

Customer Service in the New Normal

Johnnie Simyunn
AllAS Leslie Hardinge Library



Henry Luce III Library

Central Philippine University Libraries



LIBRARY SERVICES IN THE NEW NORMAL



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OUTDOOR LIBRARY BOOK RETURNS

No more book check-ins at the front desk, this service is offered to let library patrons drop off their finished books and media in a book drop boxes. Drop boxes are located at the main gate and 2nd gate of the university.



ONLINE LIBRARY INSTRUCTION

Bulacan State University Library offers a virtual instructional services aimed at helping users become more adept at identifying, locating, and accessing print and electronic information resources provided in the library.



The University Library
University of the Philippines Diliman

Menu

Library Guide to New Normal

University Library Diliman's Response to the COVID-19 Pandemic



Guidelines on Library Resources and Services in the New Normal

LIBRARY Take Out

HOW IT WORKS

1. PLACE A HOLD

Place a hold online or by calling your library.

Deadline is noon for same-day pick up.

2. ARRIVE DURING HOLDS PICK UP

Check with your local library to find out when holds can be picked up.

3. CALL AND WAIT FOR STAFF

Call when you arrive and library staff will check your items out and place them in the outdoor pick up location.

PLEASE WAIT FOR STAFF TO GO BACK INSIDE BEFORE PICKING UP YOUR ITEMS.

Main Library TEMPORARY CLOSURE

To protect the health of our communities, this facility is closed to the public.

VIRTUAL HOURS

Connect with staff via phone or email:

541-947-6019

info@lakecountylibrary.org

Tuesday - Friday

10 AM - 7 PM

Saturday

12 PM - 4 PM



TUESDAY-FRIDAY
1 PM - 7 PM

SATURDAY
1 PM - 4 PM

Thanks for coming by!

LIBRARY Take Out

**PICK UPS
ONLY!!!**

**PLEASE PLACE
ALL RETURNS
IN THE
BOOK DROP.**

**THANK YOU FOR HELPING
US ALL STAY SAFE!**

Do it for Yourself and Your Friends

If you have or think you have COVID-19

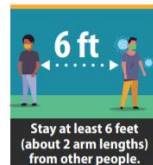
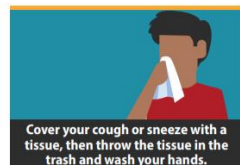
Stay home, get rest, and hydrate



And later you can...



STOP THE SPREAD OF GERMS | COVID-19 |



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)



Jackson County Library Services

Staged Library Operations Plan

- Stage 1
- Virtual Library
- Services
- Stage 2
- Library Buildings
- Open to Staff Only
- Stage 3
- Front door Services
- Stage 4
- Lobby Services
- Stage 5
- Limited Library Services
- Stage 6
- Full Library Services

Cleaning, Disinfecting, and Safety Guidelines for all Stages

For Staff

For Public Areas

COVID: How to deal with problem behaviors related to COVID-19

Presented by
Ryan Dowd
Aug 13, 2020
14:00 to 15:00 (ET)

Some of the issues covered:

- How to ask someone to wear a mask.
- How to get social distance when someone is standing too close.
- How to handle someone showing symptoms (coughing, etc.)

Note: This is a "members-only" webinar. Please do NOT share this link outside of your organization!



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Preparing for the Next Wave of Pandemic- Weary Customers

Andrew Sanderbeck

De-escalation Techniques



Tools for Tense Situations: Reducing Conflicts With Patrons As Libraries Return to the New Normal

Presented by
Dr. Steve Albrecht,
author, *Library Security: Better
Communication, Safer
Facilities* (ALA, 2015)

G.R.E.A.T. Customer Care

- G**reet the patron with eye contact
- R**eassure the patron as to your interest in helping
- E**xplain what you will do to or for the patron
- A**ct accordingly, using your skills, policies, or protocols
- T**hank the patron for his or her cooperation

How Do We S.E.R.V.E. Our Customers?

Linda Bruno, MBA
DDI & Achieve Global Certified

Serve Them Every Day...

Smile & need to greet people

Enthusiasm (eager enjoyment) I get to work today!

Responsiveness respond rather than react during all interactions

Visually connect

Efficient – lets patrons know their time is important you

How Do We S.E.R.V.E. Our Customers?

Linda Bruno

Serve Them When They're Frustrated...

Silence-listen and do not anticipate their comments, etc. interruptions frequently increase frustration

Empathy-for even the smallest frustrations

Respect-even if they are not giving it to you

Validate them-people do not care how much you know until you show how much you care

Enhance-follow up later if possible

How Do We S.E.R.V.E. Our Customers?

Linda Bruno

Serve Them by Going the Extra Mile...

Solutions-help patron solve the problem

Engage-what can be provided that patrons do not even know they need-ask what may be needed

Rapport-build relationships

Value them-show through words of appreciation, affirmation, encouragement, etc. Make time for patrons

Educate them-provide extra information when interacting with patrons

The B.R.E.A.D.S. Stress "cure"

Dr. Steve Albrecht

Breath – slow and deep

Relax your Body – the best results come from a 10-minute session, at least once per day/ 30-30-30 rule

Exercise – at least 30 minutes, three to five days a week

Attitude – relentlessly positive

Diet – go light on feel-good foods, manage your blood sugar throughout the day

Sleep – develop pre-sleep rituals; try to get 7 to 8 hours

Customer Service Lessons from Zappos & Public Libraries

There's No Substitute for Quality Customer Service

... When the world's going through rough times, customers usually don't need a product or a service—they need another human on the other end of the line to listen and talk to.

Be the available and authentic voice your customers need. You don't need to be clever, innovative, or tech-savvy to provide top-notch customer support—you just need to be patient and empathetic.

Our future...? Dr. Steve Albrecht

- The lockdown continues?
- Limited in-person services to patrons? Continuing shift to online resources?
- PPE and Plexiglass barriers will become the norm?
- We will always have staffing, budgetary, and patron challenges. (We're the Library!) Be flexible, patient, and creative. Look for more outside-the-box options.
- Remember Teddy Roosevelt and modify his words:
"Do the best you can, with what you have, where you are."
- How about this?
"Do the best you can, with *who* you have, where you are."

*Insert your
favorite
"pandemic"
quotation...*



Thank You!

Resources for Reopening Our Libraries

https://www.neo-rls.org/resources_for_reopening_our_li.php

https://libguides.osl.state.or.us/ld.php?content_id=53946830

https://libguides.osl.state.or.us/ld.php?content_id=54276561

Tampa Bay Library Consortium

<https://floridalibrarywebinars.org/category/customer-service/>