



The SCPL Service Commitment

Our welcoming and knowledgeable staff strive to create exceptional customer experiences for library users by...

Serving all with courtesy and respect

Communicating clearly

Personalizing the experience

Leaving users satisfied

Welcoming Staff

Make eye contact and greet library users when appropriate.

Are present, prioritize the patron and acknowledge those waiting.

Demonstrate proper phone etiquette, identifying location and name.

Take initiative to offer assistance.

Knowledgeable Staff

Consistently apply policies and communicate options.

Know common questions and where to find the answer, or when a referral/hand-off is appropriate.

Keep current on branch and system programs, events, meetings, and displays.

Serve all with Courtesy and Respect

Act and speak with integrity and professionalism.

Use common courtesies like please and thank you.

Treat all inquiries with equal importance and refrain from personal judgment.

Communicate Clearly

Listen actively, paraphrase for clarity and avoid assumptions.

Provide timely and accurate responses through a variety of communication channels.

Avoid use of library jargon, speak with library users in a way that works for them.

Understand and apply the SCPL Strategic Plan and Code of Conduct.

Personalize the Experience

Wear SCPL name tag.

Make an effort to greet library users by name when appropriate.

Anticipate library users' needs and offer service suggestions.

Make appropriate exceptions and offer alternatives.

Leave Users Satisfied

Take responsibility for seeing that problems brought to our attention are resolved.

Acknowledge mistakes when they happen.

Ensure that library users' service needs have been met.

Empower library users by demonstrating library self service functions.