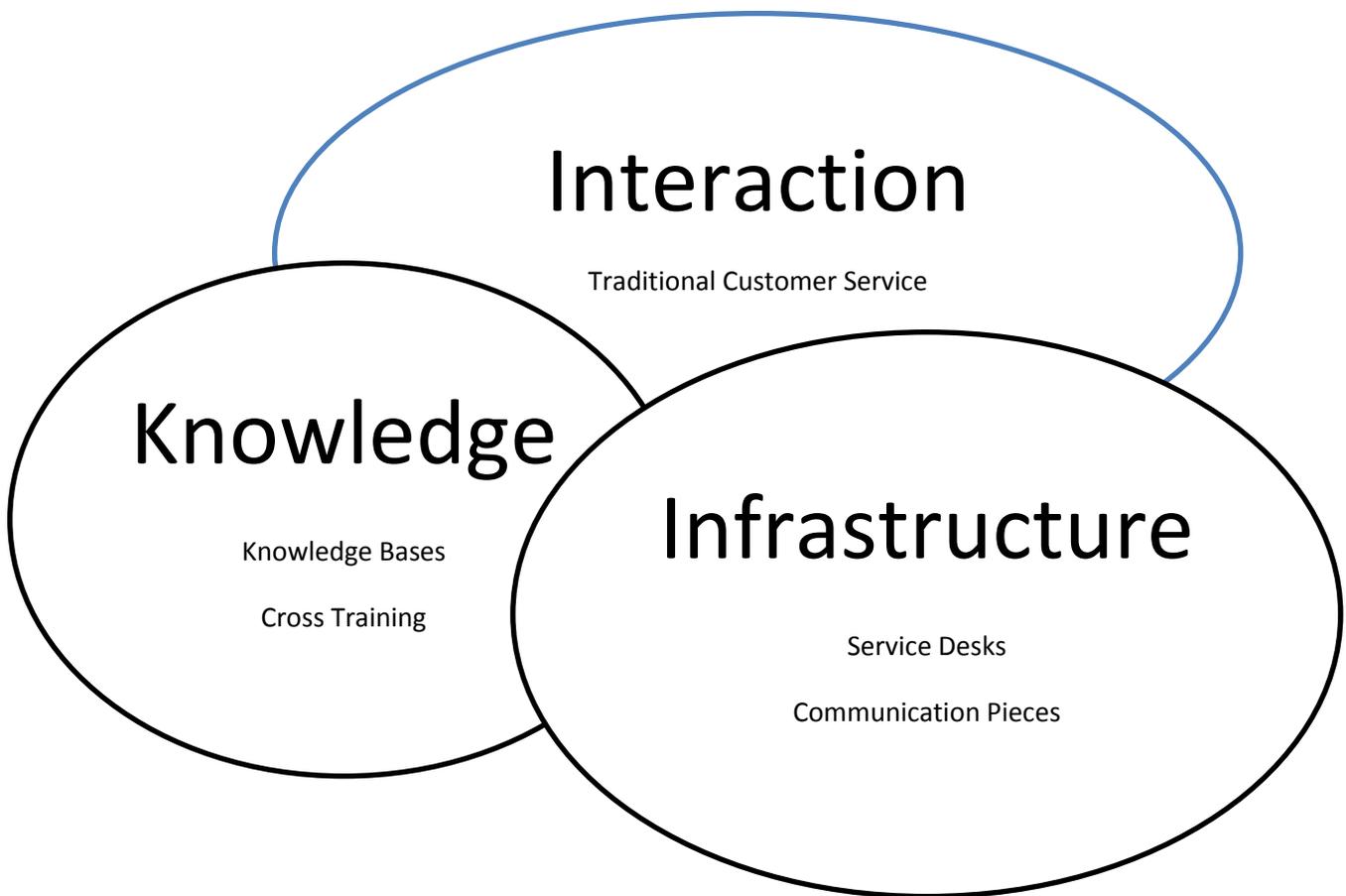


Our Library Values – customer service that exceeds expectations

The Libraries already give good customer service, but by blending *Interaction*, *Knowledge Base*, and *Infrastructure* it can help us to meet our goal of exceeding expectations. If any one of the pieces fails, you are unlikely to be able to have customer service that exceeds or even meets expectations.



How do we get to exceptional customer service? At the Libraries we already have a management philosophy of the Learning Organization.

- Shared Vision,
- Personal Mastery,
- Group Learning,
- Mental Models, and
- Systems Thinking

They lend themselves well to introducing a customer service philosophy that incorporates the entire library. By integrating a customer service philosophy we can build that into our shared vision of customer service that exceeds expectations, define personal mastery that ensures that each employee has the knowledge needed, build on group learning of shared experiences and knowledge, a mental model of service that the philosophy helps to define, and remembering the importance of systems thinking, each units operation affects the whole process.

Think Yes customer service philosophy -

- Each patron is given choices in products and services;
- it is a patron-oriented service where staff are empowered to provide seamless service for each and every patron;
- we have a friendly, welcoming attitude; we are proactive and anticipate customer needs; and
- we are team players. We support our coworkers in providing personalized customer service to patrons by giving consistent, outstanding internal customer service. Collaboration and team work ensure that we meet patrons' needs.

The success of customer service is very much dependent on the knowledge base. An agreement on the knowledge base within each department, for cross-over services, and for referrals helps to ensure that we can meet the knowledge goal. A friendly smile is great, but it does not mean the patron gets the right answer.

The infrastructure of service points and services is also vital to good service. We are currently implementing and anticipating many building enhancements. These changes are a perfect time to consider service desks and shared service points.