2002

Oregon Trails -- Books and Bookstores

Tomas Leonhardt
twleonhardt@earthlink.net

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Recommended Citation
DOI: http://dx.doi.org/10.7771/2380-176X.3157

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Inside Pandora's Box
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should be quite easy for staff members. With this in mind, role-playing exercises among library staff can be very helpful to members as it provides a safe environment to practice high quality interaction under typical circumstances.

Libraries can also improve their customer service interaction by remembering that the customer is always the customer. Customers frequently want something and are bound and determined to have whatever the object of their desire. Professional librarians, however, are taught to draw out a patron’s needs as opposed to want and seek to fulfill those needs. However, in today’s world, library staff should think of the library user as ‘customers,’ not the traditionally termed ‘patron.’ Librarians should not seek to abandon the noble goal of helping discern what a customer needs and providing it. What they should seek to do, however, is to give the customer what he/she wants, but also provide access and guidance to resources and tools that they feel will give the customer what they need as well.

In providing customers the services and resources that they want, library staff should also be delivering those services in a positive manner. Libraries should adopt a “yes” mentality, as customers do not what to hear why they “can’t” or the word “no.” As Hyman suggests, libraries spending a great deal of time explaining why they “can’t” repeatedly about the same issue, should refocus and figure out how they “can” do what the customer wants!

Part of this “yes” mentality can be created from the feedback of the customers themselves. Customers always provide feedback to a service provider and that feedback should be used as a barometer for how the library is doing in providing service. Customers who do not speak up will frequently do so if a staff member asks them, “How did we do today?” or “Did we help you find what you need?” Staff must be encouraged to solicit this feedback from their customers, as it is a gift that will help the library hone its customer service mentality. That feedback should be passed along the appropriate chain of command in order for all staff to benefit from the interaction. According to Julie Brewer in her article “Service Management,” “a customer-driven organization is guided by customer wants and needs. It views competition as a challenge...It views complaints as opportunities to be exploited and publicizes it improvements.” (Brewer 208).

Customers will frequently tell staff that the basic services are not enough. Customers thrive on additional services and libraries are notoriously well known for the value-added services they provide. Whether it is readers’ advisory or providing bibliographic instruction, libraries have always gone beyond merely providing access. This tradition should be continued, expanded, and, in a new paradigm for libraries, promoted. Promotion can take the form of marketing and public relations’ campaigns, but a library’s staff will frequently find that word-of-mouth about good (or bad) customer service will generate a great deal of promotion as well.

Customer service is much more than what is presented herein. While the above tips offer one a beginning at building customer-oriented library services, one must consider that a great deal of work needs to be done. Customer service, to truly succeed as a mindset, but begin at the top of the organization, must be integrated throughout its departments, be provided by employees trained in customer service ideology, and focus on the details of provided services. While customer service may be a non-stop, never ending process, the above suggestions can be crucial to helping libraries not only survive in today’s competitive information marketplace, but thrive as well.

Bibliography


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by Tomas Leonhardt <twleonhardt@earthlink.net>

You can’t always get what you want but sometimes you just might get what you need. Such wisdom from a rock and roll song but it has made sense to me of late, returning from Germany with no job and lots of time on my hands. I want a job but need the rest and am trying to make the most out of the sabbatical that I never got — until now.

Spending six months or so in Europe was good for me. I greatly improved my German, was introduced to Zagreb and the Croatian people, and learned to appreciate American higher education and culture more than I had before flying off to Bremen.

I also enjoyed direct access to shelf after shelf of German literature, books on language, mysteries, German children’s books, and so on. I could walk from the IUB campus to Vegesack, a lovely town on the Weser River where the Lesum feeds into it. Otto Buecher was the bookstore in Vegesack and while it did not have the stock that I could find in the stores in the center of Bremen, it was convenient and carried most of Ingrid Noll’s books. If you don’t know Ingrid Noll, I highly recommend her. Some in Germany consider her a Krimi (mystery) writer, but I consider her a good novelist who can draw characters the way Georges Simenon did, especially in his psychological novels although his Maigret mysteries are first rate. The only Noll titles I know of in English are Hel Halt No Fury (the German title is Der Hahn ist Tot — the rooster is dead). The other is called Die Apothekeerin, The Pharmacist in English. I haven’t read the English translations so I can’t vouch for the style but I can assure you that her stories are gripping and her female characters don’t let men get in their way.

In addition to the regular bookstore in Vegesack, department stores and the Deutsche Post (the post office) also sell books, mainly mysteries and romances but some remainders and reprints of classics in the public domain, too.

In downtown Bremen, my favorite bookstore was Buchhandlung Geist, what one would call a scholarly bookstore. It successfully tempted me with its Germanistik offerings, both language and literature. But to spread the wealth, my wife and I also frequented three other book stores in Bremen, Thalia, Phoenix, and Storm. Each of these bookshops and Geist, too, had an English language section where we could stock up on our favorite mystery writers. Some American and English classic titles were also carried, aimed not just at high school and college students but also to the general reader.

Thalia and Phoenix were practically next to one another and near the Café Knigge, with its outdoor tables in the Fuessganger Zone (pedestrian mall). We could make our purchases in one or both stores and then

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of the great used bookstores in the country, not just for the stock but for the atmosphere and knowledgeable employees. They don’t serve coffee in the store but this is Oregon so a good coffee house is never more than a block away. There is at least one other used bookstore that I haven’t visited yet and there is a true antiquarian dealer downtown, too, but my thin pocketbook has kept me away. But browsing is free so maybe I should get to know the place better and the other store, too, but until then, I won’t mention them by name.

I was in Eugene less than a week before flying to San Antonio, Texas and then going by automobile to Canyon Lake, Texas (nearby towns include Startzville, Sattler, Gruene, and New Braunfels). I was truly in the land of the automobile, the pickup truck, the SUV. Deer abound but there are no pedestrians and few bicyclists despite highway shoulders wide enough to easily accommodate bicycles. The shoulders of the county roads in the Texas Hill Country are generous and used as reverse passing lanes — slower drivers pull onto the shoulder to let others go by. Many locals drift onto the shoulder and take it easy, taking their half out of the middle of the safe side of the road. Whenever you move onto the shoulder to let someone pass, you almost always get a friendly wave of thanks for your courtesy. When the passing driver fails to thank you, it is probably a tourist or stranger who has not yet learned the local customs. Friendly, but I missed the cyclists and those on foot.

I won’t say that Canyon Lake is in the middle of Nowhere but it is damn close or not far away, depending on your perspective. There is a coffee shop over in Sattler, the Old Sattler Bakery where one can get good coffee, good breakfasts and lunches, and friendly, Texas hospitality. On your second visit you will be greeted by name.

But what I wanted, when not driving my mother to the hospital or shopping, was a bookstore, somewhere where I could lay my hands on some good reading. I had left most of my German purchases in Eugene until I could return. I was rationsing my Ingrid Noll and was not in the mood for some of the others and besides, there just wasn’t enough room to bring them with me. But I could buy some more and bring them back. You figure that one out.

The closest real bookstore (I am not counting the Walmart offerings a mere 25 or so miles away) turned out to be a Border’s about 40 miles away, too far away to visit everyday for a New York Times, but not too far away to keep me from driving over for a Sunday Times. Happily, though, the Ty Preston Memorial Library was less than ten miles from my parents’ house and I knew from previous visits, that Ty Preston had an ongoing book sale with lots of interesting titles on the shelves in addition to the standard mysteries, romances, and popular non-fiction works. Besides, I needed to check my e-mail.

I first visited the Ty Preston Memorial Library about ten years ago, give or take. It has grown, quadrupled in size, over that time span, but it is still one of the smallest libraries in Texas or anywhere else I have been since my days in Big Delta, Alaska where the Post Library (Army) had to have been smaller.

Ty Preston has a decent collection, helped along by donations of money and books and the network of public libraries in Texas. I felt proud to be a librarian every time I went inside but I kept that to myself and just admired the operation, a true spiritual oasis in an area that basically catered to tourists although the general population is growing fast.

Across the street from the library, more or less, is Book Mania. It is no Smith’s Family and probably never will be but it fills a need and serves a cause. The pricing is fair and the women who own and run the store are fonts of information about the area and provide service with a smile. In addition to its limited selection of used and new paperbacks (some hardbacks), mostly romance, mystery, and westerns, one could also buy hand-made wood products, local maps, cards, and hobby materials. It is hard enough making a living selling books under the best of circumstances but out here, it pays to have a sideline or are the books the sideline?

I was able to survive those three weeks or so in the Hill Country without sacrificing good reading material. Now that my parents have moved away, I will probably never return (although I wouldn’t mind going back to Gruene, Texas, out towards New Braunfels) to enjoy a meal at the Gristmill Restaurant and a long-neck Lone Star at Gruene Hall (www.gruenehall.com) while enjoying some live music... Maybe the next time ALA has a Midwinter meeting in San Antonio, maybe.

Back in Eugene, I have joined the public library. Per capita, it seems no larger than the Ty Preston Memorial Library but a couple of blocks away from the present building, I can see the large crane and know that it is helping build the new Eugene Public Library. It has been a long time coming but from the looks of the framework of the new building, it will have been worth the wait. And because I judge a community by its library services, Eugene will become a better place to live.