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

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to Great Customer Service
When Your Library is in Chaos

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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
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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