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ILS 565-S70 Library Management

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Service Exercise

1. Clapp emphasizes the need to remain calm she writes, “the best approach is to give ourselves time to cool down” (Clapp, 2010). She recommends telling the patron you need to speak with someone even if no one else is there just so that you have a moment to think.
2. Upon your return you should apologize (Clapp, 2010). “Apologizing does not mean accepting any blame; it just show that we care” (Clapp, 2010).
3. “Finally, offer at least two potential solutions to the problem (if at all possible)” (Clapp, 2010).
4. Create a “service strategy” for your library (Miao & Bassham, p. 55, 2007).
5. The research paper included a “self-assessment” form to be completed by library staff members. The author’s had adapted the form from the Edward Low Foundation’s “Assess Your Customer Service Quotient.” The intention of the form was to “uncover potential areas that you library should work on for improved service” (Miao & Bassham, p. 56, 2007).
6. Give new student workers and staff members training to understand the working of the library. By better understanding what services are offered, staff can better assist customers (Bayer & Llewellyn, 2011).
7. Post the expectations for customer service in the library (Bayer & Llewellyn, 2011).
8. Use evaluations to see how you are doing. One evaluation was called a “quality walk.” People doing this evaluation started walking towards a service point, from 30 feet outside of the library.

They made notes of suggestions they would have if they were actually patrons. The “secret shopper” method was also used along with “activity mapping.” In activity mapping “trained observers used standardized forms to record the number of patrons that utilized these service points as well as to record the library staff at each point” (Stein et al, p. 80, 2008).

References

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- Miao, H., & Bassham, M. W. (2007). Embracing customer service in libraries. *Library Management, 28*(1), 53-61. doi: <http://dx.doi.org/10.1108/01435120710723545>
- Stein, M., Edge, T., Kelley, J. M., Hewlett, D., & Trainer, J. F. (2008). Using continuous quality improvement methods to evaluate library service points. *Reference & User Services Quarterly, 48*(1), 78-85.