

Exercise #5

Your Customer Service Action Plan

In this exercise you will have a chance to plan a way you might change existing service or create a new customer service.

Instructions: Choose something you want to change or add about the way you do customer service and fill out the action plan.

1. The situation or service I want to change or add is:

2. This change will help the library staff by:

3. This change will help the library user by:

4. I need to talk to:

5. For this change to occur, I might need:

- a. Money
- b. New signs
- c. New furniture
- d. To move existing furniture or shelving

6. I need approval from:

7. I'm going to evaluate the success of this change by:

8. The next change I'd like to tackle is: