Patron-Centered Service
July 2017
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 time sheet 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.
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

LINScheid LIBRARY

• 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

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- 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

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RESPECT  RESPONSIBILITY  REPRESENT

PROMPT  PRODUCTIVE  PROFESSIONAL

YOU ARE THE LIBRARY!