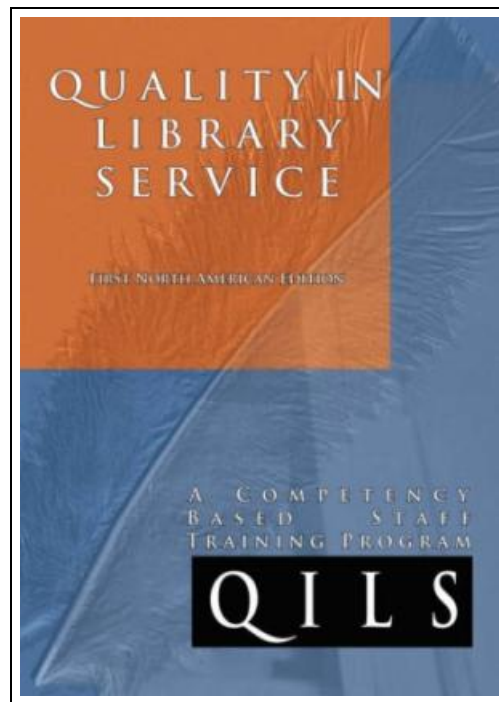


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TotalRecall Publications Inc, United States, 2007. Paperback. Book Condition: New. 297 x 211 mm. Language: English . Brand New Book ***** Print on Demand *****.QUALITY IN LIBRARY SERVICE: A Competency-Based Staff Training Program First North American Edition (Library Science Series) A Complete Professional Development Package: Training Manual With Slides, Role Plays, Forms, Quizzes: This practical staff training program for libraries is rooted in two key concepts: 1) the quality management philosophy and techniques of famed Total Quality expert William Edwards Deming and 2) the constant need for library staff to keep up to date with changing customer needs, new technology, and new ways to save time and costs. The program has been field tested and used effectively in many Australian libraries, and now has been thoroughly adapted for North American venues in this special edition. Its purpose is to achieve consistent, high-quality performance at all library information service points by. Focusing staff on agreed service expectations and client satisfaction Providing staff with the skills and support needed to achieve and maintain identified service standards Identifying and addressing skills gaps Extending the competencies of inexperienced and experienced staff Emphasizing teamwork as an essential extension of individual competency Integrating electronic with print resources and document delivery with inhouse resources Obtaining staff input into policies and procedures Encouraging lifelong learning in staff The program involves self-paced reading; ?hands-on use of resources; ?review questions; activities; ?role-plays; ?evaluation of electronic resources; ?mock inquiries requiring the development of search strategies and the evaluation of resources; and ?small-group or individual discussion and debriefing. Learning aids include downloadable and customizable electronic text, including trainee material, overhead/PowerPoint slides, and handouts. Quality in Library Service is one of 12 library skills study aids published by TotalRecall Publications, Inc. Please see the back of this book for a complete listing, or...



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