



Library Customer Service Standards

Service-Oriented

We deliver exceptional service to both internal and external customers by placing the customer first, actively listening to their requests and concerns, and following up to ensure appropriate outcomes are reached.

Empowered

We have the power to give customers the best customer service possible. We have the trust and support of supervisors to solve issues.

Responsible

We take the initiative to go the extra mile by satisfactorily completing all tasks in a timely manner and following through with customer needs.

Values-Driven

We support and practice the Library Bill of Rights, County and Library policies and procedures in the service of our customers.

Informed

We understand the many services Salt Lake County provides and we apply the “no wrong door” approach.

Courteous

We are courteous to all internal and external customers, treating everyone with respectful unbiased attention.

Engaged

We actively listen to our internal and external customers to ensure they are heard.



Library Customer Service Policy

(Proposed)

Salt Lake County Library Services strives to offer exceptional library services which includes quality facilities and collections. The staff strives to provide accurate, efficient and courteous library service to all customers in light of the principles outlined below. The Customer Service Policy is the foundation for all staff interactions with the library customers.

Each staff member is a representative of Salt Lake County Library Services and is expected to act in a friendly, helpful manner, which ensures that the customer will walk away feeling that his/her experience at the library is a positive one. A friendly, helpful attitude ensures a positive experience even when the message conveyed is not a pleasant one.

Library Customer Service Standards

Service Oriented

We deliver exceptional service to both internal and external customers by placing the customer first, actively listening to their requests and concerns, and following up to ensure appropriate outcomes are reached.

We deliver Service Oriented Customer Service when:

- We are attentive and approachable
- We watch for customers who need help
- We identify the needs of customers
- We smile and make eye contact
- We use appropriate body language (not defensive)
- We listen to entire questions/concerns
- We use language our customers can understand
- We walk customers to their destinations

Empowered

We have the power to give customers the best customer service possible. We have the trust and support of supervisors to solve issues.

We offer Empowered Customer Service when:

- We have the ability to make decisions
- We have authority to seek options to resolve customers' problems
- We attend and participate in training to stay informed and current
- We resolve customers' concern and problems as quickly as possible
- We value the opinions and perspectives of staff

Responsible

We take the initiative to go the extra mile by satisfactorily completing all tasks in a timely manner and following through with customer needs.

We provide Responsible Customer Service when:

- We demonstrate a respectful attitude to our customers
- We are accountable for resolving all process problems constructively and efficiently
- We communicate effectively through active listening and follow-up questions
- We strive to understand our customers' perspectives to be sure their needs are met
- We follow through with customers to resolve issues thoroughly and in a timely manner
- We provide updates to our customers on issues not yet resolved

Values Driven

We support and practice the Library Bill of Rights, County and Library policies and procedures in the service of our customers.

We demonstrate Values Driven Customer Service when:

- We are good stewards of public money and resources
- We provide the same quality of service regardless of age, race or gender
- We provide access to materials without undue or unwarranted censorship
- We apply our Policies and guidelines equally to customers and staff
- We don't grant ourselves more rights than our customers

Informed

We understand the many services Salt Lake County provides and we apply the "no wrong door" approach.

We deliver Informed Customer Service by:

- We stay up-to-date by regularly reading our e-mail and the Staff Portal
- We are familiar with both the county and library websites
- We ask questions
- We refer customers to other agencies or departments as appropriate
- We understand library policies and where to find them

Courteous

Courteous-We are courteous to all internal and external customers, treating everyone with respectful, unbiased attention.

We provide Courteous Customer Service when:

- We use please, thank you and you're welcome with internal and external customers
- We excuse ourselves when we are in someone's space
- We are on time
- We conduct our personal interactions away from the public
- We tell our coworkers when we arrive and leave the building
- We answer all calls with our name and location
- We use library voices
- We greet everyone
- We respond to all informational requests objectively and without bias
- We use vocabulary appropriate to the situation
- We are aware of cultural differences and create understanding with our customers

Engaged

We actively listen to our internal and external customers to ensure they are heard

Engaged Customer Service is demonstrated when:

- We make eye contact and smile when approached
- We seek understanding by rephrasing and asking questions
- We demonstrate a patient demeanor and avoid interruptions
- We communicate with an upbeat tone of voice
- We set aside bias