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Reader Says Returned

introduction

Reader Says Returned is a training DVD that has been designed to help frontline library staff with everyday issues of customer care.

The main feature is a **short film**, performed by professional actors, depicting a series of typical encounters between library staff and library users. We see excellent customer care in action... occasionally.

The situations will be familiar ones: the scriptwriter worked in public libraries for nearly twenty years. But the training points are delivered with a quirky comic slant.

The DVD also contains a folder of **supporting material**, including a fully annotated transcript of the film.

Reader Says Returned can support a range of courses and training styles: presentations; seminars; discussions; role play; induction or refresher training for individuals or groups.

Versatile, relevant and easy to use, **Reader Says Returned** will become a popular and effective training tool in your library.



Mr Travis – an assertive customer

The short film

To watch the film, put the disc into the DVD drive of a computer. When the dialogue box appears, choose to play the movie using your computer's DVD player software (such as Cyber Link® PowerDVD or InterVideo® WinDVD).

You can also watch the film on any standard DVD player.

If you need further technical guidance on using the DVD, please refer to the DVD operation document in the supporting materials folder or to the DVD case inlay card.

What is in the film?

The film comprises eight main scenes and has a total running time of around 23 minutes.

In each scene, a member of staff faces a 'difficult' customer, raising various training issues in a humorous way.

These are the staff:

- **Sez Thornhill** is an experienced manager, who seems to have lost interest in helping her customers.
- **Jonny Arbogast** can sometimes be polite and helpful. But usually isn't.
- **Min Rosebud** is calm, courteous and efficient. She should probably be working somewhere else.

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And these are their customers:

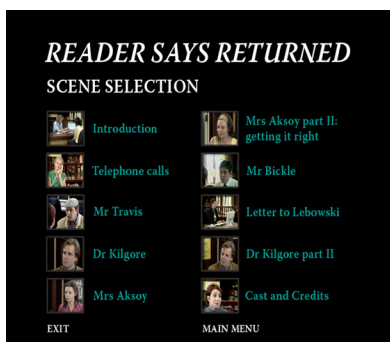
- **Mr Travis** has been asked to pay for some missing DVDs. He is reluctant to do so.
- **Dr Kilgore** would like to make a complaint... every time he visits the library.
- **Mrs Aksoy**, a Turkish student, is sure she returned her books to the library when they were due back. But the records indicate otherwise.
- **Mr Bickle** has been using the library for forty years and never returned a book late. Until today.

A short synopsis of each scene can be found in this workbook and in the supporting materials folder of the DVD.

Using the film

Titles are used at critical moments throughout the film. Course leaders may decide to pause the film at these points in order to expand on the questions that have been raised. The film is a springboard for discussion and further training, not a comprehensive manual of instruction.

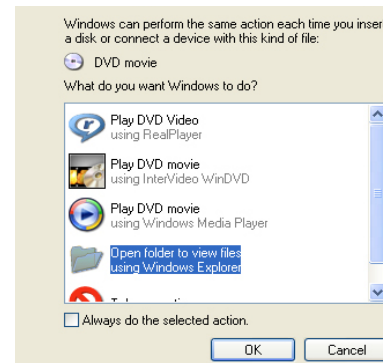
The film can be viewed from beginning to end, or scene-by-scene. A scene selection menu allows the user to move easily from one scene to another. Course leaders can focus on particular scenes, or play the film through, pausing when they choose.



Scene selection menu

Supporting material

The DVD includes a folder of documents to assist learners and course leaders. This material cannot be accessed on a DVD player; instead, open the folder on a computer. On a PC, go to **My Computer** or select **Open folder to view files** using Windows Explorer from the dialogue box that appears when the DVD first loads.



How to access the supporting material

In the folder you will find the following documents:

- Guide for course leaders
- Transcript
- Annotated transcript
- Comments summary
- Outline
- Illustrated outline
- Presentation (PDF)
- Presentation (PowerPoint ®)
- DVD operation

Printed versions of the the illustrated outline and the presentation can be found in this workbook.

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How can they be used?

The **guide for course leaders** is a general introduction to the DVD, based on this section of the workbook.

The **transcript** is a text version of the film, including every line of dialogue. Use the Bookmarks navigation pane to find the start of a particular scene. The transcript could be used to support role play exercises. It could also be helpful to hearing-impaired users.

The **annotated transcript** includes images from the film and comments about the training points. Images are indicated by an icon of a paperclip and can be opened by double- or right-clicking on the icon. There are two kinds of comments. Yellow text boxes draw attention to significant actions or lines of dialogue, usually in the form of a question. Notes (indicated by a green 'text note' icon) appear at the beginning and the end of most scenes, and can be opened with a mouse. Notes at the start of a scene reveal a short synopsis and the focus of the training. Notes at the end of a scene summarize some of the key issues that the scene has raised or suggest further questions that might be asked.

The comments are not intended to form a definitive summary of the training points raised by the film. They will be used selectively by course leaders; perhaps not even used at all. Trainees who use the DVD without the guidance of a course leader may find that the comments offer some helpful clarification.

Use the Bookmarks navigation pane to find the start of a particular scene.

The **comments summary** brings together the notes from the annotated transcript. Course leaders may prefer to print the comments pages and make their own annotations.

The **outline** summarizes each scene with a synopsis and a short description of the training focus.

The **illustrated outline** is the outline with photographs.

The **presentation** is an introduction to **Reader Says Returned**, comprising nineteen slides. The PowerPoint® version should be opened as 'read only'.

DVD operation provides detailed instructions on playing the disc.



Supporting material

Apart from the PowerPoint® presentation, all the training files are Adobe® PDF documents that can be opened in Adobe Reader® 5.0 and later. They have been tagged for accessibility.

Westgate Films has licensed the printing of these documents for specific training purposes. **The licence does not permit users to copy the files from the disc onto a computer or any off-line storage device such as a CD, DVD or USB drive. This would be a breach of copyright.**

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About the actors

Tommy Davies ('Mr Travis') has played a gangster in a feature film, *25 Gs*. Television credits include *EastEnders*, *The Bill* and *Grumpy Old Men at Christmas*.

Rebecca Grzesik ('Thornhill'). Played Ursula in the Bell Theatre production of *Vincent in Brixton*. Other theatre credits include *Entertaining Mr Sloane* and *Children of a Lesser God* at the Bromley Little Theatre. Film credits include *That Samba Thing*.

David Richter ('Arbogast') trained with the celebrated Jacques Lecoq in Paris. Has worked extensively with his own comedy company, Hop Theatre, as well as creating a comedy series with Addictive Television for the Gameplay channel. Recent credits include *The Wall*, which won the Best Comedy award at the Portobello Film Festival 2006, and a feature with Canadian Toyson D'Or Films.

Stacha Hicks ('Mrs Aksoy') writes and produces short films. Played Cinderella at the Trinity Theatre and 'Ailish' in the White Bear Theatre production of *The Reappearance of Christ in the EastEnd*. Film credits include *Gorgeous Labour of Love* and *Getting Home*.

Paula Hunt ('Rosebud') has enjoyed a varied career on both stage and screen. Television credits include *Peak Practice*, *The Bill* and 'Alex' in BBC1 series *Bugs*. In the theatre, she has played Lady Macbeth and 'Melitta' in *Mrs Klein* by Nicholas Wright.

Jonathan Hansler ('Dr Kilgore') worked with Hull Truck as 'Lance' in their acclaimed production of *Toast*. He played Peter Cook in the highly successful *Pete 'n' Me* at the New End Theatre, Hampstead. Television credits include *My Family*, *The Queen's Sister* and *Dream Team*. Film credits include *Cracked Eggs* (with Jared Harris) and *Goodbye - the (After)life of Cook and Moore*, which he co-wrote.

About the music

Pete Judge is a Bristol-based musician and composer. Tours, performances, and recordings include Super Furry Animals, Congolese legend Papa Noel, Cuba's Asere, Marc Gauvin, and many others. His trumpet-playing can be heard on Austin Chick's *XX/XY*, Nic Roeg's *Sound On Film*, and Channel 4's DBC Pierre documentary *The Last Aztec*. His theatre work as multi-instrumentalist includes Kneehigh Theatre's *Cymbeline* (RSC) and *A Matter of Life and Death* (National Theatre), and Travelling Light's award-winning children's show *Clown*. Pete has composed film soundtracks for residencies and commissions in Dorset, Shetland, Gloucester Royal Hospital, and Bristol Docks.

About Westgate Films

Sean Fitzgerald (director and co-producer) is a Senior Lecturer in Video Production and Media Communications at Buckinghamshire Chilterns University College.

Jon Taylor (writer and co-producer) is a professional librarian, specializing in customer services and equalities.



We welcome your comments

Sean and Jon welcome your comments on **Reader Says Returned**. A feedback form is provided in this workbook.