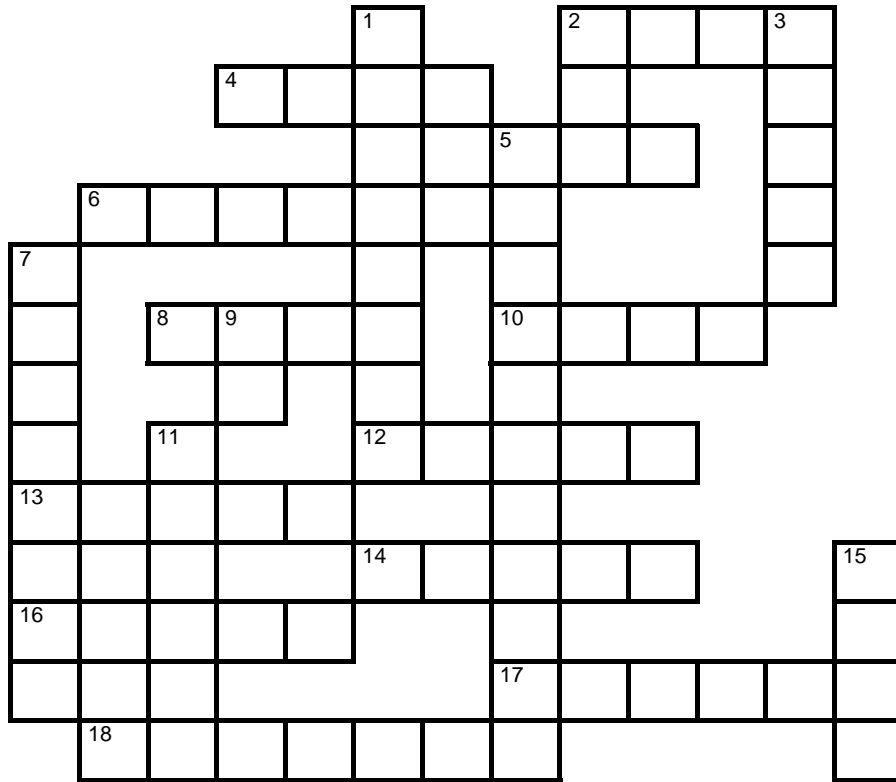


Customer Service in a Self-Check World Wrap-up Puzzle



Across

2. A form of reference using a cell phone
4. Hot 2.0 way to communicate with users
5. File format for music
6. Customer ____ can be one of the libraries competitive advantages
8. Quick in Hawaiian (easy way to create a web page that multiple people can contribute to)
10. Synchronous form of offering reference via the Internet
12. Library card of the future for people who might never come into a branch
13. The brand of the public library based on the OCLC study
14. This kind of tour might be useful for new users
16. ____ need to be cross trained and flexible to meet customer needs
17. Staff will have more time to help _____ material if users can do routine tasks by themselves

18. A library's _____ is a place to offer customer service to those who might not want to or be able to come in to the library

Down

1. Negative signs should be changed to be more _____
2. For complicated tasks that users often need help with consider creating a ____ sheet
3. “_____ not do” should become the new motto for librarians offering reference service or helping the public on computers
5. Displaying materials for a specific audience
7. OCLC study shows that people don't know about these in libraries (singular)
9. Another form of offering instant reference
11. Do this to displays to accommodate different users in the library at different times of day
15. _____-choice learning is another branding opportunity for libraries