



Christina Markowski <cstjohn@alpenalibrary.org>

Customer Service Group Report

Lauren Mantlo <lmantlo@alpenalibrary.org>

Wed, Oct 7, 2026 at 11:44 AM

To: Christina Markowski <cstjohn@alpenalibrary.org>

Cc: Carmen Grubaugh <cgrubaugh@alpenalibrary.org>, James Devault <jdevault@alpenalibrary.org>

Hi Tina-

We chose the following to be our next areas of focus:

- **Communication**
- **Knowing & Applying Policies Fairly**
- **Teamwork & Supporting Coworkers**

To train for **Knowing & Applying Policies Fairly**, we talked about perhaps emailing out summary bullet points with a link to the policy on our website on a weekly or monthly basis, as to not inundate staff with too much information at once. We also thought about presenting a policy at every staff meeting. Through our discussion regarding some policies/procedures, such as cell phone use and eating in the library, we think we may need to have an overarching discussion with our leadership group on what we are trying to accomplish (is the no cell phone because we are trying to have quiet areas, for example -- some people talk loudly without a cell phone). Should we be enforcing volume instead? These are just some thoughts that came up.

Thanks,

Lauren Mantlo, MLIS
Assistant Director
(989) 356-6188 X25

