Whitewater PUBLIC LIBRARY

Public Service Standards

1. We are Welcoming and Helpful

Professional

- Friendly
- Good Attitude
- Respectful
- No skunking
- Approachable
- Active listener
- Assume the best of people

Resourceful

- Just say "YES"
- Do your best
- Go above and beyond
- Willing to find answers
- Make it happen
- Seamless experience
- Anticipate and discover needs
- Follow up

Standard in Action:

- Greet every patron
- Focus on the person in front of you - avoid multitasking
- Look available and approachable – be aware of patrons
- Avoid gossip, speculation, and unnecessary sharing at the desk

2. We are a Community Space for All

Empathetic

- Kind
- Patient
- Fair
- Non-judgemental
- Prioritize the human behind the request
- Keep an open mind

People-centered

- Library as haven
- Inspiring/Impactful
- Build relationships
- Every interaction is an opportunity to build trust and connection
- Inclusive space for all
- Pleasant and comfortable environment

Standard in Action:

- Meet people where they are with patience, empathy, & kindness
- Enforce rules consistently; don't target certain groups (e.g. teens)
- Take the time to listen and understand; ask open-ended questions
- If you can't help directly, connect patron to someone who can

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3. We Provide High-Quality Services

Skilled

- Learn the stuff we get asked to do all the time
- We are essential
- Knowledgeable vibe
- Growth mindset
- Expert, accurate, efficient

Responsible

- Empowered
- Take ownership of decisions & learning
- Be proactive - if you see something, do something
- Do the right thing in the best way

Standard in Action:

- Create a customized and equitable experience for patrons
- If something is out of place or someone needs help - we act
- Learn new information and procedures quickly
- If you need help, ask. If you don't understand, learn

4. We Are Respectful and Responsive

Positive

- Find reasons to be happy
- Enjoy the work you do
- Attitude shines through
- Remain professional during challenges
- Exceed expectations
- Accommodating
- Use best judgement

Communicative

- Suggest programming
- Suggest fun options
- Body language and tone is very important
- Consistent
- Prompt
- Effective referrals

Standard in Action:

- Treat others as we wish to be treated, including co-workers
- Meet and exceed the expectations of those we serve
- Overcome obstacles to "make it happen"
- Be flexible and accommodating during interactions