

Delivering on Yes!



Presented by

Janet McAllister, Assistant Director
Michelle Petersen, Head of Circulation
Glen Carbon Centennial Library

Let us introduce ourselves

- Janet McAllister, Assistant Director
 - 14 years experience in the Library world
 - Started as Associate moved to Youth Services Assistant
 - Have written 13 successful grants totaling 7 of which LSTA
 - 5 years Board of Directors for Reaching Forward South
- Michelle Petersen, Head of Circulation
 - 7 years experience in the Library world
 - Started as Associate
 - Reaching Forward South 2006 Support Staff Person of the Year Award

**Why do you work at a
Library?**

Who are the Patrons?

Who are the Patrons?

- Residents
- Co-workers
- Fellow Libraries
- Anyone walking through the front door

Why focus on customer service?

From recent OCLC survey –

Perceptions of Libraries, 2010: Context and Community

Want increase in customer service -

- Generation X – 22%
- Boomers – 33%
- Seniors – 23%

I'm satisfied with my Library –

- Generation X – 5%
- Boomers – 11%
- Seniors – 14%

**Re-defining our role in the
community?**

Making a difference...

- Program attendance is it about a number
- In patron's lives
- Being the moment
- the Best Small Library Mindset

**Our Motto:
More Than You Expect!**

More Than You Expect!

- Stereotypical expectations of the Library
 - Un-welcoming
 - Un-helpful
 - Un-friendly
- What we do
 - Greet the patrons
 - Embrace Flexibility
 - Empower staff members
 - Recognize everyone's abilities
 - Satisfy & Delight Orientation



More Than You Expect

- Management's role
- Staff's role
- Why are you still doing that?

09-21-10 **30 hour employee - Extra jobs**

All Circulation Staff:

- Cover books
- Select books as requested.
- Create door signs
- Create misc. posters
- Puppet shows as requested
- Introduce speakers as requested
- Take Pictures @ Library Programs to upload to Flickr
- Update Facebook when needed ☐
- Display Cases when needed ☐

- Amanda**
- Send emails to patrons re: upcoming programs ☐
 - Display monitor slides
 - Fax Press Releases & flyers for programs ☐
 - Staff meeting minutes
 - Maintain Patron Emails and new contacts ☐
 - Update and Maintain Facebook Site ☐
 - Count money drawer when manager is not available ☐

Roaming Reference Duties

- Restock pen @ patron tables
- Restock scrap paper @ patron tables
- Restock kleenex & hand sanitizer if needed
- Restock keyboard & screen sanitizers
- Restock maps
- Restock brochures
- Restock endcap book display shelves
- Maintain Community & Library News bulletin boards

- Michelle M**
- Best Seller List ☐
 - Train New Employees to cover items ☐
 - New & Forthcoming Titles List
 - Update Shelf End Caps each season or when needed ☐
 - Verify copy & fine money as needed ☐
 - Count money drawer when manager is not available ☐
 - Update Dear Reader on Website
 - Monthly statistics

20 - 25 hour employee - Extra jobs

- Debbie**
- Maintain front door "New Books" Shelf
 - Restock New Library Cards
 - New patron folders ☐
 - Water Plants - twice per week - each plant gets 1/2 watering can
 - Delete over 2 year old expired cards

- Jenna**
- Back up OCLC
 - Back up Roaming Reference duties
 - Repair damaged items
 - New Movie Theater Releases from Books List
 - Clean/ Repair DVDs and CD materials ☐

- Joan**
- Newsletter
 - Tax forms order & maintain ☐
 - Create Sign-Up Google Doc for all Adult Events ☐
 - Verify copy & fine money as needed ☐
 - Train New Employees to cover items ☐
 - Repair damaged items ☐
 - Back up Roaming Reference duties

Ideas used to meet our Patron's needs

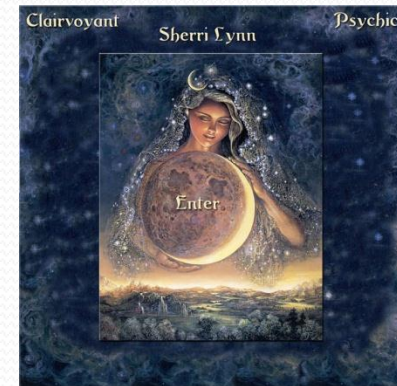
“Delivering on Yes”

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- No to Yes Log
- Suggest a Purchase – On line Form
- Facebook
- Gotcha Award

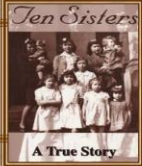
Ideas driven by Staff

- Read dating
- Dewey & Dot's Wrap N Roll
- Author programs
- Sit Together And Read w/ Dogs (STARS w/ Dogs)
- Movie discussions
- Halloween Program – Psychic @ the Library



Ten Sisters: A True Story

Movie Night at the Library
Thursday, September 9th
6:00p.m. – 8:00 p.m.

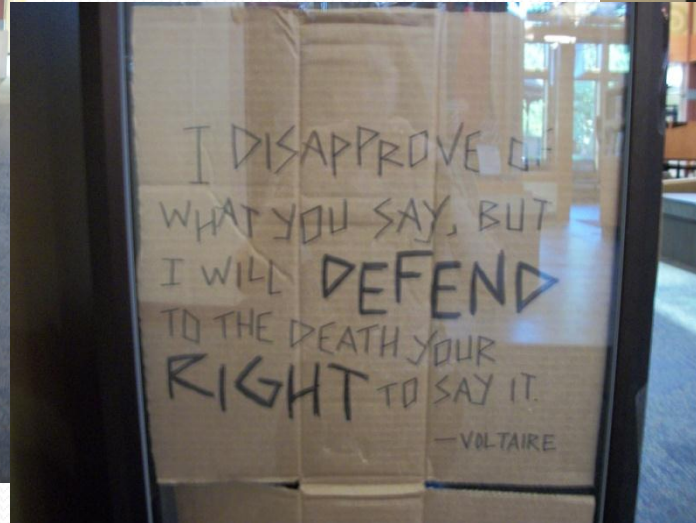


Doris Wenzel
the youngest of the Ten Sisters, will be at
The Library to speak and share stories.
Sunday, September 12th
2:00p.m. – 4:00 p.m.



Be prepared

- Banned Book Display



**Why do you work at a
Library?**

Why do you work at a library?

I work at the library because I LOVE libraries and all they represent. As a child, we were not taken or allowed to use libraries. I adore them and want to make each and every patron's library experience a good one. I want them to enter our library and say "Wow, this is a great place to be!" I want to let people know what an asset a good library is to their community and to expanding knowledge from the very young to the very old. I believe that libraries should set the bar of excellence high and then try our best to do even better for our patrons.

Why do you work at a library?

I work in a library to have easy access to my addiction.
Where else can I travel or take on the persona of an alter ego for free? It's way better escapism than drugs!

Why do you work at a library?

A few years ago, I was working as an admitting rep. in an ER. I made a list of all the things I hated about that job and tried to find a job that was the opposite of those. I eventually settled on libraries.

Why do you work at a library?

No two days are ever alike. Patrons become family. I would equate it to Billy Joel's song, Piano Man, in that we have our clientele who need to tell us their tales also. And even after 16 years new situations still arise that could never be predicted.

Why do you work at a library?

- great hours
- stress free atmosphere
- helpful co-workers
- congenial, interesting patrons
- interesting situations - some funny
- mysteries to solve - missing books, etc
- eliminates "psychiatrist bills" (ha!)

Why do you work at a library?

I always liked the feeling that librarians don't know all the answers, they are just the special people who know where to FIND all the answers. I have worked in 3 different libraries off and on over 32 years, and I still look forward to going to work every day. Library people are inherently those who want to help, inform, entertain, and educate -- that makes them great co-workers, and who can complain about that?!

Why do you work at a library?

As a young girl I fell in love with my rural hometown library and it's Director, Mary. Mary made a very shy girl (me) seem special and important with every Library visit. Mary listened to all I had to say and she and I traded titles of favorite books. Mary offered me the job of Library Page when I was 16. I felt as if I was in heaven, working at the best job in the world while my friends were just flipping burgers at the local Tastee Freeze. That was almost 40 years ago but I still find the joy of working in a Library and seeing the young children grinning as they find that special book and they stop to tell me all about it.

Why did we ask?

A Question for you -

- What do you think patrons would say about your library if they could describe it in three words or less?



Thank You!

Questions?

Please take a moment and
complete our survey.

DVDs

- “Satisfy & Delight” – Bensenville Community Public Library - 200 S. Church Road Bensenville, IL 60106 - phone: (630) 766-4642 - <http://www.bensenville.lib.il.us/>
- “Customer Service at the Library: Making the Experience Meaningful & Memorable” - Think & Do www.thinkanddo.us