Linscheid Library
Patron Centered Service Quiz

1. What are the three R’s?
   ___ Respect, responsibility, receptive
   ___ Respect, responsibility, regard
   ___ Respect, responsibility, represent

2. What are the three P’s?
   ___ Prompt, productive, professional
   ___ Prompt, ponderous, proud
   ___ Proud, prim, personable

3. Who should you respect?
   ___ The library, patrons and staff
   ___ Yourself, staff, patrons, the library
   ___ Yourself, staff, patrons

4. What should you do when you are at work?
   ___ Make sure that your clothes and face/hands/hair are clean and neat
   ___ Be prompt, be productive, and be professional
   ___ All of the above

5. What should you do if you are going to be late or tardy?
   ___ Call that morning
   ___ Don’t bother, it’s just a “student” job
   ___ Call ahead of time

6. What should you be a high standard of?
   ___ A professional attitude
   ___ Patron service
   ___ Yourself
   ___ All of the above

7. If you are not sure of a patron’s answer what are you to do?
   ___ Tell the patron, the truth...“I don’t know”
   ___ Go find someone to help the patron
   ___ Send them off to find the answer on their own
   ___ Both A & B