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|  | Wisconsin Department of Public Instruction**CONTINUING EDUCATION ACTIVITY REPORT**PI-2453 (Rev. 09-16) | **INSTRUCTIONS:** Complete and submit annually to your library system validator along with the Annual Summation of Continuing Education Activities, Form PI-2454. Refer to the *Certification Manual for Wisconsin Public Library Directors* for assistance at <http://dpi.wi.gov/pld/certification>.  |
|  | I. GENERAL INFORMATION |  |
| Name *Last, First, Middle*      |
| Mailing Address *Street / PO Box, City, State, ZIP*      |
|  | II. CONTINUING EDUCATION ACTIVITY DESCRIPTION |  |
| Title of ProgramGiving Great Service |
| Description of ProgramGiven that libraries put their customers first, they have an incredible opportunity to shine when it comes to giving the best service possible at every interaction. In this session, learn tips on assessing and improving your library's commitment to great service, how to deliver it, how to assess it, and steps to take when customer service fails. |
| Relationship of Program to Present Position or Career Advancement  |
| Activity Dates | Location | Number of Contact Hours |
| From *Mo./Day/Yr.*1/28/2025 | To *Mo./Day/Yr.*1/28/2025 | Green Lake | Technology *If any*      | Total2.0 |
| Provider *If applicable*Winnefox Library System |
| Category *Check one, attach written summary if applicable*[ ]  A. Credit Continuing Education *Attach formal documentation from the sponsoring agency.*[x]  B. Noncredit Continuing Education[ ]  C. Self-directed Continuing Education |
|  | III. SIGNATURE |  |
| **I HEREBY CERTIFY** that the information provided is true and correct to the best of my knowledge. |
| Signature of Participant⮚ | Date Signed Mo./Day/Yr. |