Be Here

UVU Library’s Principle-Based Customer Service
PRINCIPLE-BASED CUSTOMER SERVICE

1. Background
   a. Previous customer service trainings
   b. Do’s and Don’ts not effective
   c. Wanted it immersed in our culture

2. Guidelines
   a. Branded
   b. Flexible
   c. Shared language
   d. Inclusion of all departments and staff levels

3. Customer Service Training Taskforce (introductions)
You must live in the present, 
launch yourself on every wave, 
find your eternity in each moment. 
~Henry David Thoreau
Our Principles

1. Engage in Your range
2. Get them there
3. We do windows
4. Know our services/specialists
5. Know and grow your patrons
6. Remember the goal
7. Be contagious
8. Conquer the campus
Engage in your range

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

2. 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.
3. There is now work beneath you, especially when a patron is involved. When they see you, they see the entire Library.
Know your services/specialists

4. 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

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

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

7. You impact the environment of the Library. Emotions are contagious, so spread goodwill with patrons and colleagues.
8. Wherever you go represent the Library. Be an ambassador. Look for things we can do better and people we can help.
The Process

1. Task force of staff from each department
The Process

1. Task force of staff from each department
2. Looked at the literature
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2. Looked at the literature

Jacksonville Public Library’s “Get to Yes” program
The Process

3. Weekly meetings
   a. Determine goals/scope of project
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   b. How would success be measured?
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   b. How would success be measured?
   c. What conditions must exist?
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3. Weekly meetings
   a. Determine goals/scope of project
   b. How would success be measured?
   c. What conditions must exist?
   d. How do we get there?
The Process

4. A couple of meetings dedicated to identifying and defining the 8 principles.
The Process

4. A couple of meetings dedicated to identifying and defining the 10 principles.

5. Then turned our attention toward creating the training materials.
Unveiling at All-Staff Meeting

Homework

Share Experiences at Second All-Staff Meeting

Lead by Example

Implement in Departments
Student Involvement

1. Small Group Meetings
   a. Review Principles
   b. Discuss and Share Experiences
Videos and Art

What we were trying to do:
Videos and Art

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Training Videos:
Videos and Art

What we were trying to do:

Training Videos:

- Keep it principle based
Videos and Art

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- Get the idea across clearly
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Poster Art:
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Training Videos:
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Poster Art:
- Encourage language immersion
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What we were trying to do:

Training Videos:
- Keep it principle based
- Get the ideas across clearly

Poster Art:
- Encourage language immersion
- Keep it principle based
- Make it fun
Benefits, Challenges, and Future

What we are seeing…

What we are hoping to see…

What is working…

What isn’t working…

Where do we go from here???

https://sites.google.com/site/behereuvulibrary/
Thank You!

Questions, Comments?

Contact us for more info:

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For more information watch for an upcoming article in:

College & Research Libraries News