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Customer Service: A How-To-Do-It Manual for Librarians (How to Do It Manuals for Librarians)

Suzanne Walters

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This acclaimed manual will help to build a customer service orientation in any library by working through the issues and outlining the necessary steps. Walters targets all the essential issues, including identifying the barriers to good customer service, characteristics of good customer service, training, incentives, and how to go about changing the culture.

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