



Going the Extra Mile

A 60-minute Webinar

Think about an “extra mile” situation that you have experienced as the customer. What specifically made it “the extra mile”?

1) What are some aspects of your patrons’ experiences that they logically **expect**?

- a) _____
- b) _____
- c) _____
- d) _____
- e) _____
- f) _____
- g) _____
- h) _____
- i) _____
- j) _____
- k) _____

2) With all of the ways you are already _____, how can a library staff member possibly go the extra mile?

- a) Greet every patron with _____ and a
_____.
- b) Actively _____ for patrons who seem to need assistance.
- c) View your library from their _____
and make adjustments accordingly:

- d) Make it a point to know _____.

e) Help them to _____.

f) Offer services that have no _____ to the library:

g) _____ with 'em! ☺

h) Protect yourself from _____.

i) Always have as your goal a _____.

j) _____ deeper.

k) Never, ever take the attitude of “_____.”

l) Help them understand _____.

m) Be willing to reach out to others for _____.

n) Listen _____.

o) Offer free _____.

p) Keep the _____ occupied.

q) Set _____ aside for regular customers.

r) Offer to store _____.

s) Offer to _____ find something for them.

t) Give directions to _____ if helpful.

u) _____.

v) Offer to _____ with information.

w) Have “_____” available for their use.

x) _____ yourself.

y) _____ for seniors, mothers, or physically challenged patrons.

z) Don't charge for _____.

1 THING I WILL DO DIFFERENTLY TO GO THE EXTRA MILE: _____