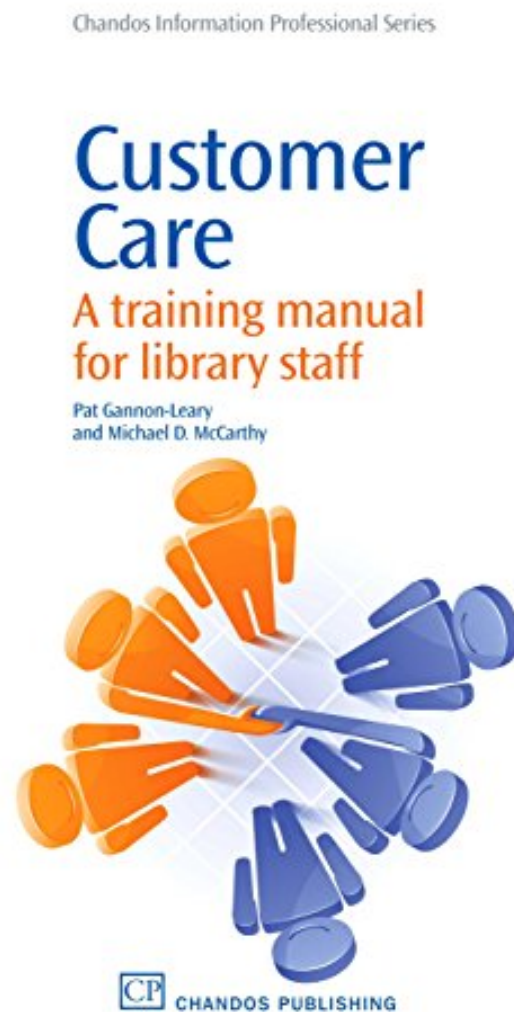


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## Customer Care: A Training Manual for Library Staff (Chandos Information Professional Series)

*Pat Gannon-Leary, Michael McCarthy*  
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1 of 2 people found the following review helpful. A seminal contribution to academic library 'Library Science' reference collectionsBy Midwest Book ReviewThe collaborative effort of Pat Gannon-Leary and Michael D.

McCarthy, "Customer Care: A Training Manual For Library Staff" is a 242-page training manual for designing and delivering customer care programs for library systems of all types and sizes, including academic, corporate, and public libraries. Informatively enhanced with tables and figures, "Customer Care" addresses both general and specific issues while treating library patrons as 'customers' requiring services. Of special note are the chapters devoted to dealing with challenging situations and team building. Detailed and professional, "Customer Care" is a seminal contribution to academic library 'Library Science' reference collections and very strongly recommended reading for library administrators, policy makers, and staff members. 0 of 0 people found the following review helpful. HELP ME PLEASE!!!!!!!!!!!!By ElizaCannot shop in the kindle store, and send emails on numerous accounts but get no help or support from .

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 ndash; reference work and/or training manual Potential as a text book Applicable to a wider context than LIS ndash; could be used for a whole HEI institutional approach to customer care or in local authorities/public services

This title is recommended for library administrators and courses in library and information science programs on public services management and improvement., Reference and User Services Quarterly About the Author Dr. Pat Gannon-Leary is a consultant and joint partner of Bede Research Consultancy with Mike McCarthy. Prior to that, Dr Gannon-Leary worked as a researcher at the Universities of Northumbria and Newcastle. Her earlier career experience includes working in academic libraries in the UK and the USA in a variety of roles including Customer Service Manager. During that time she facilitated customer care courses for library staff. Michael D McCarthy served as a Senior Officer in the Logistics Branch of the RAF, including 3 years as a specialist instructor to Officer Cadets. On leaving the RAF he moved into the management of Customer Support in major Aerospace Companies in the UK and in Sweden. He has wide experience of customer support activity throughout the European aerospace community, covering both major contractors and suppliers. Following early retirement, he has recently spent 2 years working in a support role in a University Library in order to obtain 'hands-on' experience of the demands of customer care in this particular environment.