

Service with a Smile



Those Tough Customer Service Issues

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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

On the Frontlines



- 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?

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