Where is the Hospitality in Your

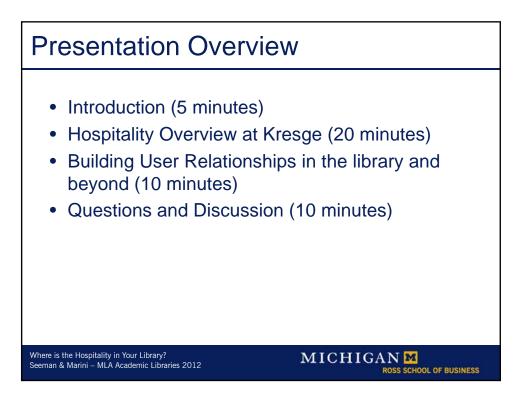
 Library?

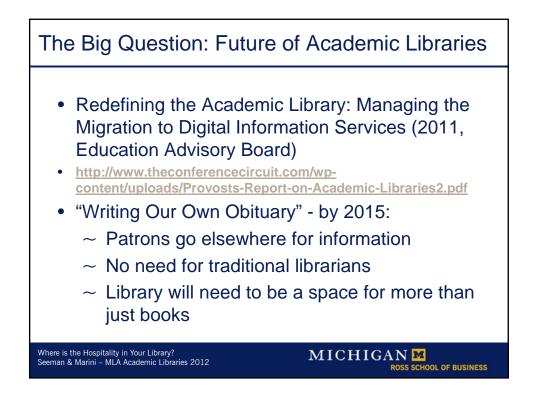
 MLA Academic Libraries 2012

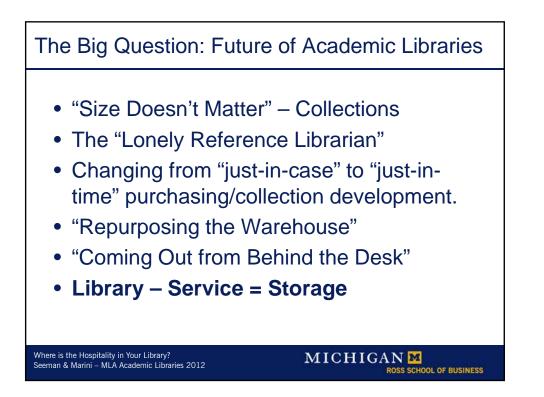
 Corey Seeman & Tom Marini

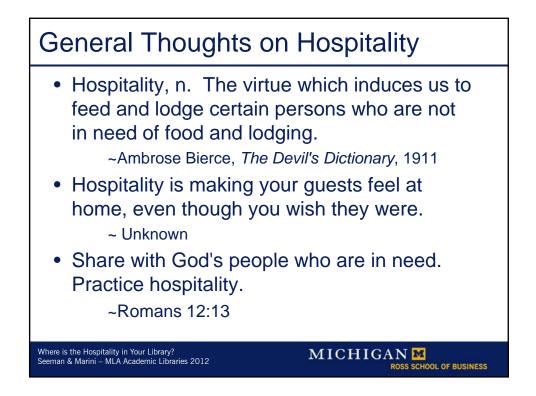
 Kresge Business Administration Library

 Ross School of Business (University of Michigan)









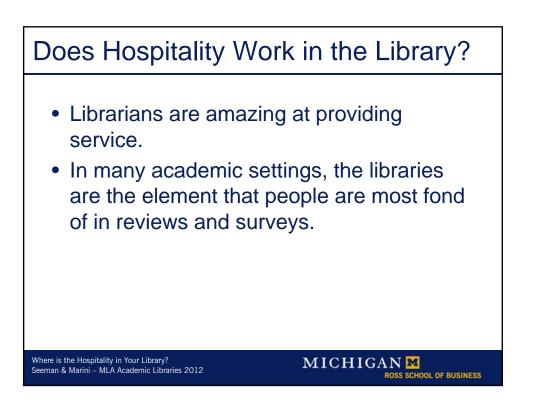




- Nordstrom
- Employee Handbook is one card.
- "Our number one goal is to provide outstanding customer service."
- Our only rule: "Use good judgment in all situations."
- See Spector's The Nordstrom Way to Customer Service Excellence, 2005.

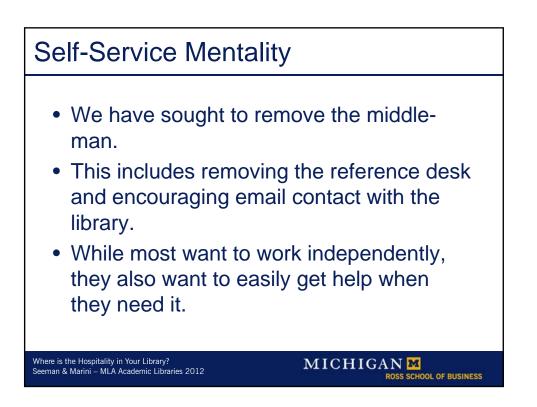








- With the advent of electronic resources and discovery layers – we have worked very hard to make the library mostly selfservice.
- That is great when people know what they want.
- This is not so great when people don't know what they need.
- This is when we have a problem.



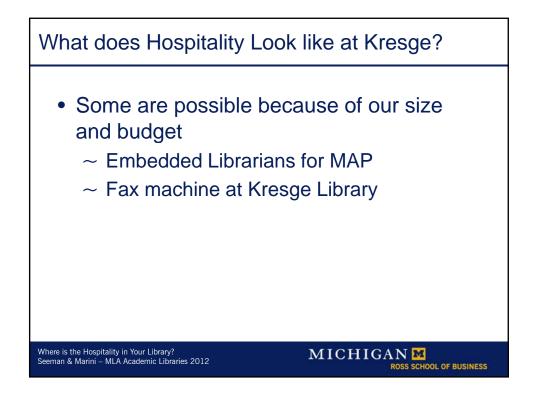


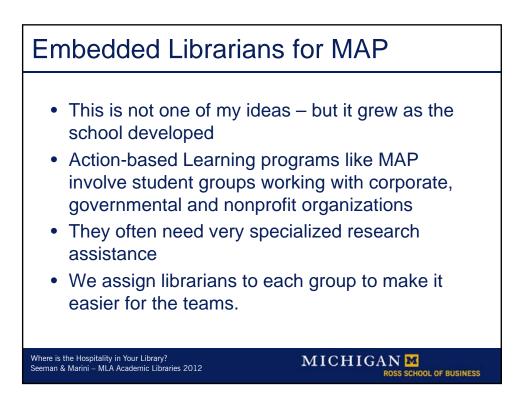
- Kresge Library: Independent Library at University of Michigan - Ross School of Business (3700 FTE)
- Staff of 20 FT people (8 librarians, 12 staff) with 4.5 FTE of temporary staff
- Open 108 service hours a week
- http://tinyurl.com/KresgeLibrary













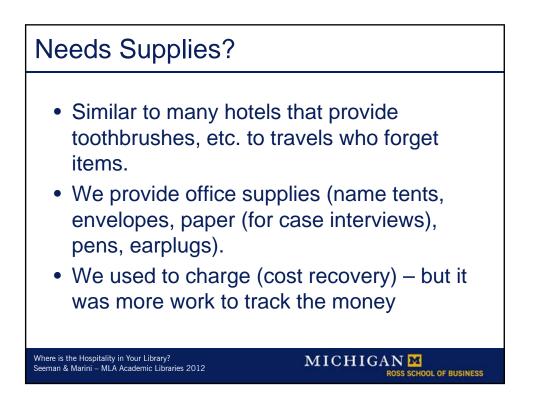
- We traditionally had a fax machine (or two) at Kresge Library for students to use.
- When it no longer worked, it was not be replaced but the need existed.
- We ended up doing the faxes

 but we "blinked" and bought
 a new machine that base
 been very popular.







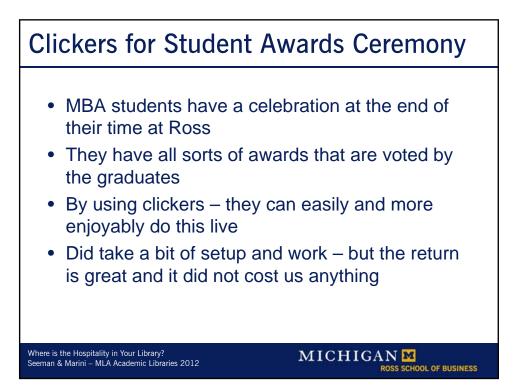








- Being hospitable and flexible with staff.
- Corey's theory
 - ~ If I am flexible with you, please be flexible with our patrons.
 - ~ If I am not flexible with you, then you will not be expected to be flexible with our patrons.
- Nothing can happen without that.
- Ties to Positive Organizational Scholarship
- Important for Modeling Good Behavior!





- Kresge Library has longer service hours than almost any other entity on campus
- A club officer asked for help in distributing material to PT MBA students who are often only on campus at night and weekends
- We are going to allow them to give us these items and distribute them with requests (holds) at circulation
- No costs associated with this but it is a service they can appreciate

