

## **Exercise #1 Welcoming Your Customers**

In this exercise you will think about who your current customers are and if you making them feel welcome. You will also consider what simple things you might do to make them feel more welcome.

**1. The most frequent visitors to my library are:**

- a. We make them feel welcome by:
  
- b. Things we could do to make them feel more welcome:

**2. My library makes non-english speakers welcome by:**

- Things we could do to make them feel more welcome:

**3. My library makes older adults welcome by:**

- Things we could do to make them feel more welcome:

**4. My library makes children feel welcome by:**

- Things we could do to make them feel more welcome:

**5. My library makes parents and caregivers feel welcome by:**

- Things we could do to make them feel more welcome: