



**Start With a Smile**

**or,**

**“You Get More Bees  
With Honey!”**



# What is Customer Service?

- Community Based
- Know your customers (patrons)
- Understand their needs and expectations
- Recognize your local “style”



# Service

- Hospitality
- Sharing
- Courtesy



# Commitment

- Be Present
- Choose Your Attitude
- Get Training
- Learn Policies and Procedures



# Purposeful

- Set standards
- Plan ahead
- Have goals
- Recognize accomplishments



# Communicate!

- Develop relationships
- “Who else needs to know?”
- Active exchange of information
- Support one another



# Questionnaire

- Take a few minutes to fill in the blanks.
- Discussion



# Body Language

- SMILE even on the phone and the computer
- Make and maintain eye contact
- Avoid “closed” body positions
- Consider your posture
- Use your hands wisely



# Body Language

- Be sure eating and drinking doesn't interfere with service
- Make the customer your priority



## Things to Try . . .

- Set a monthly customer service focus
- Put up a blank sheet in a staff area for co-worker praise
- Put out a customer suggestion box and post responses



## Things to Try . . .

- Decide on phone, in-person scripts that everyone will use
- Aim for consistent levels of service
- Train volunteers, too.



## Things to Try . . .

- Look at your Website and evaluate for customer friendliness
- Listen to your phone messages
- Look at your signs



## Things to Try . . .

- Look at the physical layout of your space
- Give your entrance & service desks special attention
- Deliver on customer expectations



# When Mistakes Happen . . .

- Admit them and move on
- Think about & discuss how to act differently “next time”
- Communicate as necessary



# Resources

- Customer Service tutorial on the Web from Houston Area Library System  
[www.hals.lib.tx.us/cust123](http://www.hals.lib.tx.us/cust123)
- ***Fish! A remarkable way to boost more and improve results,*** by Stephen C. Lundin and others. NY: Hyperion, c2000



# Resources

- ***Treat Your Customers*** by Bob Miglani. NY: Hyperion, c2006
- Laurie St. Laurent, Library Director  
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