

Serving the Difficult Customer

Kitty Smith

Serving The Difficult Customer A Howtoit Manual For Library Staff

Rhea Joyce Rubin



Serving The Difficult Customer A Howto do it Manual For Library Staff:

Helping the Difficult Library Patron Linda S Katz, 2013-10-31 This insightful book shows you how to deal with an issue as old as the library profession interacting with problem patrons It looks at this fact of life that affects almost every facet of library work and provides practical solutions some developed within the field and some borrowed from other professions that will improve reference services for those you serve and make the work of your library staff less stressful more productive and increasingly meaningful Helping the Difficult Library Patron New Approaches to Examining and Resolving a Long Standing and Ongoing Problem examines the nature of the problem from historical and demographic perspectives ways of dealing with the problem in academic and public libraries competency based training techniques that will empower your frontline staff the impact of new technologies such as cellular phones and the Internet and ways of dealing with the new breeds of difficult patrons that come with them solutions from our colleagues what we can learn from the perspectives of others psychotherapists businesspeople and corporate managers you even get a Zen Buddhist viewpoint effective ways to utilize community resources such as campus and local police and much much more Nowhere in the library literature have so many practitioners and educators combined their efforts to examine and provide solutions to this ageless problem Library administrators staff and educators will find Helping the Difficult Library Patron a matchless resource

The Library Security and Safety Guide to Prevention, Planning, and Response Miriam B. Kahn, 2008 Security planning part of disaster response and continuous operations planning is the key to proactively addressing potential safety issues

Serving the Difficult Customer Kitty Smith, 1993 You know who she means the complainer the know it all someone taking out a bad day on a captive librarian but also lonely seniors latchkey kids and homeless people not to mention co workers now and again Suggests behavioral approaches and resources available to avoid defensiveness and self blame and turn the encounter into one of shared problem solving Acidic paper Annotation copyright by Book News Inc Portland OR

Protecting Library Staff, Users, Collections, and Facilities Pamela J. Cravey, 2001 We live in an age when every library in every community must address security issues ranging from theft to the safety of staff and patrons Pamela Cravey's Protecting Library Staff Users Collections And Facilities is a pragmatic step by step instructional guide for insuring staff and patron safety securing general and special collections electronic files and systems and coping with the legal issues raised by various security measures Libraries are deftly guided through the complexities of modern security while being given practical recommendations for planning and executing a sound and responsible library security package The key is to consider security a process rather than an event Protecting Library Staff Users Collections And Facilities is a superbly presented how to manual that is very highly recommended reading for librarians and library board members for urban suburban rural public academic corporate governmental and private library systems **Library Services to the**

Incarcerated Sheila Clark, Erica MacCreaigh, 2006-08-30 Learn how to provide exemplary library service to individuals in

prison or jail by applying the public library model when working with inmate populations These authors a jail librarian and an outreach librarian offer a wealth of insights and ideas answering questions about facilities and equipment collection development services and programming computers and the Internet managing human resources including volunteers and inmate workers budgeting and funding and advocacy within the facility and in the community The approach is practical and down to earth with numerous examples and anecdotes to illustrate concepts More than 2 million adults are serving time in correctional facilities and hundreds of thousands of youth are in juvenile detention centers There are more than 1 300 prisons and jails in the United States and about a third as many juvenile detention centers Inmates as much or more than the general population need information and library services They represent one of the most challenging and most grateful populations you as a librarian can work with This book is intended to aid librarians whose responsibilities include serving the incarcerated either as full time jail or prison librarians or as public librarians who provide outreach services to correctional facilities It is also of interest to library school students considering careers in prison librarianship The authors a jail librarian and an outreach librarian show how you can apply the public library model to inmate populations and provide exemplary library service They offer a wealth of ideas answering questions about facilities and equipment collection development services and programming computers and the Internet managing human resources including volunteers and inmate workers budgeting and funding and advocacy within the facility and in the community The approach is practical and down to earth with numerous examples and anecdotes to illustrate ideas

Library and Information Science Michael Bemis, 2014-03-03

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Emerging Solutions in Reference Services John D. Edwards, 2013-10-18 How can you enhance reference services without adding staff Modern law librarians are under growing pressure to keep up with new technologies deal instantly with the demands of patrons keep the library safe and user friendly and generally offer the best possible service while keeping costs down Emerging Solutions in Reference Services Implications for Libraries in the New Millennium is a very practical guide for coping with rapidly changing technology and increasing demands for services Its sane well researched advice and suggestions can help you deal with the hectic days and nights behind the reference desk Emerging Solutions in Reference Services suggests up to date innovative ways to deal with

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