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ISSUE
1
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ILRC Times

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Phil. 4:9-10

"Use hospitality one to another without grudging.

As every man hath received the gift, even so minister the same one to another, as good stewards of the manifold grace of God."

Excellence in Customer Service

Liberty University is placing a great deal of emphasis this year on each department providing excellent service in its area of expertise. Basing its efforts on I Peter 4:9-10 a slogan has been adopted which states: **"Your job doesn't change lives YOU DO."**

Three of the **objectives** of this program relate directly to everyone who works in the ILRC.

1. *Keep customers the first priority.*
   Customers are not an interruption of our work. They are the reason we are here.
2. *Create a profound experience for customers in every interaction.*
   Be friendly. Go the extra mile. Focus on the customer and their needs.
3. *Show we are Christian by our actions and words, not just the title.*
   Demonstrate kindness and consideration.

Three points outlined in Liberty's Program under the heading of Service Process are also important to keep in mind.

1. *Engage and anticipate customer's needs.*
   If someone looks confused ask if you can help. Ask questions to determine their real need. Do all you can to meet that need or take them to someone who can.
2. *Meet the customer where they are.*
   Use common language instead of library jargon. Terms we take for granted may mean nothing to them.
   Don't assume they have knowledge they may not have.
3. *Be willing to take guests to their desired location.*
   If possible go with someone instead of giving long directions.

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The B's of Customer Service

Be Kind and Thoughtful

Do the small things that make the other person feel important

Treat your co-workers as kindly as you treat outside customers

Be Accurate

Know your job

Pay attention to details

Be Invested

"Own the job"

Do more than asked

Be proactive

Be Knowledgeable

Ask questions

Keep learning about your job

Be engaged

Focus on the Customer

Look person in the eye

Go the extra mile

Be professional

Look neat and clean

Think of yourself as the expert

You are the ILRC

HEADS UP!

"Heads Up" is a phrase that will be heard often in the coming year.

Heads Up!

The Dean of the ILRC, Carl Merat has adopted a phrase that expresses his expectations for those who work in the public service areas of the ILRC. He calls it, "Heads Up!"

"Heads Up" service entails being aware of what is happening around you so that you can provide the very best service possible.

How do you give "Heads Up" service?

1. Every few minutes look up from what you are doing and scan the area around you.
2. Use peripheral vision to remain aware even when not consciously scanning the area.
3. When people walk by your desk look up and make eye contact with them.
4. If you know a person's name, use it to greet them.
5. Do not become so engrossed in what you are reading or studying that you are not aware of your surroundings.
6. Be proactive in offering help to those who look confused or uncertain.

"Heads Up" service is proactive service.

"Heads Up" service is more than a catch phrase.

1. **It is an attitude, a way of thinking about your job.**
2. **It is a commitment to excellence.**
3. **It is the standard for service that the ILRC is setting for all who work in the organization.**

"One of the deep secrets of life is that all that is really worth doing, is what we do for others."

Lewis Carroll

"There are no traffic jams along the extra mile."

Roger Staubach

"Quality service means we treat every individual with courtesy, dignity, respect, every time, all the time."

"You are not responsible for the performance or behavior of others. You are responsible for your reaction to their behavior."

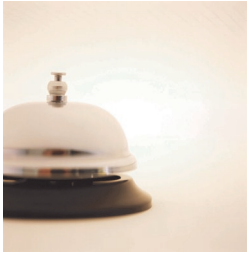
John Tschohl

Connections:Practice for excellence, path to success

Liberty University Service Standards

The following principles were adopted by Liberty University as part of their Customer Service initiative. They have been adapted here to fit the needs of the ILRC.

1. Respond to the words "thank you" with "my privilege."
2. Greet the customer first
3. How you say something is as important as what you say.
4. Affirm the customer's feelings.
5. Smile—Be approachable.
6. Strive to make the customer's day better.
7. Listen 80%; talk 20%
8. The results you achieve reflect your attitude and behavior.
9. Use simple language, not library-ease.
10. Match your pace to the person you are serving.
11. Use open body language. To make the customer comfortable.
12. Every contact with a student or guest is an opportunity to add value to their day and their perception of the ILRC.



Work Study Positions

Question: What is Work Study?

A misconception has been voiced by some that the designation of Work Study indicates that students are allowed to place a high priority on being able to study on the job. They count heavily on being able to complete assignments during the hours they are scheduled to work in the ILRC.

Just to straighten this out: - Work Study is a financial designation, not a job description. While studying has been allowed while working in the ILRC, it always takes second place to any tasks assigned by the supervisors or the needs of customers.

Work first. Study second.

SMALL THINGS

Customer Service points

The power of Small
by Linda Kaplan Thaler & Robin Koval

We often wait for something BIG to come along when it is the small details of life that can change everything. "Small, seemingly insignificant acts are powerful agents of change and growth – if we pay attention to them….we often feel that incremental change doesn't count for much – it doesn't pay off. We celebrate milestones, and ignore the daily victories that herald persistent substantial change over time…

The breakthrough comes when we realize that by making even small changes in ourselves, we can effect big, positive changes.

Professional Development

"Our attitude and ability to persist with a positive outlook are key to 'getting the best.'"

John Tschohl

Resources:

Videos:

- **http://www.youtube.com/watch?v=ISJ1V8vBiil**
  Give them the pickle
- **http://www.youtube.com/watch?v=sepARXV8MRI**
  Johnny the Bagger

Books:

- **Covey, Stephen R.— *The 7 habits of highly effective people***
- **Maxwell, John C.—Developing the leader within you**

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