



# Somerset County Library System of New Jersey

partners with you to connect, to explore, to share, and to discover.

## SERVICE STANDARDS

### To provide personalized service we:

Are **APPROACHABLE AND WELCOMING.**

Give each customer **OUR FULL ATTENTION.**

**LISTEN ACTIVELY** and use appropriate verbal and non-verbal language.

**RESOLVE PROBLEMS** by seeking flexible interpretations of policies when possible.

**GUIDE CUSTOMERS** to the appropriate service providers.

**THANK CUSTOMERS** for their visit and/or use of service.



### To help customers transform information into knowledge we:

Provide **COMPLETE AND ACCURATE** answers to questions.

**LOCATE MATERIALS** and information.

Are **KNOWLEDGEABLE OF COLLECTIONS** and services.

**INSTRUCT AND ASSIST CUSTOMERS** in using resources, equipment, and self-service options.



### To create an environment that supports customer self-sufficiency we:

**MAINTAIN CLEAN AND ORDERLY SERVICE DESKS,** shelves, displays, and public areas.

**ADAPT, UPDATE, AND MAINTAIN PUBLIC AND VIRTUAL SPACES** to meet customer needs.

**MAINTAIN COLLECTIONS** that are organized, relevant, current, and in good condition.

