

LibraryCrunch

Service for the Next Generation Library: A Library 2.0 Perspective by Michael Casey

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Insights from the Front Line

From [2/15/08 Library Journal](#), *Insights from the Front Line*, by Michael Stephens and Michael Casey.

This column is directed to front-line librarians and staff, who deliver customer service and have damn good ideas for what can be done to improve things. It's often a hurdle to get library administrators and managers to listen to your concerns and views. But there are ways. And we believe this advice holds true for everyone on the desk, from reference librarians to support staff.

Be vocal but not obnoxious. You know the story probably better than anyone as to how your users perceive the library. You know how they use (or don't use) the catalog. You know what questions they ask. You know how they react to policies instituted by management.

[Link to full column.](#)

Posted by Michael on February 15, 2008 06:17 AM | [Permalink](#)

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