



# Customer Service and Innovation in Libraries (Handbook Series)

Miller, Glenn

Note: This is not the actual book cover

# Customer Service Innovation In Libraries Highsmith Press Handbook Series

**Puja Mehta**



## **Customer Service Innovation In Libraries Highsmith Press Handbook Series:**

Customer Service and Innovation in Libraries Glenn Miller, 1996 This thought provoking book was written by one of the major innovators in library management and it challenges many of our traditional library management and service policies and practices The author proposes an array of innovative approaches to user service and offers a refreshing insight into the functions common to most libraries Chapters cover topics as diverse as altering the reference service model alternative delivery methods sure fire ways to attract children into the library the new moon syndrome in shelving retailing operations the Blackwatch approach to personnel effectiveness and greeters in the library It is a work that will stimulate renewal and change in the profession The Bowker Annual Library and Book Trade Almanac 2004 Information Today, Incorporated, 2004-05 As an on the job answer book a statistical information resource a planning and research guide and a directory and calendar The Bowker Annual Library and Book Trade Almanac 2004 delivers the hard to find industry news and information you need This acclaimed must have resource provides the following Expert reviews of the key trends events and developments that will influence your work in 2004 and the years to come Clear explanations of new legislation and changes in funding programs and how this will affect libraries Definitive statistics on book prices numbers of books published library expenditures average salaries and other budget crunching assistance A full calendar of events key organizations names and numbers of important individuals including e mail addresses and fax numbers and much more This fully updated reference tool makes it easy to stay on top of the developments that affect libraries booksellers and publishers alike and to find fast answers to the countless on the job questions you encounter Current Publications in Legal and Related Fields ,1996

Assessing Service Quality Peter Hernon, Ellen Altman, 2010-01-19 This classic book is brought fully up to date as Hernon and Altman integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library s customer focused mission vision and goals challenging librarians to think about customer service in new ways Public Libraries ,1996 **The Cumulative Book Index** ,1999 Library Hotline ,1997 **American Book Publishing Record** ,1996-05 Library & Information Science Abstracts ,1998 **Footnotes** ,1997 **Library Journal** ,2002 **Library Journal** Melvil Dewey, Richard Rogers Bowker, L. Pylodet, Charles Ammi Cutter, Bertine Emma Weston, Karl Brown, Helen E. Wessells, 2007 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately The Librarian's Yellow Pages ,1997 **Joint-Use Libraries** Rita Pellen, William Miller, 2014-06-11 In today s economic climate many libraries are work cooperatively and sharing facilities staffs and resources This book gives you practical examples of how to make joint use a POSITIVE reality The first book of its kind Joint Use Libraries presents nine examples of situations in which libraries of different types share a building In some cases one library takes the lead and staffs the operation In other cases two or more staffs inhabit the same building and divide the work This essential book illustrates

the variety of ways that public libraries community college libraries and college university libraries have found to stretch their resources and better serve their users This book explores team based strategies for joint use libraries and shows how various libraries have addressed questions such as Which library s online catalog will be used How will costs for maintenance and utilities be shared and Will there be one integrated staff or separate staffs inhabiting the same building The libraries described range from a very small library shared by Front Range Community College and the City of Fort Collins Colorado to a mammoth new joint library now being built in San Jose California In Joint Use Libraries you ll encounter fascinating case studies of successful joint use that examine school libraries that double as public library facilities a county wide public library system in South Florida that has created partnerships with university community college public and private school libraries a joint library located on a Florida community college campus but also serving a major university another joint library on a Washington state campus that is shared by both a university and a community collegewith the university acting as primary provider of library services by contract with the community college a three way library in which a community college a university and a public library provide their own staffing collections and other resources to offer services in a small community where none of them alone could afford a first rate facility a complex situation in which St Petersburg College and the City of Seminole Florida are building a joint use facility which will serve not only the city and the college but will also serve the students of 14 other institutions of higher education a joint use library where one institution is clearly the senior partner but a largely new integrated staff has been hired to minimize resistance to the new joint mission and to serve all users equally and more

*The Catholic Library World* John M. O'Loughlin, Francis Emmett Fitzgerald, 2000     **ALA Handbook of Organization** American Library Association, 2001     **Writer's Market, 1997** Kirsten C. Holm, 1996 Includes names addresses submission requirements plus articles interviews advice and tips on how to contact editors     *School Library Journal* ,1995     *Awards, Honors, and Prizes* ,2010     **Annual Report** Council on Library Resources, 1993

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