

Exercise #1

Exploring My Own Expectations as a Customer

This exercise explores what library services, communication with staff, materials and resources would you expect to be offered if you visited a library in another country. Put yourself in your diverse customers' shoes!

If you were a newcomer in another country and went to a library for information:

What would you want the librarians to know about you?

What would you want librarians to say and do?

What would you expect to see in the library?

How would you make your needs known?

How could they most help you?

What other expectations would you have as a customer?