



The Winding Rivers Library System Presents

A Day for Library Assistants

and Volunteers, Board Members and Yes, Even Directors!



May 28, 2009
9:00am - 3:15pm

La Crosse Public Library
Auditorium
800 Main Street
La Crosse, WI

8:30am **Registration and Refreshments**

9:00am **Welcome and Introductions**

9:15am **Just Some of What You Need to Know About Working in a Library**

WRLS staff members will present information on various library topics including:

- Library law
- Story bags
- Delivery information and bin packing demonstration
- Badgerlink instruction
- Q&A with LPL's Circulation Guru, Myrna Paulson
- Early literacy
- Wiscat overview
- Tour of WRLS website and WRLS office area

12:00pm **Lunch** - on your own

1:15pm **No "No's"**

Nothing causes eyes to roll faster than the phrase "customer service training." Between "surprise and delight," and "exceed expectations," the phrase has come to inspire cynicism and disdain amongst many library employees. This presentation throws aside traditional ideas of effective customer service and instead explores the subjective nature of customer service and ways of avoiding noxious outcomes.

Presenter: Kelly Krieg-Sigman, Director, La Crosse Public Library



To Register: Call Kristen at 608-789-7131 or Email kra@wrlsweb.org