

High tech, high touch: library customer service through technology

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Abstrak

Ever-expanding technologies are raising the bar, as customers increasingly expect fast, sophisticated solutions and results in their interactions with the library. Drawing on their system of improved customer service available through technology, the authors show how automating traditional library services can decrease staff workloads while improving speed and access for customers. Real-life lessons and visual examples from libraries who have implemented these systems provide a customizable model for your library to achieve the same goals, from offering virtual library cards, to program registration for your patrons online.