

Make Their Day™

1. What has someone done to make YOUR day? Did it take a lot of time?
2. What can people do for you when you're feeling crabby?
3. How often do you look for the good in others?
4. What small unexpected thing could you do to Make Someone's Day in the library?
 - Think of three people and write Thank You notes for something they've done to make your day. Try starting with *Name*, you made my day when ...

Make Their Day Practice with Staff:

What does it mean to Make Their Day? - Acknowledge, focus, include, and recognize individuals. Put yourself in their shoes and do what you would want. Try to be a partner in solving their problem. Call someone by name, tell someone how much you appreciate them or what they've done, and/or acknowledge someone who tried hard.

- Put pieces of paper on each others backs so it's semi-anonymous. The pieces of paper will have "I appreciate _____ because" written in large letters at the top. Have everyone fill out each others papers on each others backs. It encourages people to find the good in others.
- Write Thank You notes to co-workers.
- Discuss the questions above in a staff meeting.
- Talk about what is unexpected behavior from library staff for a typical library customer and come up with some things that can happen as a group and individually to make people's day.
- Have people figure out how to be a partner to people in helping them solve their problems.
- Discuss that customer service is for everyone you come in contact with in your workday. You're on stage when you are at work; you need to make it look effortless. Part of deciding to be the #1 library or to be world famous is accepting the responsibility that goes with it ;)