IDENTIFYING COMMON COMPLAINTS

Fill out the following table to identify the common complaints you can expect at your library. We will use these situations in class to create scripts and strategies for addressing these concerns.

Complaint	Category
	☐ Unpleasant surprise/fee
	☐ Waiting
	☐ Confusion
	☐ Extra effort
	☐ Repeat contacts
	☐ Unpleasant surprise/fee
	□ Waiting
	☐ Confusion
	☐ Extra effort
	☐ Repeat contacts
	☐ Unpleasant surprise/fee
	☐ Waiting
	☐ Confusion
	☐ Extra effort
	☐ Repeat contacts
	☐ Unpleasant surprise/fee
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