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. __________________