



Customer Service for Circulation Staff

Presented by Dr. Mary Bushing

Mary Bushing has worked in all types of libraries during her 32 year library career. Mary contends that her heart and her strongest commitment remain with smaller public libraries where "the action is" and where we have the opportunity to most influence the lives of individuals of all ages. Mary is a professor emeritus from Montana State University and now devotes all of her time to consulting and library education especially in the west. She holds degrees in Humanities, Librarianship, and Adult & Higher Education. She is currently serving as the Interim Dean for the University of South Dakota and busy developing courses for the UNT LE@D program.

Objectives

1. Participants will understand the basic principals of good customer service and will be able to apply them on a day-to-day basis at the library's service desk for customers in-person, on the phone or for for the growing number of virtual customers we interact with via email, messaging and other means.
2. Participants will work together to identify short phases or sentences to help handle those "nasty" interactions that occur when fines, behavior, rudeness, anger, dissatisfaction or other customer situations make it difficult to remain cool and end with a win-win situation.
3. Participants will share their own "horror" stories and identify ways to handle similar situations differently to ensure better outcomes for all concerned.

Dates & Locations:

May 15, 2008
Denton Public Library
North Branch

May 16, 2008
Mansfield Public Library

Time:

Registration: 9:00
Workshop: 9:30—4:00
Lunch: 11:30-1:00

***Please register online at:
www.ntrls.org***

**There will be
5 CE hours
given for this
workshop.**



The Institute of Museum and Library Services, a federal agency that fosters innovation, leadership and a lifetime of learning, supports the North Texas Regional Library System, Inc. (NTRLS) through the Texas State Library and Archives Commission.