1. Find the three R’s: a. __________________ b. __________________ c. __________________

2. Find the three P’s: a. __________________ b. __________________ c. __________________

3. Demand of yourself a high level of__________________________

4. You are the __________ of the library-wear it well!

5. Patron Centered Service entails respecting whom?
   a. __________________
   b. __________________
   c. __________________
   d. __________________

6. Be professional; take______________________________ seriously!

7. _____________ all patrons and co-workers by providing equal access to all services and information.

8. Treat patrons and co-workers _____________ regardless of race, color, religion, gender, sexual orientation, nation of origin, disability, age, ethnicity, or any other characteristics.

9. If you need help with a patron and don’t know the answer, who do you ask?
   a. __________________
   b. __________________