

System Meeting Agenda

December 14, 2012

@Pioneer Library System Office, Canandaigua

- 9:00 – 9:30** **Birds of a Feather: Text Message Notifications for Available Holds with Lindsay Stratton**
- 9:30 – 10:15** **Announcements**
- 10:15 – 10:30** **Break**
- 10:30 a.m.** **Program:**

Incredible Customer Service @ Your Library

Guest Speaker: Dan Trout

Facilitator: Cassie Guthrie

With 14 years of experience at Wegmans in a variety of roles (including “Incredible Customer Service” in-store educator), our guest speaker Dan Trout has a lot to say about customer service. At Wegmans, he learned how to manage people, develop relationships with customers and employees, and educate a community about a product. After finishing library school earlier this year, Dan has found those same skills to be invaluable in his work at Syracuse University’s Bird Library.

Join us for a fun tour through customer service in the library!



Dish-to-Pass Luncheon after the System Meeting

Bring a dish-to-pass and join us for feast & fun!

After the system meeting

**Round Table Discussion Group –
Topic: Running a Library on a SMALL Budget:
staffing and security issues**