

Chandos Information Professional Series

# Customer Care

A training manual  
for library staff

Pat Gannon-Leary  
and Michael D. McCarthy



CHANDOS PUBLISHING

# Customer Care A Training Manual For Library Staff

## Chandos Information Professional Series

**J.H. Bowman**



## **Customer Care A Training Manual For Library Staff Chandos Information Professional Series:**

*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. Communicating Professionally Catherine Sheldrick Ross, Kirsti Nilsen, 2013-07-17 The new third edition of

*Communicating Professionally* is completely revised with new sections outlining the opportunities offered by contemporary communication media. **Library + Information Update**, 2008 **Library and Information Science** Michael F.

Bemis, 2014-03-03 This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance. In addition to compiling an invaluable list of sources Bemis digs deeper examining the strengths and weaknesses of key works. A boon to researchers and practitioners alike this bibliography includes coverage of subjects as diverse and vital as the history of librarianship its development as a profession the ethics of information science cataloging reference work and library architecture. Encompasses encyclopedias dictionaries directories photographic surveys statistical publications and numerous electronic sources all categorized by subject. Offers appendixes detailing leading professional organizations and publishers of library and information science literature. This comprehensive bibliography of English language resources on librarianship the only one of its kind will prove invaluable to scholars students and anyone working in the field. **Continuing**

**Professional Development** Alan Brine, 2004-11-30 This book helps information professionals in their continuing professional development CPD. The book shows them how to examine their own skills and plan their development over a period of time. It also helps them to focus on their career path and begin the acquisition of skills necessary for the route they wish to follow in information work. The book is set against the background of CPD being an essential part of the modern information professional's career planning. Employers are certain to be able to choose between a number of qualified personnel for every available post. Those individuals that have a proven track record of skills development in both their personal and professional skills are more employable. Focuses on analysing skills and planning skills acquisition. Helps the development of a portfolio for recording skills. Shows how to create or find programmes for development. *Mid-Career Library and Information Professionals* Dawn Lowe-Wincentsen, Linda Crook, 2010-12-14 As librarians move into the middle of their careers they are more ready than ever to take on new leadership opportunities. Literature on leadership is expanding in the field of library and information sciences and more and more seminars and workshops are being offered for new and seasoned leaders. This book asks the questions What about us and Where is the leadership advice and training for those who

are no longer new librarians but are also not yet seasoned leaders The title illustrates how to work the middle from being in the sophomore slump progressing to the next leaders in the field to look for perspectives from others who are in the middle of their career and how they have developed into leaders ways to develop one s own style of leadership and grow one s career and future as a librarian and information professional Perspectives on leadership from mid career information professionals Tips and tools on how to become a leader from the middle of your career A how to guide on making changes from the middle *Transportation Library Connectivity Pooled Fund Study, TPF-5(105)* Maggie Sacco,2010 This report is a record of the formation major activities and accomplishments of the Transportation Library Connectivity pooled fund study TPF 5 105 from its approval by FHWA in 2005 through its fifth and final annual meeting in September 2010 Some 50 state departments of transportation 600 transit agencies and nearly 400 metropolitan planning organizations generate a staggering amount of valuable information yet the transportation sector lacks a systematic approach to effectively manage this information This challenge has been well documented in reports such as the Federal Highway Administration s Value of Information and Information Services the National Cooperative Highway Research Program s Scoping Study for a National Strategic Plan for Transportation Information Management and the Transportation Research Board s Special Report 284 Transportation Knowledge Networks A Management Strategy for the 21st Century The Transportation Library Connectivity pooled fund study was formed against the backdrop of these challenges and developments By working together more closely and more formally as transportation agency libraries members improved services to their customers and also enhanced their readiness to embrace the planned policy changes recommended by TRB SR 284 for inclusion in the next surface transportation funding act During its five years study membership grew from 11 members in nine states to 25 members in 22 states A new pooled fund study to be led by Missouri DOT is being formed to build upon the achievements of this study

Adult and Continuing Education: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources,2014-03-31 Beyond the undergraduate and graduate levels education has traditionally ceased when students enter the workforce as professionals in their respective fields However recent trends in education have found that adult students beyond the traditional university age often benefit greatly from returning to further their education Adult and Continuing Education Concepts Methodologies Tools and Applications investigates some of the most promising trends in furthering education and professional development in a variety of settings and industries With an extensive array of chapters on topics ranging from non traditional students to online and distance education for adult learners this multi volume reference book will provide students educators and industry professionals with the tools necessary to make the most of their return to the classroom **A Comprehensive Library Staff Training Programme in the Information Age** Aileen Wood,2007-02-28 This book discusses the issues surrounding the implementation and selling of a comprehensive library staff training programme Importantly it contains many tried and tested techniques used by the author it also includes standard

documentation that readers can use in their own organisation for training purposes Covers the different types of training and the pros and cons of each Discusses the administrative role as a change agent Shows how to develop programme objectives and measureable outcomes     British librarianship and information work 2006-2010 J. H. Bowman, 2012-04-01 This is the latest in an important series of reviews going back to 1928 The book contains 26 chapters written by experts in their field and reviews developments in the principal aspects of British librarianship and information work in the years 2006 2010     **A Practical Guide for Informationists** Antonio P DeRosa, 2018-02-23 A Practical Guide for Informationists Supporting Research and Clinical Practice guides new informationists to a successful career giving them a pathway to this savvy more technically advanced domain focused role in modern day information centers and libraries The book's broad scope serves as an invaluable toolkit for healthcare professionals researchers and graduate students in information management library and information science data management informatics etc Furthermore it is also ideal as a textbook for courses in medical reference services medical informatics in MLIS programs Offer examples e.g. case studies of ways of delivering information services to end users Includes recommendations evidence and worksheets take aways templates to be repurposed and adapted by the reader Aimed at the broad area of healthcare and research libraries     *Electronic Resources in the Virtual Learning Environment* Jane Secker, 2004-10-31 This book covers the key current topic of electronic library resources and learning in the digital age The book begins by outlining the changing information environment in which librarians now work It then goes on to discuss the development of e learning as a concept and the impact this is having on the further and higher education sector the changing role of the librarian in supporting online learning the technical problems associated with connecting up library systems the copyright and licensing of electronic resources in a digital environment and finally the book offers tips for librarians when becoming involved in such initiatives Examines the wealth of electronic library resources Examines the development of e learning online learning Considers the role of the librarian in supporting e learning online learning     **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

**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 British Librarianship and Information Work 2001-2005 J.H. Bowman, 2016-04-15 This important reference volume covers developments in aspects of British library and information work during the five year period 2001 2005 Over forty contributors all of whom are experts in their subject provide an overview of their field along with extensive further references which act as a starting point for further research The book provides a comprehensive record of library and information management during the past five years and will be essential reading for all scholars library professionals and students *Information Literacy* Susie Andretta, 2005-01-31 Taking an international approach this book explores two main models of Information Literacy or IL the SCONUL Society of College National and University Libraries Seven Pillars of Information Skills and the IL competencies identified by the ALA American Library Association Practical examples for the development of IL skills identified by these models are illustrated using printed and web based resources The process of integrating IL provision within a programme of study is outlined to illustrate two strategies underpinning this integration at generic skills level the plug play approach and at subject specific level the research skills approach A range of diagnostic and assessment methods to monitor the iterative process of IL skills development are also presented within these frameworks Explores practical applications of two major IL models Explores strategies to integrate IL provision in a multi disciplinary environment Illustrates the developments of independent learning skills through examples taken from different levels of provision at course level and from different levels

of competences at user level      *Reference Reborn* Diane Zabel,2010-12-16 More than 30 stellar authors have contributed to these up to date essays on public services librarianship including timely topics such as new service configurations the impact of e resources in reference and collection development and innovative outreach The roles of reference and public librarians are constantly changing Today it s not unusual for librarians to also serve as trend trackers data analysts project managers IT troubleshooters marketers and staffing specialists Academic and public libraries across the country are experimenting with new service models to accommodate new technology budget constraints and a clientele with new needs and expectations Not surprisingly librarians are assuming revised roles as a result *Reference Reborn Breathing New Life into Public Services Librarianship* is a collection of over two dozen essays on developments and trends in reference and public services librarianship highlighting some of the best thinking on reference services outreach initiatives the migration from print to e reference collections staffing 21st century libraries library school curriculum and more This text will appeal to library and information science students and educators beginning and seasoned reference librarians and managers of public service departments in academic and public libraries The education and training of reference librarians receives special attention      *The Invisible Librarian* Aoife Lawton,2015-11-03 *The Invisible Librarian A Librarian s Guide to Increasing Visibility and Impact* provides insights into what many librarians are feeling including questions such as do they feel invisible and How many times have they heard somebody say but everything is on the Internet If you are a librarian struggling to find the best strategy for the future of the profession in a rapidly changing information environment this book is for you People don t realize that librarians make information available and not just by search engine This book will make people think differently about librarians making a case for their value and impact that is compelling convincing and credible Given their versatility and knowledge now is the time for librarians to become champions of the information age as they improve the visibility and impact of libraries to readers to stakeholders and in society By the end of the book librarians will have a *Visibility Improvement Plan* to guarantee future success Provides strategies that librarians can use to raise their visibility Presents how successful librarians have made a positive impact Covers new techniques that measure current visibility amongst readers and key stakeholders Includes key guidance on how to implement a 10 step *Visibility Improvement Plan*

**A Practical Writing Guide for Academic Librarians** Anne Langley,Jonathan Wallace,2010-05-11 Mastering the skills necessary for clear effective writing can make writing tasks flow more easily This book helps academic librarians who are new to the profession or new to a supervisory or management position as well as those who want to be more productive and make their writing for work go more smoothly From progress reports to project plans cover letters to case studies and book reviews to blogging readers will find examples and how tos for most of the types of writing they need to do in their academic library careers Discusses the importance of style and audience Analyzes and guides the reader through the types of writing that academic librarians use in their everyday work Includes information on presenting data specifically tables

graphs and charts      **Expanding the Circle** John C. Hawley, 2015-01-08 Examines strategies and best practices that effectively integrate LGBTQ areas of teaching and research with student life activities Many educational professionals agree that the time has come to expand their circle of inclusion and broaden their definition of diversity by increasing LGBTQ studies but the question of how to do so is still debated Although some colleges and universities have been incorporating LGBTQ studies for decades courses and programs continue to be pockets of innovation rather than models of inclusion for all of higher education Colleges and universities need to encourage faculty members to teach and research a wide range of LGBTQ topics as well as support student life professionals in building inclusive campus communities This book includes testimonies that alert educators to possible pitfalls and successes of their policies through an analysis of changing student attitudes Based on these case studies the contributors offer practical suggestions for the classroom and the provost's office demonstrating not only the gains that have been made by LGBTQ students and the institutions that serve them but also the tensions that remain Expanding the Circle is a comprehensive overview of issues facing LGBTQ students in higher education in the US and those seeking to queer the academy through incorporating LGBTQ content into curricula It highlights problems we might not have imagined a closeted gay man being harassed by those who are more out and describes issues we would have hoped were history faculty and staff telling students not to list a certificate in LGBTQ studies on a resume This book presents proven strategies to create affirming institutions of higher learning in which students and faculty can be their full selves and study the contributions of LGBTQ people to the human experience Sean Cahill coauthor of LGBT Youth in America's Schools



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