

# ▶ Delaware Libraries

## Service Purpose:

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We enrich lives  
by providing  
everyone access  
to the knowledge  
that engages  
their passion

## Service Standards:

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**SAFETY:** Provide a safe environment for staff and public ensuring privacy, confidentiality and physical well being.

**COURTESY:** Treat everyone with kindness and respect.

**KNOWLEDGE:** Be aware of library policies, procedures and resources.

**EFFICIENCY:** Provide accurate and timely service with the best use of tangible and intangible resources.

## Service Behaviors:

- 1. SAFETY:** Provide a safe environment for staff and public ensuring privacy, confidentiality and physical well being.
  - Maintain a safe environment by being aware of surroundings
  - Alert a co-worker of potential danger
  - Protect privacy and confidentiality through using a low voice and professional language
- 2. COURTESY:** Treat everyone with kindness and respect.
  - Display a welcoming tone of voice and body language to everyone
  - Be kind
  - Give full attention, and focus on interaction
  - Use phrases such as: "How may I help you today?," "I am glad to be of assistance," "Thank you for coming in today," "We hope to see you again soon!" or use friendly language
- 3. KNOWLEDGE:** Be aware of library policies, procedures and resources.
  - Effectively use and share: resources, systems, databases and computers
  - Actively engage in training opportunities by checking the DLC consortium page
  - Know what to do and why you are doing it, or ask questions to seek knowledge
  - Ensure satisfaction to everyone with creative and accurate solutions and a "Let Me Find Out" attitude
- 4. EFFICIENCY:** Provide accurate and timely service with the best use of tangible and intangible resources.
  - Provide accurate information in a credible and timely manner
  - Listen to determine and clarify others' needs
  - Be the solution – offer ideas to improve operations and processes
  - Document and share best practices
  - Minimize waste of resources: people, time, financial and materials