



Heartbeat of the Library:

Customer Service

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Customer Service:

Exceptional customer service has a central role in the library and how it forms the core of the library's mission to serve and support its patron.





Customer Service



Understanding the Pulse of Customer Needs

- Are you in tune with the unique needs of your library patrons?
- Are you aligning services to meet those needs?
- Are you ensuring a personalized experience that resonates with their interests and goals?



Communication Skills: Nurturing Connections

Effective communication skills are the lifeline of customer service in the library!

- **Foster meaningful connections through active listening**
- **Use clear articulation**
- **Have friendly, approachable interactions**





Customer Service

*Personalization and Individualization:
Infusing the Library Experience*

Explore the power of personalizing customer service interactions to create an environment where patrons:

- feel valued
- understood
- empowered

This forms a strong emotional bond with the library.





Customer Service



Handling Challenges with Compassion

By approaching and resolving difficult customer situations with empathy and professionalism:

You can turn challenging moments into opportunities to strengthen relationships and rebuild trust.



Customer Service

Technological Innovations

The integration of technology tools and advancements, such as:

- **online catalogs**
- **self-checkout systems**
- **virtual assistance**

are ways to augment customer service efforts, improving accessibility and convenience for library users.





Customer Service



*Cultivating a
Welcoming
Atmosphere:
Creating a
Heartwarming Haven*

By fostering a warm, inclusive environment within the library:

Every visitor feels welcome, valued, and embraced, thereby nurturing a sense of belonging and attachment.



Customer Service

Staff Training:

The Beat of Continuous Growth

It is vital to offer ongoing training and development programs for library staff to equip them with the skills and knowledge needed to provide exceptional customer service-



Which helps ensure a healthy, vibrant heartbeat in the library.



Customer Service



Feedback:

The Heartbeat Monitor

Gathering and utilizing customer feedback is a vital tool for monitoring the pulse of customer satisfaction.

This helps:

- Identify areas for improvement
- Fuel a continuous improvement cycle within the library



Customer Service

*Building Lasting Bonds:
The Heart-to-Heart Connection*

It is important to build enduring relationships with library patrons through genuine care, personalized experience, and thoughtful follow ups.



This cultivates loyalty, and transforms patrons into passionate library advocates!

**ANY
QUESTIONS?**

Or
Suggestions?





Libraries Have Heart

Resources:

Reference and User Services Association. (n.d.) *Guidelines for Behavioral Performance of Reference and Information Service Providers*. American Library Association. <https://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral>

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