**What Would Walt Do?: Quality Customer Service for Libraries**

**Event Description:** How libraries in Colorado are integrating what they learned at the Disney Institute on Quality Service to improve customer service for patrons.

**Presented by:** Crystal Schimpf, Elena Rosenfeld, and Suzanne McGowan.

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| **What are your goals for viewing this webinar?** | |
| **Personal Goals** |  |
| **Team Goals** |  |
| **Discussion question** | |
| Identify 3 processes your organization has in place that actually work against providing the best possible customer service.    * **Consider:** In what ways are these processes crucial to the working of your organization? * **Decide:** Do they need to be kept in place as-is? * **Strategize:** If so, how can you reframe them to better support your customer service priorities. | |
| **Discussion question** | |
| Set service priorities for your library (there should be no more than 5).   * Focus on what a staff person needs to keep in mind when in the middle of a situation. * How does your service point (building/webpage/etc) help support these priorities? * How do you assess whether staff are matching these priorities when making decisions? | |
| **Discussion question** | |
| Are you a manager, supervisor, or decision-maker?   * If so, how can you empower staff to make decisions and define their own purpose? * If not, what would make you feel empowered to make decisions and define your own purpose? | |

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| **Action Plan** (include next steps, who, when, etc.) |
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| **NOTES** |
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