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## Quality in Library Service: A Competency-Based Staff Training Program First North American Edition (Library Science Series) (Paperback)

By Jennifer Burrell, Brad McGrath

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...

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