

Library Service Excellence 2023 Project Report

Summary

The Library Service Excellence project developed and administered a series of customer service, reference, and marketing trainings for library service desk staff.

Overview



Image: Library Customer Service Powerpoint

The team endeavored to train all library staff stationed at the service desk, collaborating with full-time library staff to develop informative training sessions centered on marketing, reference, and customer service. As a result of valuable feedback received, these sessions have been seamlessly integrated into the onboarding process for all new student workers. Additionally, all librarians actively engaged in service desk training to refine and update their skills. The unwavering commitment of the team has culminated in the service desk now epitomizing excellence in customer service.

Service desk staff were trained on:

- ✓ Reference
- ✓ Marketing, aka "Be the Brand"
- ✓ Customer Service

Full Time Staff were trained on:

- ✓ How to deescalate difficult patrons
- ✓ How to work at the service desk: such as opening the library, checking out a laptop

Stakeholders

- Nanci DeLa Cruz- Responsible, accountable
- Justine Kae Pelanski- Responsible
- Yvonne Tran- Consult
- Alena Manjuck- Consult
- Nathaniel King- Consult

Feedback Highlights

- Full time library faculty used their new service desk skills when covering the desk, “I wanted to thank you for all of the service desk training opportunities you organized to help us refresh our skills. When I was filling in on the desk earlier this week I felt much more prepared than I would have otherwise. I was able to handle most questions quickly and knew which reference materials to consult when needed. **I feel like this experience was proof that all of the training paid off!**”
- During the “Be the Brand” training, a student worker shared “I learned about our brand values. I found the **most helpful leaning about what the library is trying to achieve**”.
- In the 2023 campus-wide student satisfaction survey, **97% of students reported a satisfied or highly satisfied rating for library services:**
 - “The library staff are **always helpful** and cheerful.”
 - “**Staff greets me every time I walk in**, and are able to answer any questions I may have about printing”
 - “When I went into the library a few weeks ago to work on homework, the **staff was so nice to me and they provided help when I needed it**. I would definitely strive for that level of help from your library staff in future semesters.”