Patron Centered Service III

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. 