Patron-Centered Service

July 2019
The 3 R’s

• Patron-centered service is a process, not a goal, that entails the following:

  RESPECT  RESPONSIBILITY  REPRESENT
Respect

• Patron-centered service entails respecting:
  • Yourself
  • Others (staff and patrons)
  • The library
Respect Yourself

• Dress appropriately for working in a public setting.
  • Make sure your clothes are neat and clean.
  • Make sure your face/hands/hair are neat and clean.
  • Skip excessive perfume, cologne or aftershave. You want to smell clean and fresh, but avoid overpowering others.
  • Avoid revealing/offensive clothing:
    • short shorts
    • micro mini-skirts
    • excessively torn jeans
    • t-shirts with offensive imprinting

• Take pride in your personal habits - they should enhance your performance on the job.

• Respect yourself and others will respect you.
Respect Others

• Treat patrons and co-workers equally regardless of race, color, religion, gender, sexual orientation, nation of origin, disability, age, ethnicity or any other characteristics.

• Be non-judgmental about a person’s abilities in literacy, cultural literacy or technical skills.

• Serve all patrons and co-workers by providing equal access to all services and information.

• Be professional; take patron service seriously!
Respect Your Library

• Working in the library is a “real” job – treat it like one. Remember the three P’s:
  • Be prompt
  • Be productive
  • Be professional
• Be friendly, knowledgeable, and courteous at all times.
• It’s OK to say “I don’t know,” but always follow-up with, “But let me find someone who does.”
Responsibility

• Patron-centered service entails being responsible to:
  • Your supervisor
  • Your co-workers
  • Your patrons
Responsibility to Your Supervisor

• Know and follow library policies.
• Know the Student Assistant’s Handbook.
• Know your schedule.
• Report to work on time and be ready to work.
• Regular attendance and punctuality are a must! Call your supervisor to explain any tardiness or absences.
• Ask for clarification if instructions are unclear to you.
• Complete your timecard daily!
Responsibility to Your Co-Workers

• Create a cooperative work environment.
• Allow time for transition of duties at shift changes.
• Learn technology needed for your job duties.
• Complete assignments on time, and offer assistance to those who might need it.
• The efficient performance of each department depends upon responsible, well-trained individuals like yourself!
Responsibility to Your Customers

• Know how to do your job!
• Be aware of patrons needing assistance.
• The patron always comes first!
• Always have a good attitude!
• Be professional!
• Be aware of your work area as well as all areas of the library.
  • They should remain neat and tidy.
  • Do what needs to be done without waiting to be asked: pick up the trash, push in chairs, etc.
Represent

- Patron-centered service entails representing:
  - Yourself
  - Your department
  - The library
Represent Yourself

• See yourself as you want others to see you.
• Treat others as you want to be treated.
• Put your best “face” on at all times.
• Demand of yourself a high standard of performance!
Represent Your Department

• Know your stuff:
  • Student Assistant’s Handbook
  • Library policies and procedures
  • Work schedule

• Your work is a direct reflection on your supervisor:
  • Do it right the first time.
  • Do it well.
Represent Your Library

• You are the “face” of the library – wear it well!
• Exemplify high standards of patron service at all times!
  • Immediately ask a co-worker or supervisor if you need help with a patron.
  • Always maintain a professional attitude.
  • Handle complaints with dignity, poise and an open mind.
• Be efficient and courteous at all times.
Remember the Three R’s & Three P’s of Patron-Centered Service

YOU ARE THE LIBRARY!