



# FAQ: DO YOU HAVE THE ANSWERS?

A 60-minute Webinar

- 1) Libraries, by their existence, are meant to \_\_\_\_\_.
- 2) The \_\_\_\_\_ of questions asked, though, can sometimes be overwhelming and a bit frustrating.
- 3) How many of the \_\_\_\_\_ are asked time and again?
- 4) So the new question becomes, "How many of the \_\_\_\_\_ questions that are asked could be addressed **before** they are asked?"

**Let's use the following section as a worksheet to see if there are areas you can improve upon ~ leading to time saved and less frustration on the part of staff and patrons!**

## **LOGISTICS ABOUT THE LIBRARY:**

- Location \_\_\_\_\_
- Map \_\_\_\_\_
- Hours \_\_\_\_\_
- Restroom locations \_\_\_\_\_
- Meeting room policies \_\_\_\_\_
- Locations of departments \_\_\_\_\_

## **LOGISTICS FOR PATRONS:**

- How do I get a library card? \_\_\_\_\_
- How much does it cost? \_\_\_\_\_
- How long is it valid? \_\_\_\_\_
- How old do children have to be to get a card? \_\_\_\_\_
- Do they know about the book drop/after hours return policy? \_\_\_\_\_
- Are they aware of how to renew by phone, email, in person, and online? \_\_\_\_\_
- Is your website easily navigated by **patrons**? How do you know for sure? \_\_\_\_\_
- Is the password/pin process easy to navigate? \_\_\_\_\_
- Do they know how to access materials when they are at home? \_\_\_\_\_

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**CIRCULATION:**

- How many books can I check out? \_\_\_\_\_
- How long can I keep them? \_\_\_\_\_
- How many holds can I have active? \_\_\_\_\_
- What are the fines if I am late? \_\_\_\_\_
- What happens if I damage or lose a book? \_\_\_\_\_

**TECHNOLOGY:**

- Computer questions – which do you deal with? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- Do you have a fax machine? \_\_\_\_\_
- How do I use the printer or copier? \_\_\_\_\_
- How do I download a book to my e-reader? \_\_\_\_\_
- Wi-Fi accessibility \_\_\_\_\_

**PROGRAMMING QUESTIONS:**

- Repeating programs \_\_\_\_\_
- Upcoming programs \_\_\_\_\_
- Special events \_\_\_\_\_

**MISCELLANEOUS TOPICS:**

- Tax forms/tax help \_\_\_\_\_
- Online unemployment applications \_\_\_\_\_
- Online job applications \_\_\_\_\_
- Can you order a book for me? \_\_\_\_\_

**WHAT IS ONE AREA YOU CAN IMPROVE UPON TO LESSEN THE NUMBER OF QUESTIONS YOU RECEIVE ABOUT THAT AREA? HOW WILL YOU IMPROVE?**

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