RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes  No XX)

This is to recommend that the Board of Supervisors allow the Mariposa County Library System to host an inservice on "Customer Service Training" in Mariposa. The inservice will be presented by Susan Berk, a management consultant, (see attached) who is hired through San Joaquin Library System (SJVLS) by a grant. (Mariposa Co. Library is a member of the SJVLS) The workshop will be a skill building inservice that focuses on how to improve the libraries service image. The program will help provide library employees with the front line skills to communicate in person and on the phone and how to deal with difficult patrons. Participants will practice use of consistent service behaviors that will help save time, reduce stress levels, and maintain a positive image of the library which in turn gives the county a more positive image of library service. The inservice will require that all County libraries be close on Tuesday, August 3, to enable all library assistants in the county to come to Mariposa to attend the all day inservice. The cost of the inservice is paid by the SJVLS and salaries for the library assistants will come from their normally scheduled pay and grant money.

There will be announcements to communicate to the public about the proposed day closure: newspapers, bulletin boards, and flyers.

All Board members are cordially invited to attend this inservice.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The Board of Supervisors has always been supportive of County employees attending educational inservices.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

If the County wide library system is not able to have all library assistants attend the inservice then those staff members will not benefit from learning how to create better service for our patrons.

<table>
<thead>
<tr>
<th>COSTS:</th>
<th>SPECIAL INSTRUCTIONS:</th>
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<tbody>
<tr>
<td>A. Budgeted current FY</td>
<td>List the attachments and number the pages consecutively:</td>
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<td>B. Total anticipated costs</td>
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<td>C. Required additional funding</td>
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<td>D. Internal transfers</td>
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<td>SOURCE:</td>
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<td>A. Unanticipated revenues</td>
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<td>B. Reserve for contingencies</td>
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<tr>
<td>C. Source description; Balance in Reserve for Contingencies, if approved:</td>
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</tbody>
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CLERK'S USE ONLY:
Res. No.: 99-221
Vote - Ayes: 5
Absent: 1
Approved: ( )
Denied: ( )
Abstained: ( )
Minute Order Attached ( )
No Action Necessary ( )

The foregoing instrument is a correct copy of the original on file in this office.

Date: [Signature]

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:
- [ ] Recommended
- [ ] Not Recommended
- [ ] For Policy Determination
- [ ] Submitted with Comment
- [ ] Returned for Further Action

Comment: [Signature]

A.O. Initials: [Signature]

Action Form Revised 5/92
SUSAN BERK is a business and management consultant who has gained national recognition for her work with major corporations, hospitals, small business, HMOs, cities, government agencies, education, non-profit boards of directors, and professional associations. Her experience, insight and humor have made her a sought-after speaker. Her appointments have included: Chairperson of the L.A. County Quality and Productivity Investment Board; Pepperdine University Alumni Board; Board of Directors for the Foundation for Effective Government; 1st Vice-chair of the Quality & Productivity Commission for L.A. County; Board of Directors for the HELP Group; Planning Committee of the American Diabetes Association; Los Angeles County Economy and Efficiency Commission.

Susan Berk received her master’s degree from Pepperdine University and her bachelor’s degree from UCLA. She has directed her own successful consulting firm for over twenty years, designing timely, reality-based systems and programs for her clients. She has written four books on healthcare reform and continuous quality improvement for the California Association of Hospitals and Health Systems. She has coordinated the Women’s Business and Management Programs at UCLA Extension, and served as advisor to the Hotel and Restaurant Management programs at Loyola Marymount University. She has served as faculty for both the bachelor’s and masters management programs for the University of Redlands, and has been a guest lecturer for UCLA, USC, Cal State L.A., and Pepperdine University.

She has an outstanding reputation for helping libraries and other public agencies develop techniques for improving customer service even during times of tremendous change that may include cutting back on services and having to bring their customers “bad news.” Susan has worked extensively on reengineering service systems, service scripting, setting library service standards, continuous quality improvement, and implementing customer focused service improvements.

Seminars and Conference Topics:
- Strategic Management for the Changing Business Environment: Management Skills for the Future
- Managing Transitions Of Cutbacks, Downsizing and Organizational Restructuring
- Facilitating Department And Organization Mergers, “Partnerships”, and Reengineering
- Building Continuous Quality Improvement Into Organizational Culture and Operations
- Preventing Harassment In the Workplace
- Designing Exciting Seminar Presentations
- Executive Teambuilding Retreats
- Nonprofit Board/Council Development: Visioning, Strategic Planning, Board-Staff Relationships
- Results-oriented Meetings: Getting Listening To Around the Conference Table
- Influencing Decisions Making and Managing the Politics of the Organization

Other Clients Include:
- Denny’s Inc.
- City of Hope
- Office of the Inspector General of the U.S.
- Cedars Sinai Medical Center
- Los Angeles Dodgers
- PacificCare Health Systems
- TRW
- Mattel Toy Company
- Los Angeles Board of Education
- Mercy Health Care Organization
- American Heart Association
- Municipal Managers Association
- L.A. Community Development Commission
- Data Processing Managers Association
- Cities: Alhambra, Pasadena, Lakewood, Santa Clarita, El Segundo, Whittier
- Del Mar, South Gate, Commerce,
- Thousand Oaks, Ventura, Simi Valley,
- Santa Clarita, El Segundo, Whittier, Newport Beach
- Fullerton, San Jacinto,
- Toshiba America Information Systems, Inc.
- Los Angeles Community College District
- Quality and Productivity Management Association
- Saint Joseph Health System
- Personnel and Industrial Relations Association
- First Interstate Bank
- Southern California City Clerk’s Association
- McDonald’s Corporation
- ARCO Petroleum Products Company
- National Assoc. of Hospital Admitting Managers
- American Society of Association Executives
- California Assoc. of Hospitals and Health Systems
- S.W. Fisheries Science Center
- Secure Horizons
- California Institute of Technology
- Salick Health Care Inc.
- El Pollo Loco
- Society of Municipal Finance Directors
- Association of Community College Administrators

Susan Berk, Management and Staff Development, phone 818-990-7459, fax 818-990-8230