



Customer Service

Customer service is as important in the library as it is in the marketplace. While there are fundamental differences between library services and commercial enterprises, many of the behaviours and expectations of users/customers are universal. All customers like to be assisted by individuals who are approachable, personable and knowledgeable.

Staff and volunteers are expected to:

Provide assistance to library users in a manner that is warm, welcoming and respectful.

Associated Knowledge, Skills and Abilities:

- Uses every interaction as an opportunity to cultivate a lifelong relationship with the library
- Conveys a willingness to help that puts customers at ease
- Makes every customer feel important and that they have come to the right place
- Uses a smile, eye contact and body language to communicate focused attention
- Listens carefully to understand the customer's request and the context for that request
- Empathizes with the customer and withholds judgment, regardless of the nature of the request
- Explains to the customer the steps or process involved in meeting his or her needs
- Takes personal responsibility for customer satisfaction at the end of every interaction.

Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations.

Associated Knowledge, Skills and Abilities:

- Approaches customers to offer assistance
- Understands barriers to using the library and tries to assist in ways that minimize the barriers
- Exceeds customer expectations by going above and beyond
- Anticipates customers' needs through observation and conversation with customers

- Engages in conversation with co-workers in order to better understand library use patterns and customer needs.

Demonstrates comfort in assisting library users with disabilities and accommodating special needs.

Associated Knowledge, Skills and Abilities:

- Understands the accessibility principles of dignity, independence, integration and equal opportunity
- Communicates with a person with a disability in a manner that is respectful, helpful and accommodating
- Promotes and demonstrates the use of accessible technology hardware and software, eg. Zoom Text, CNIB reader, etc.

Demonstrates a good working knowledge of the full range of programs and services offered by the library.

Associated Knowledge, Skills and Abilities:

- Understands the need to assist customers in navigating the library's offerings
- Offers suggestions to customers on programs and services that are relevant to their needs and interests
- Stays current with new/changing programs and services by reading internal publications and frequently checking the library's website.

