GIVE US A REASON TO COME BACK

Elizabeth Tracy, Library Director, Whistler, British Columbia

Moe Hosseini-Ara, Director, Branch Operations & Customer Experience, Toronto Public Library
The Customer is why we are here. If we take good care of them, they will give us a reason to come back...

Jenny McKenzie
Treat each customer as if they sign your paycheck, because they do...

John Tscholl
Every company's greatest assets are its customers, without customers there is no company...

Michael LeBoeuf
The “value” of change

<table>
<thead>
<tr>
<th>Libraries Then</th>
<th>Libraries Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protective</td>
<td>Trusting</td>
</tr>
<tr>
<td>Punitive</td>
<td>Generous</td>
</tr>
<tr>
<td>Informing</td>
<td>Transforming</td>
</tr>
<tr>
<td>Teaching</td>
<td>Learning</td>
</tr>
<tr>
<td>Passive</td>
<td>Active</td>
</tr>
<tr>
<td>Archives</td>
<td>Hubs</td>
</tr>
<tr>
<td>Complex</td>
<td>Intuitive</td>
</tr>
<tr>
<td>Challenges</td>
<td>Opportunities</td>
</tr>
<tr>
<td>Acquaintances</td>
<td>Relationships</td>
</tr>
<tr>
<td>Transactions</td>
<td>Interactions</td>
</tr>
<tr>
<td>Contrary</td>
<td>Harmonious</td>
</tr>
<tr>
<td>Static</td>
<td>Dynamic</td>
</tr>
</tbody>
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Customers’ voices are more precious than management guide-books...

Munestugu Ichiban-Ya
Why do we do what we do? Are we creating policies and developing processes that serve ourselves or our customers?
Two statements that should be banned in libraries...

Because we’ve always done it that way...

We tried that before and it didn’t work...

Bonus statement: If we stop doing that our customers will complain...
The customer is why you go to work, if they go away, you do, too...

David Haverford
If you’re not serving the customer, you better be serving someone who is... 

Karl Albrecht
Magnificent 7
There is nothing magical, it’s about the culture...
Culture is what people do when no one is looking...

Herb Kelleher
Attributes of a User Centered organization
EMPOWERED STAFF
CLEAR Purpose
DEVIANTE THINKING
de·lib·er·ate

deliberate

adjective
də ˈlib(ə)rət/
Customer Service is an attitude, not a department.

Passionate
Responsive
Empathetic
Informed
Curious
Authentic
Question
Everything...
IN CONCLUSION

Change is the constant
Thank you!

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