

# SPRING ALL-STAFF INSERVICE

WE ARE MOVING – EVOLVING – PROGRESSING!  
CHOO-CHOO!!



# AGENDA

<b>8:30 to 9:00</b>	<b>Gather and Answer Questions</b>
<b>9:00 to 9:30</b>	<b>Introductions</b>
<b>9:30 to 9:45</b>	<b>Break</b>
<b>9:45 to 10:30</b>	<b>Customer Service</b>
<b>10:30 to 11:00</b>	<b>Line Dancing with April</b>
<b>11:00 to Noon</b>	<b>Adult Programming with Arwen Unger, Assistant Director, Hood River County Library District</b>
<b>Noon to 1:00</b>	<b>Lunch &amp; Networking &amp; Break</b>
<b>1:00 to 3:00</b>	<b>Safety Best Practices – Senior Deputy Chris Daugherty, Umatilla County Sheriff’s Office</b>
<b>3:00 to 3:30</b>	<b>Dance &amp; Evaluations</b>



# MEETING GUIDELINES

**WE PARTICIPATE AS EQUALS**

**THERE IS NO RIGHT OR WRONG**

**WE DISAGREE WITH GRACE AND TACT**

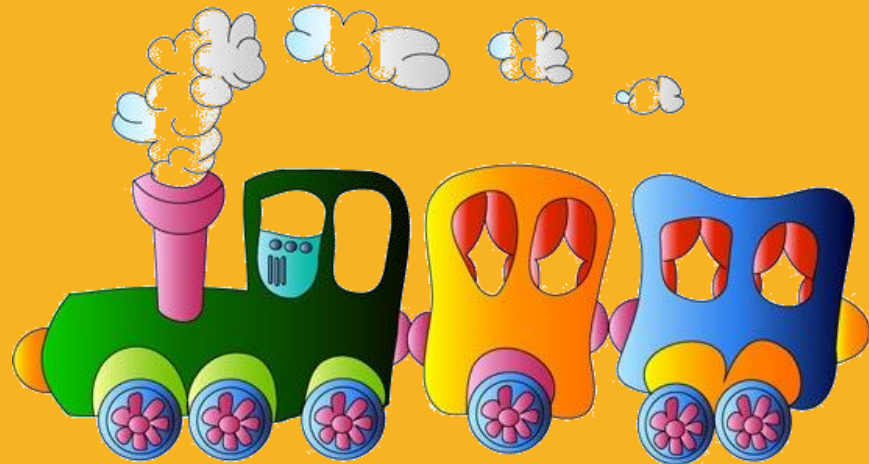
**WE HAVE FUN**

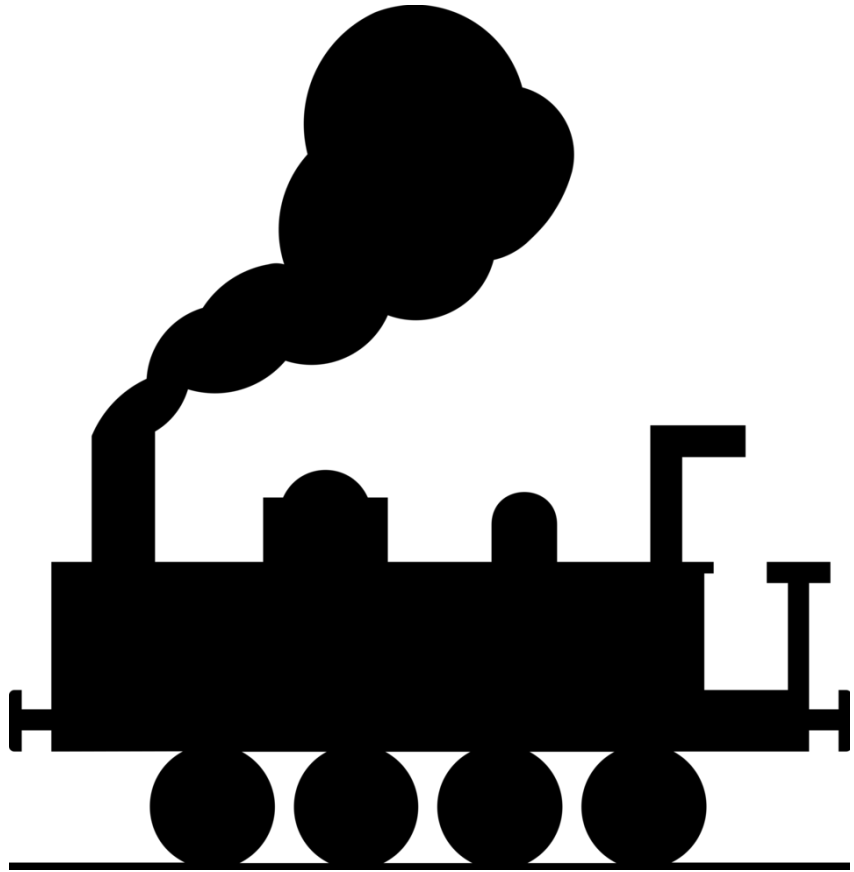
**WE WORK TO ELICIT THE BEST FROM  
OTHERS**

**WE KEEP SHARED INFORMATION  
CONFIDENTIAL**

# INTRODUCTIONS

~ NAME  
~ LIBRARY  
~ ANSWERS TO 5  
QUESTIONS





# FREE ITEMS

TAKE A TREASURE HOME!



Shelves

Early Literacy Materials &  
Manipulatives

Items from your Libraries

Two computers

# CUSTOMER SERVICE

**IT'S WHAT WE DO**

# COMMANDMENTS OF CUSTOMER SERVICE

**Be a Good Listener**

**Identify and Anticipate Needs**

**Make Customers Feel Important and Appreciated**

**Body Language Is Key**

**Understanding Is Crucial**

**Appreciate the Power of "Yes"**

**Know How to Apologize**

**Give More Than Expected**

**Get Regular Feedback**

**Treat Employees Well**

No. 1 – Thou Shalt Serve with a Smile

No. 2 – Thou Shalt Go the Extra Mile

No. 3 – Thou Shalt Greet, Speak and Be Real Sweet

No. 4 – Thou Shalt Say Thank You and Please – A LOT

No. 5 – Thou Shalt Be Willing to Apologize Quickly

No. 6 – Thou Shalt Anticipate



No. 7 – Do What Is Necessary, Not  
What Is Comfortable

No. 8 – Thou Shalt Take Responsibility

No. 9 – Thou Shalt Lighten the Lines

No. 10 – Thou Shalt Practice the  
CANEI Principle—Constant And Never  
Ending Improvement



TIPS FOR DEALING  
WITH CHALLENGING  
SITUATIONS



Assume the customer is telling the truth – this cuts down on stress for staff (they don't have to try and figure out if the customer is lying)

Inquire

Let the customer talk

Use active listening skills

 Listening Handout

## Empathize

Communicate that you can relate

“I appreciate your frustration...”

“I understand your doubt...”

“I share your concern...”

## Understanding

### Solution

Ask permission

“What information can I provide you?”

“Would it be helpful to you if we...?”

“What would be helpful?”

Explain or offer choices

“Here is what we can do...”

## Follow-up

Take steps to fix the problem(s) that caused the problem in the first place

When faced with an angry customer, first focus on acknowledging the feelings and upset of the customer. Once the customer starts to calm down as a result of having his or her feelings recognized, then move to solving the problem.

*It seems like you're pretty upset about this and I don't blame you. Let's see what we can do.*

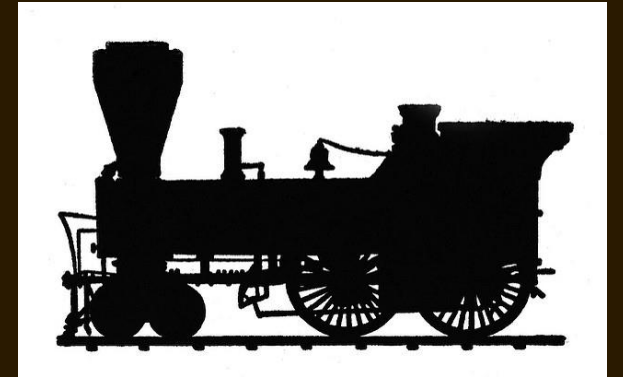
*It has to be frustrating to have to return a faulty audio-book.*

*Most people would be angry if their interlibrary loan record got lost and the resource they needed was not available to them.*

Address feelings first, then move to fix the problem. Both are critical.



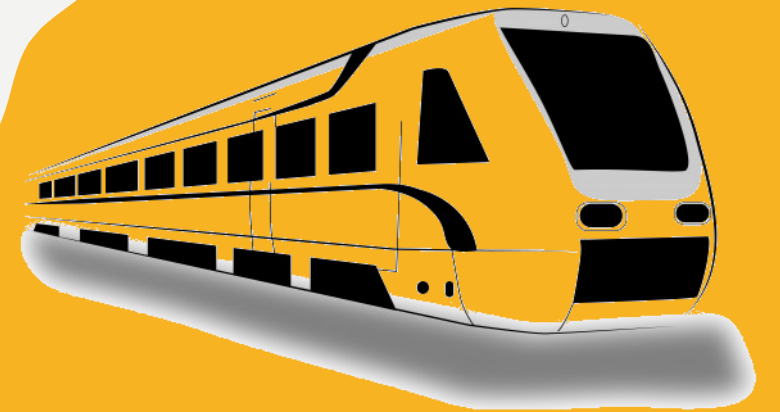
LINE  
DANCING  
WITH APRIL



# ADULT PROGRAMMING

ARWEN UNGER, ASSISTANT DIRECTOR  
HOOD RIVER COUNTY LIBRARY DISTRICT

# LUNCH



EAT & NETWORK & BREAK

DEPUTY  
CHRIS  
DAUGHERTY,  
UMATILLA  
COUNTY  
SHERIFF'S  
OFFICE

# SAFETY BEST PRACTICES



UCSLD  
STRATEGIC  
PLAN - ALSP

FULL DOCUMENT ON [UCSLD.ORG](https://ucslid.org)

## Umatilla County Special Library District—Strategic Plan—2019 Update

### Mission—

The Umatilla County Special Library District works in partnership with our libraries to advance and make available excellent library services, programs and continuing education opportunities for all.

### Vision—

In Process

### Values—

Customer Focus—Communication—Leadership—Integrity—Teamwork—Growth—Creative Innovation—Flexibility

Strategic Issues	Goals	Activities
<b>How does the UCSLD leverage tax dollars to ensure the continuation of excellent, growing library services within the district?</b>	The UCSLD seeks dynamic partnerships to enhance library services to residents of the district.	<ul style="list-style-type: none"> <li>• Assessment of needs</li> <li>• Identifying potential partners</li> <li>• By July 1, 2019, new City/District Agreements are in place</li> <li>• Beginning FY2019-20, review of tax distribution formula for addition to FY2022-23 City/District Agreements</li> </ul>
	The UCSLD invests in professional development to build the capacity of boards of directors, boards of trustees and all UCSLD and public libraries' staff members.	<ul style="list-style-type: none"> <li>• Continuing RDA-related and other cataloging training</li> <li>• The UCSLD will provide in-service trainings for all library staff</li> <li>• During FY2019-20, will organize a training for the UCSLD library boards of trustees and city councils</li> </ul>
	The UCSLD operates efficiently, effectively and within the laws of the State of Oregon and the approved policies of the UCSLD Board of Directors.	<ul style="list-style-type: none"> <li>• The public and libraries' staff members have access to early documents of the UCSLD through digitization efforts.</li> <li>• The policies of the UCSLD Board of Directors are reviewed and updated</li> <li>• UCSLD records are organized, retained and destroyed according to the State of Oregon law.</li> <li>• The plan for a new courier car purchase will be ready to implement</li> <li>• Additional job duties and work hours are added to the Early Literacy Program Manager position in order to build redundancy into administrative tasks.</li> </ul>
<b>How do populations in Umatilla County access library services?</b>	The UCSLD supports libraries' outreach efforts, helping to provide accessible services to populations where they are.	<ul style="list-style-type: none"> <li>• Partner the Take Off! Program with libraries to provide children's programming</li> <li>• Storytime kits for libraries are created and available</li> <li>• An early childhood literacy meeting is planned with our libraries</li> <li>• Support our libraries' outreach efforts</li> </ul>
	The UCSLD directly provides early childhood literacy outreach to children in Umatilla County.	<ul style="list-style-type: none"> <li>• Partner with Umatilla County Early Childhood Educators to provide services to develop early literacy skills</li> <li>• Facilitate opportunities to encourage adults to read with children</li> <li>• Provide quality early literacy materials to the children served by the Take Off! Program</li> <li>• Continue to support the Dolly Parton Imagination Library to enhance UCSLD early literacy efforts</li> </ul>
<b>How do more people learn about what services the UCSLD and member libraries offer?</b>	Residents of the UCSLD have access to centralized and increased communication avenues to increase their ability to participate in the services offered by the libraries.	<ul style="list-style-type: none"> <li>• The new strategic plan of the UCSLD is publicized</li> <li>• A marketing plan for the UCSLD and libraries is created and implemented</li> </ul>
	Library staff members have access to the information and support they need in order to reach more people with the library's message.	<ul style="list-style-type: none"> <li>• UCSLD SharePoint sites are developed for Libraries' staff members, board members and Friends of Libraries</li> <li>• UCSLD website provides increased communication of district events, projects and opportunities</li> </ul>



# EVALUATION

PLEASE COMPLETE BEFORE YOU LEAVE AND  
DROP IN THE BOX ON THE REGISTRATION TABLE

DRIVE SAFELY HOME

THANK YOU!



jelene