traditional library model are in fact exciting opportunities for change The book lays out the steps by which professionals and patrons together can help invent a new generation of libraries with discussions of hiring guidelines merchandizing the library website even the building plan itself It is a proactive consumer based approach aimed at helping librarians focus on underexamined ideas underexploited trends underused assets and the as yet unvoiced needs of library consumers **Crash Course in Strategic Planning** Stephen A. Matthews, Kimberly D. Matthews, 2013-08-15 For practitioners this text provides an easy to understand approach to strategic planning and execution The general recipe for achieving an intended outcome is equal parts of the following clear vision and mission a practical strategic plan daily activities linked to the mission and unified commitment to the plan However orchestrating the details of these necessary components is somewhat more complicated Crash Course in Strategic Planning uses a process approach to the creation of a strategic plan providing practitioners with no nonsense instruction on planning The volume is arranged to lead the reader through the stages of planning from the beginning development stages through the execution of the plan to completing the plan and attaining the objective A variety of recommended planning techniques are supplied for groups to use to accomplish their planning goals and the final chapter emphasizes the importance of overall organizational commitment to execution of the plan Mobile Devices and the Library Joe Murphy, 2014-01-02 Mobile devices are the it technology and everyone wants to know how to apply them to their environments This book brings together the best examples and insights for implementing mobile technology in libraries Chapters cover a wide variety of the most important tools and procedures from developing applications to marketing and augmented reality Readers of this volume will get complete and timely knowledge of library applications for handheld devices The Handheld Librarian conferences have been a centrepiece of learning about how to apply mobile technologies to library services and collections as well as a forum for sharing examples and lessons learned The conferences have brought our profession forward into the trend and kept us up to date with ongoing advances This volume brings together the best from that rich story and presents librarians with the basic information they need to successfully make the case for and implement programs leveraging mobile devices in their libraries Authors of the diverse practical and well researched pieces originate in all types of libraries and segments of the profession This wide representation ensures that front line librarians library administrators systems staff even library professors will find this volume perfectly geared for their needs This book was published as a special issue of The Reference Librarian Diversity Now Teresa Y. Neely, Kuang-Hwei Lee-Smeltzer, 2002 Looking at diversity issues for librarians contributors in library science examine partnerships between academic research libraries and campus agencies suggest retention strategies show how librarians can lobby for domestic partner benefits at university libraries and discuss challenges of working in a multicultural environment Neely is head of reference at Kuhn Library University of Maryland Baltimore This work has been co published simultaneously as Journal of Library Administration vol 33 nos 1 2 and 3 4 2001 Annotation copyrighted by Book News Inc Portland OR **Quality and the**

**Academic Library** Jeremy Atkinson, 2016-02-24 Quality and the Academic Library Reviewing Assessing and Enhancing Service Provision provides an in depth review and analysis of quality management and service quality in academic libraries All aspects of quality are considered in the book including quality assessment quality review and quality enhancement An overview of quality management and service quality concepts principles and methods leads to a detailed consideration of how they have been applied in universities and their libraries A case study approach is used with different perspectives provided from the different stakeholders involved in the quality processes All contributors adopt a critical reflection approach reflecting on the implications impact and significance of the activities undertaken and the conclusions that can be drawn for future developments The book concludes with an overall reflection on quality management and service quality in academic libraries with a final analysis of priorities for the future Presents a holistic view of the subject looking at reviews of academic library services quality assurance and assessment quality enhancement and service quality Provides perspectives from authors with different experiences and responsibilities including those responsible for initiating and managing quality processes in higher education Includes case studies where the authors not only describe the quality processes used but also seek to review and reflect on their success limitations and the impact of their work some time after the event Seeks to be current comprehensive and reflective by including the results of surveys interviews from senior librarians on quality in academic libraries

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