

# Library Experience Edge™



## Description

This comprehensive, system-wide training program will teach participants strategies and techniques for promoting the patron experience and loyalty through the delivery of exceptional service.

## Who Should Attend

All employees are encouraged to attend, including:

- Directors
- Branch Managers
- Training Coordinators
- Librarians
- Library Assistants
- Administrative Assistants
- Clerks
- Custodians

## Learning Objectives

Through a variety of techniques, employees will learn how to create memorable patron experiences that encourage library visitors to support the library system and return often.

## Creating Legendary Experiences.

You work hard to build a culture in which your patrons look forward to using your library system and want to return often for your services. Part of that culture is providing a legendary level of service in which you are consistently exceeding patrons' expectations.

Our research shows that much of the training for library staff is focused on operational and technical skills. However, in order to build that legendary culture there needs to be a training program that focuses on patron service skills.

Signature Worldwide, a leader in customer service training, has worked with libraries to help managers, librarians, clerks and all employees understand the importance of patron satisfaction and the role each of them play in the prosperity of their organization. You want your patrons to embrace and support the library, and in order for that to happen, you must deliver great service.

**Library Experience Edge** is a fun, unique and empowering training solution that gives frontline and support staff the training, motivation and confidence they need to make every encounter with a library visitor a positive one.

Through a variety of techniques, including discussions and activities, staff will learn how to:

- Help the patron in order to create immediate and lasting positive experience.
- Define service standards that bring consistency to all patron interactions, whether in person or over the phone.
- Promote the library and encourage the use of its services.
- Handle challenging situations with winning results.

*Signature*  
WORLDWIDE  
business and training solutions