



Customer Care: A Training Manual for Library Staff (Chandos Information Professional Series)

Pat Gannon-Leary, Michael McCarthy

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Customer Care provides a detailed course suitable for delivery to library staff at all levels. It can be used as a stand-alone reference work for customer care processes and procedures or, alternatively, it can be used by library staff to tailor a customer care course to suit the requirements and training needs of their own staff.

- Dual use – reference work and/or training manual
- Potential as a text book
- Applicable to a wider context than LIS – could be used for a whole HEI institutional approach to customer care or in local authorities/public services



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