

The Library

Customer Care Charter Standards

In order to provide the best service to our users, we will aim to achieve the following standards:

When on duty:

1. Always wear your ID card
2. Smile

When on a counter/help desk:

1. Meet each person coming to the counter with eye contact, a smile and a greeting e.g. 'Good Morning', 'Hi, how are you?' 'How can I help you' etc. Remember we are on display and our interactions with students and staff will make a lasting impression.
2. If you are in a conversation with a colleague as someone approaches, immediately stop the conversation and turn to greet the user.
3. Ask each person if you can help them i.e. 'Can I help you?'
4. If the service is based on circulation, such as issuing or returning books:
 - Politely ask for their ID card; 'Please may I have your ID card?'
 - Apologise for any delays and explain why; e.g. 'I'm sorry this is taking a long time. The network is running a bit slow this morning.'
 - Tell the user about the due date; 'Your books are due 23rd Jan and the date is on the receipt.'
 - Thank them before they leave the counter, using the person's name (as found on their ID card)
5. If the user has been waiting, thank them; 'Thanks for waiting. How can I help you?'
6. If the user needs help finding a resource, make sure your assistance suits the needs of the user by asking
 - About the topic
 - What types of assistance are required
 - And offering assistance with digital resources
7. If the question is a straightforward book location query, such as 'Where can I find a dictionary?', if possible take them to the correct section. If this is not possible, give as much detail as necessary to get the user to the section.
8. If we don't have any books on the desired topic, suggest that the reader goes to their local library instead. If the resource doesn't have to be a book, help the student access digital resources and show them the resources within the appropriate subject area. Alternatively if you think the subject/resource is suitable for purchase, take the details off the student and pass to a librarian for ordering.
9. Never take personal calls at the counter, either on your own personal mobile phone or via the desk phone. If a personal call is put through to the counter/help desk on the extension, transfer it to the office and take the call there.

When working with students in open access areas:

1. Be respectful when monitoring users: Use the College behaviour standards.

<i>Rule</i>	<i>Request</i>
No eating	'Thank you for not eating in here', 'Thank you for putting your food in your bag', 'Thank you for finishing your food in the café area', 'Thank you for finishing your food outside', 'Thank you for being responsible and respectful to your fellow students by finishing your food outside' etc
No drinking	'Thank you for not drinking in here' 'Thank you for putting your drink in your bag' 'Thank you for finishing your can in the café area' 'Thank you for finishing your Slushy outside' Thank you for being responsible and respectful to your fellow students by finishing your coffee outside' etc
Mobile phones	'Thank you for switching your phone to silent' 'Thank you for taking your call outside'
Not working quietly/not working/disruptive behaviour	'I can see you're not quite ready to learn at the moment, so why don't you pop outside and come back in when you're ready to learn' 'Thank you for working quietly while you're in here', 'When you're in here you need to be ready to learn; I can see you're not quite there yet, so why don't you take a few minutes to step outside and come back in when you're ready'

- Should your requests not be honoured, follow through by keeping focused on the issues and remind the students of their responsibilities and the College behaviour code.

For example, when you ask someone to put their drink away and the person resists, simply and politely say 'Thank you for finishing your drink outside' and 'Thank you for listening'. Simply and politely stating that each time it is challenged, will keep the situation calm and keep you in control.

- Get back-up. If you think a situation is getting out of hand or that there is no way you are going to regain control, simply ask a colleague for help. If you temporarily feel you can't deal with a situation, then again ask for help, or walk away.
- If the student's behaviour has been inappropriate, let a member of staff know.

When in the office:

- Answering the phone
 - Answer with a friendly tone e.g. 'Good morning The Library.' If you'd like to add your name, do so after the greeting.
 - If you are on your own when you take the call or are unable to efficiently help the caller, ask if the person can be put on hold or if you may call him/her back when you are able, giving the caller an approx time when you will return the call.

- Put the caller on hold if you need to go away from the phone to help them.
- Be polite and thank the caller for holding, 'Thanks for holding; I found the item you need.'
- Give any messages to the recipient asap
- If the call is personal, please keep it brief and quiet. Never take personal calls at the counter/help desk.

2. E-mail

- Use an *appropriate* closing signature in you emails, including your title and your phone extension. Set up your signature on Outlook.
- Be sure to include the subject of your message in the header of the message.
- Use your staff email sensibly. Don't forget all emails are monitored by college.

To ensure a high standard of service to ALL customers

1. **Work as a team**

To provide the best service to all students and staff, we have to work as a team. This includes supporting your colleagues who may need help with a task, and assuming **the best** from each other. Individual behaviour reflects on the service as a whole, so please empower each other to be the best we can.

2. **Think of yourself as the customer**

When you are helping customers, consider how you like to be treated when you are the customer. Consider how good it feels when you are welcomed and appreciated as a customer. Use those guidelines to make your interactions with our students.

3. **Stay professional**

Once you've resolved a difficult situation, it must be forgiven. Don't bear grudges. The customer must receive your fully unbiased consideration the next time s/he comes into The Library and every time after. The Library staff may keep notes about repeat offenders but this knowledge must never be reflected in our face-to-face dealings with customers.

4. **Use respectful language**

Make sure your words could never be misconstrued as disrespectful, belittling or patronizing.

5. **Know the College policies and guidelines**

This is so you can fairly ask students to abide by them. This includes being aware of any recent developments in expectations from the College.

6. **Be honest with yourself**

If you are struggling to keep a situation under control then ask a colleague for help or walk away.

7. **Learn from difficult interactions**

If you've had a stressful time with a student or member of staff, reflect on what you can learn from this and how you can manage it the next time it happens – bring it to a team meeting. Share these lessons with other members of the team so we can all provide a great service.

8. **Everyone is a valued customer**

Treat everyone you come into contact with as a valued customer.