

TO: Broken Arrow Public Library Staff

FROM: Hannah Moore, Youth Associate

DATE: Monday, February 20, 2017

SUBJECT: Quality Customer Service & Self-care

We have not slowed down the way we usually do during winter- it seems we are busy often. I appreciate your willingness to assist your coworkers, even when you're not scheduled on the floor, and I appreciate your ability to multi-task and help as many customers as possible. I also want to ensure you are taking care of yourselves and also focusing on quality of service as much as the quantity of service. We are incredibly lucky to have such a driven, passionate staff- but the current momentum isn't plausible or a best practice for our long-term goals of keeping our customers and you happy and healthy.

I want to remind you to make sure you are following proper procedures. You are not expected to have memorized every detail of everything we do (we do a lot!), and it is okay to slow down to give someone the best quality customer service. If you need to check procedures, please take a moment to do so. Acknowledge other customers in line and let them know someone will be with them as soon as a staff member is available, but you do not need to cut customer interactions short simply because there is a line. If a line builds up or you know a particular need is going to take some time, either ring the bell (if there are additional staff in the building) or ask the customer if they can wait a moment while you take care of a quick need here or there. Just make sure to return to your lengthier need for a few moments before helping the next person. There are very few instances of life-or-death immediate need in our library, and many of our services are set up for self-service to those who truly cannot wait to be assisted.

Again, we want to ensure we are devoting quality customer service to each patron over quantity- think about it from the patrons' point of view. A patron is more likely to return if they know they will be receiving quality service, even if it's a bit slower, rather than receiving service quickly but ineffectively. This will also help you stay sane when it is busy- focus on the customer in front of you. Make sure to take your breaks. If you are leaving for lunch and a customer tries to catch you, *it is okay to let them know that you are leaving and that someone will be with them as soon as they are available.* Your ability to serve our customers effectively will be compromised if you overexert yourself and are stressed. If you need a break during your shift, let your coworkers know. You all are excellent at looking out for each other, and it is one of the things that makes our work family effective and fun. I look forward to coming to work with you each day, and I want you to feel the same way... or at least not dread it.

If you have any questions, please ask. There are several ways of managing stress we can go over, or we can look at re-working some of our scheduling if that's where the issue is.

Thank you for making our library a great place to work,

Hannah Moore, Youth Associate