Service with a Smile

Those Tough Customer Service Issues    July 20, 2018

Presented by: Kara Cleveland
Customer Service is our Business!

- If you don’t like working with people, you are in the wrong job!
- We need to look at patrons as our guests.
- Treat them right and they will come back.
- Treat them wrong and the library won’t be around for long!
Dealing with the Public is Hard!!!

Situations you might encounter:

- Repeated questions about the same thing – computer usage (applications, resumes, printing)
- Bed bugs in books
- Sexual harassment
More Problems

- The chatty lonely patron who wants to monopolize your time
- The homeless and mentally ill
- Confidentiality and parents
- Minors being blocked because their guardians messed up their account
- Being called a racist
How many times have you thought to yourself, “I don’t get paid enough to deal with this?”

Well, you might be right!

There are certain things that should be turned over to a manager or referred to a manager.
When to Turn It Over to a Manager

- When you have attempted to answer a belligerent patron’s question or problem, but they won’t calm down enough to even listen.

- When it is a unique situation that you don’t know how to deal with and there is no policy addressing the issue.
Be Familiar with Library Policies

- Many customer service issues can be resolved by referring the patron to library policy.

- As a front-line worker, you need to be familiar with library policies so you know how to respond when issues come up.
What if there is no policy?

- Speak to your manager about your concerns.

- If an issue seems to come up often and affects many of the staff, it is probably time to address the issue by creating a library policy.

- If you don’t know the answer or don’t know how to handle the problem, talk to your manager or co-workers.
Working with Co-workers

1. We are all in this together. If we work as a team, we win.

2. Work with other departments to promote library programs for the whole library.

3. Practice the Golden Rule – Treat other people like you want to be treated.
Indiana State Library Archived Webinars – Customer Service Issues

- Overdoses in Libraries
- Bed Bug Boot Camp
- Active Shooter Training
- Have You Heard? There’s a Social Worker at the Library
- Do You Hear What I Hear? How Patron Bashing is Killing Our Spirit
- Mis-Manners: You Might Be Sabotaging Your Career
- Professionalism in the Workplace
Comments, Questions?

- Professional Development Office,
  140 N Senate Ave., Indianapolis, IN 46204
  Phone #: 317-232-3718