

## Customer Service Resources

Resources used while putting together our Great Expectations philosophy.

### Articles

Rethinking User Experience Touchpoints (Public Libraries Online)

<http://publiclibrariesonline.org/2016/11/rethinking-user-experience-touchpoints/>

Customer Service as Core Value for Libraries

[http://www.webjunction.org/news/webjunction/Customer\\_Service\\_as\\_Core\\_Value\\_for\\_Libraries.html](http://www.webjunction.org/news/webjunction/Customer_Service_as_Core_Value_for_Libraries.html)

Developing Hybrid Models for Library Customer Service Standards

<http://creativelibrarypractice.org/2013/03/19/developing-hybrid-models-for-library-customer-service-standards/>

### Webinars/Videos

Markham Public Library, Customer Service (r)evolution:

<https://www.youtube.com/watch?v=Kb2Nf7VBYz4>

Being Customer Focused: New and Emerging Trends in Customer Service:

<https://infopeople.org/civCRM/event/info?reset=1&id=106>

WebJunction Library Customer Service Webinars: <https://www.webjunction.org/explore-topics/customer-services/webinars.html>

### Blogs

The Disney Institute: <https://disneyinstitute.com/blog/>

A collection of Customer Service posts on various blogs:

<https://www.nicereply.com/blog/customer-service-blogs/>

## **Books**

*Be Our Guest: Perfecting the Art of Customer Service* by The Disney Institute

[https://www.amazon.com/dp/B006N47ZPK/ref=dp-kindle-redirect?\\_encoding=UTF8&btkr=1](https://www.amazon.com/dp/B006N47ZPK/ref=dp-kindle-redirect?_encoding=UTF8&btkr=1)

*Setting the Table: The Transforming Power of Hospitality in Business* by Danny Meyer

[https://www.amazon.com/Setting-Table-Transforming-Hospitality-Business/dp/0060742763/ref=sr\\_1\\_1?ie=UTF8&qid=1491256552&sr=8-1&keywords=setting+the+table](https://www.amazon.com/Setting-Table-Transforming-Hospitality-Business/dp/0060742763/ref=sr_1_1?ie=UTF8&qid=1491256552&sr=8-1&keywords=setting+the+table)

*The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company* by Joseph Michelli

[https://www.amazon.com/New-Gold-Standard-Leadership-Ritz-Carlton/dp/0071548335/ref=sr\\_1\\_1?ie=UTF8&qid=1491253129&sr=8-1&keywords=the+new+gold+standard](https://www.amazon.com/New-Gold-Standard-Leadership-Ritz-Carlton/dp/0071548335/ref=sr_1_1?ie=UTF8&qid=1491253129&sr=8-1&keywords=the+new+gold+standard)

*The Customer Rules: The 39 Essential Rules for Delivering Sensational Service* by Lee Cockerell

[https://www.amazon.com/Customer-Rules-Essential-Delivering-Sensational-ebook/dp/B00985DWVM/ref=sr\\_1\\_1?s=books&ie=UTF8&qid=1471648948&sr=1-1&keywords=the+customer+rules](https://www.amazon.com/Customer-Rules-Essential-Delivering-Sensational-ebook/dp/B00985DWVM/ref=sr_1_1?s=books&ie=UTF8&qid=1471648948&sr=1-1&keywords=the+customer+rules)