

MEMBERSHIP RENEWAL REMINDER



Second notices for OLC membership renewal were sent by e-mail on January 10. Don't forget that you can renew your dues online (www.olc.org). The deadline to renew your OLC membership is March 1, 2007.

OLC's Library Education Committee is committed to helping libraries incorporate competencies into their training and staff development efforts. Each month we will highlight one of the OLC competencies by providing a short definition, a few related skills or behaviors, and resources for more information. As always, we want to know how your library uses competencies. Please send your stories to cathy.wilkymackey@cincinnati.library.org.

COMPETENCY: CUSTOMER SERVICE

Definition:

The ability to *efficiently, effectively, and positively* meet the needs of the customer. In addition, if you are a supervisor or manager: the ability to set the tone for your location.

Select Skills and Behaviors:

- Greets and assists all customers in a welcoming, approachable, courteous, friendly, and professional manner.
- Enthusiastically connects customers to the wealth of library resources, enabling them to use libraries effectively.

Training Resources:

- *Customer Service at the Library: Making the Experience Meaningful and Memorable* (www.thinkanddoworkshops.com) – Video/DVD
- *What Do You Say: The Right Words at the Right Time* – Video/DVD
- Gee, Val and Jeff: *The Customer Service Training Tool Kit* – Book
- Gallagher, Richard S: *Smile Training Isn't Enough* – Book

Training Opportunities:

www.ceohio.org

Complete List of Competencies:

www.olc.org/pdf/core.pdf

More Information:

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