

DEPARTMENT: LIBRARY

BY: Jacqueline Meriam

PHONE: 966.2140

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.

COSTS: () Not Applicable A. Budgeted current FY \$ _____ B. Total anticipated costs \$ _____ C. Required additional funding \$ _____ D. Internal transfers \$ _____		SPECIAL INSTRUCTIONS: List the attachments and number the pages consecutively: _____ _____ _____
SOURCE: () 4/5ths Vote Required A. Unanticipated revenues \$ _____ B. Reserve for contingencies \$ _____ C. Source description: _____ Balance in Reserve for Contingencies, if approved: \$ _____		

CLERK'S USE ONLY: 99-221

Res. No.: _____ Ord. No. _____
 Vote - Ayes: 5 Noes: _____
 Absent: _____ Abstained: _____
 Approved: _____ () Denied
 () Minute Order Attached () No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.
Date: _____
ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: _____
Deputy

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:

Recommended
 Not Recommended
 For Policy Determination
 Submitted with Comment
 Returned for Further Action

Comment: _____
A.O. Initials: _____

SUSAN BERK is a business and management consultant who has gained national recognition for her work with major corporations, hospitals, small business, HMO's, 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 masters degree from Pepperdine University and her bachelors 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 bachelors 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.

Santiago Library System
Los Angeles County Libraries
MCLS Libraries

Inland Library System
Claremont College Libraries
San Marino Public Library

Serra Cooperative Library System
Alhambra Public Library
Whittier Public Library

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
PacifiCare 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