

University of Detroit Mercy Libraries/IDS

presents

Black Belt Librarian author, Warren Graham



Real World Library Security & Customer Experience

Friday, August 24, 2012

9:00 a.m. to 1 p.m.

University of Detroit Mercy Libraries/IDS

McNichols Campus Library 1st Floor

(arrival and refreshments 8:00 a.m. to 8:45 a.m.)

- Who the patron *really* is.
- The critical elements of patron interaction.
- The simple, yet forgotten principles of engagement.
- How to say “no” most effectively.
- Are *you* up to the task?
- What the patron *really* wants.
- The three “A’s” of success with patrons.
- Is the patron the problem *or* is it really you?
- What *can* you do for the patron?

For more information about Mr. Graham please visit his website: <http://blackbeltlibrarians.com/drupal/>