Be Here

*You must live in the present, launch yourself on every wave, find your eternity in each moment.* –Henry David Thoreau

Engage in your Range:

Be aware of your surroundings. Acknowledge patrons with eye contact, a smile, and positive body language. Be approachable.

Get them there:

Get the patron to the service, person, item, or information that they need. Get them there physically and intellectually. When it seems impossible, try to find alternatives and create a positive experience.

We do windows:

There is no work beneath you, especially when a patron is involved. When they see you, they see the entire Library.

Know our services/specialists:

If you do not know what we do and who does it, the patron will not know what we do and who does it.
Know and grow your patrons:

Collect patrons. Let them know who you are and how you can help them. Listen and serve with empathy.

Remember the goal:

So much of your work is invisible to the public. Always remember, what you do impacts student and faculty success.

Be Contagious:

You impact the environment of the Library. Emotions are contagious, so spread goodwill with patrons and colleagues.

Conquer the campus:

Wherever you go represent the Library. Be an ambassador. Look for things we can do better and people we can help.