**Service Excellence in Challenging Times**

**Learner Guide**

<http://www.webjunction.org/events/webjunction/service-excellence-in-challenging-times.html>

**Event Description:** In turbulent times, many Americans turn to their libraries. While this is a true affirmation of the value our country places on its libraries, it increases the responsibility for library staff to meet the public with the best customer service. During times of community turmoil, it is an extra challenge to convey patience, good humor, an accurate knowledge of your collections and services, and a willingness to serve. Learn how to ramp up your skills to maintain a safe, welcoming environment where everyone can visit, work, and play without feeling uncomfortable. Keep calm, confident and capable of guiding your community through difficult times.

Presented by: **Pat Wagner**

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| **What are your goals for viewing this webinar?** | |  |
| **Personal Goals** |  |  |
| **Team Goals** |  |  |
| **Roles at Your Library** | |  |
| Pat emphasized the importance of roles in defining and prioritizing service excellence at your library. You may serve in more than one of these roles, or perhaps in all of them, but for those libraries with more defined roles, review the slides (10-14) for the following roles, and **identify facets within each role that could be refined or improved upon at your library**. Is there one facet per role that could become a learning priority for your team? If you wear more than one hat at your library, clarify what roles you see as your priority, and discuss with the rest of your team.   1. Leadership 2. Management 3. Supervision 4. Staff 5. Internal Customer Service | |  |
| **Welcoming Library** | |  |
| Discuss or reflect on the following:  How would you **describe a welcoming library**?  What is your library and its staff **already doing**?  What could you **do better or differently**? | |  |
| **Customers as Partners** | |  |
| **Whom in your community do you ask for advice** related to customer service practices, collections, services, programs, and staffing?  Whom from the community is **invited into the decision-making process**?  **Whom are you *not* asking**? How can you begin to make those connections?  For additional learning in this area, see the webinar and resources on [Community-Led Libraries](http://www.webjunction.org/events/webjunction/Putting_the_Public_Back_in_Public_Libraries_Community-Led_Libraries.html). | |  |
| **Five Principles: How can you improve?** | |  |
| Pat shared these five principles to guide steps to improving your customer service. Add a few more examples for each principle, and circle those you can prioritize as a team moving forward.  **Consistency:**   1. Everyone is treated with the same courtesy, regardless of age, appearance, ethnicity, political creed, socioeconomic status, or what information they ask for.     2.  3.  4.  **Safety for the stranger:**   1. Newcomers and longtime friends receive the same level of service.     2.  3.  4.  **Partner with customers:**   1. We ask for advice about programming and collection development.     2.  3.  4.  **We take this seriously:**   1. We write down complaints, and provide a deadline for response     2.  3.  4. | |
| **Action Plan:** (include next steps, who, when, etc.) | |
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