Service Purpose:

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

Service Standards:

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