



## Staying Committed to Great Customer Service When Your Library is in Chaos

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*Staying Committed  
to Great Customer Service  
When Your Library is in Chaos*

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*Pat Wagner, Pattern Research, Inc.*

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# *Your Presenter*

- *Pat Wagner*
- *Pattern Research, Inc.*
- *Libraries: 30+ years*
- *Personnel*
- *Management*
- *Leadership*
- *UNT LE@D program*



# *Introduction*

- *The Chaos Won't Stop*
- *How Priorities Calm Us Down*
- *Focus on Your Library's Customers*
- *Customer Service Strategies*
- *Choose Your Own Colors*
- *Next Steps*

# *The Chaos Won't Stop*

- *Obvious stress factors:*
  - *resource cuts and increased usage*
  - *changing expectations*
  - *stress at home*
- *Less obvious stress factors:*
  - *loss of mastery and status*
  - *addiction to drama*

# *What Works?*

*What works at your library to reduce unhealthy stress?*

*Write notes and compare ideas from this conference.*

*Will you change your mind?*



# *How Priorities Calm Us Down*

- *Plans take the drama out of work.*
- *“I know what to do.”*
- *“My choices are **our** choices,” so...*
  - *“My co-workers will back me up.”*
  - *“My supervisor will back me up.”*
- *“I can stay productive.”*

# *Do You Set Priorities?*

*On a scale of 1-10, with 10 being best, how well would yr co-workers be able to state what the priorities are on a busy day at your library branch, or department? And, follow them?*





# *Do You Set Priorities?*

- *10 - Everyone knows and follows the priorities, pretty much all of the time.*
- *8-9 - We mostly do.*
- *6-7 - We know them, but don't follow them.*
- *4-5 - We sort of know them, but who has time?*
- *2-3 - We intend to have a meeting about it some day.*
- *0-1 - Everyone for themselves!!!*

# *Clean Up Your Act!*

- *What relieves stress:*
  - *compassion and forgiveness*
  - *productive complaining*
- *Feuds and moods are self-indulgent.*
- *Sarcasm undermines:*
  - *trust and respect*
  - *your career*

# *Focus on Library Customers*

- *Internal: Your co-workers:*
  - *clean up your act!*
  - *details count with everybody*
  - *everybody means everybody*
  - *venting does not work*
- *External: Your library users:*
  - *how they measure success*

# *Customers First?*

*What do retail store staff do when they make their customers the #1 priority?*

*What did you change to make yr customers your #1 priority? And, improve staff relations?*



# *What Customers Say and Do?*

- I was treated well.
- I solved my problem.
- I had a great time.
- I tell about my great experience.
- I support the library financially.
- I support the library politically.

# *Customer Service Strategies*

## *1. Welcome:*

- smile, nod, say hello, and good-bye*

## *2. Play fair:*

- no exceptions for folks you like*

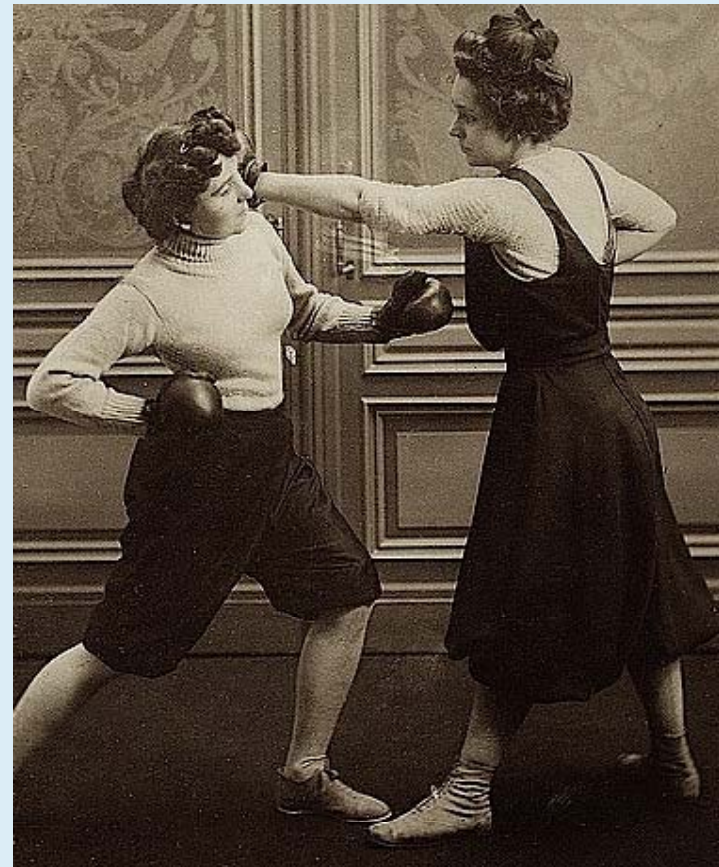
## *3. Stay consistently positive:*

- manners are rituals of respect*

## *4. Competent: follow-through.*

# *What Works?*

*What guidelines do  
yr co-workers follow  
regarding consistent  
service to internal and  
external library staff  
and customers?  
If none, why not?*



# *Choose Your Own Colors*

- *To color your day, regardless, takes:*
  - *practice and discipline*
  - *health: sleep and exercise*
  - *quick breaks and good food*
  - *deciding personal issues*
  - *a sense of perspective*



# *Color Your Day!*



# *Next Steps*

- *Communicate existing priorities.*
- *Create working draft of priorities.*
- *Evaluate how people are spending time.*
- *Decide what to stop doing. Seriously.*
- *Eliminate perfectionism and martyrdom.*
- *Assume positive intention.*

# *Questions?*

*What questions, concerns, or comments might you have about our program today?*

# *Contacting Pat*

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- *Pat Wagner: LinkedIn*
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