

# **NEW EMPLOYEE ORIENTATION**

# WELCOME

## Agenda

- **Welcome**
- **Our Strategic Plan**
- **All About Us**
- **Where to find staff information**
  - **Staff Intranet**
  - **Policy & Procedures**
- **Customer Service: Empathy, Fairness, Respect, Trust**
- **Your Questions!**

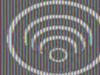


# Introductions

- **Name**
- **Branch/Position**
- **First Job or Favorite Book or First Library Memory**

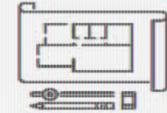
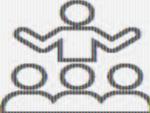
# Welcome

# Strategic Plan

## Somerset County Library System of NJ

partners with you to connect, to explore, to share, and to learn

STRATEGIC PRIORITIES	CORE SERVICES
 <p>Promoting the Library as an impartial platform for creating <b>MEANINGFUL INTERACTIONS AND CONNECTIONS</b></p>	 <p>Making <b>CONNECTIONS</b> with patrons</p>
 <p>Exploring new ways to <b>SHAPE OUR SPACES</b> to meet community needs</p>	 <p>Presenting and helping communities <b>CONNECT AND SHARE</b></p>
 <p><b>WELCOMING</b> new residents</p>	 <p>Serving <b>GATHERINGS</b></p>
 <p>Addressing the needs of <b>SHIFTING DEMOGRAPHICS</b></p>	 <p>Promoting <b>LIFELONG LEARNING</b></p>
	 <p>Providing <b>ACCESS</b> that meets community needs</p>
	 <p>Creating a culture that builds County's <b>AND WELL-BEING</b></p>

For more information visit [SCLSNJ.org/about/strategic](http://SCLSNJ.org/about/strategic)



# STAFF LEARNING

SOMERSET COUNTY LIBRARY SYSTEM OF NEW JERSEY

# ALL ABOUT US

## Member Municipalities

Bound Brook

Branchburg

Bridgewater

Green Brook

Hillsborough

Manville

Millstone

Montgomery

North Plainfield

Peapack-Gladstone

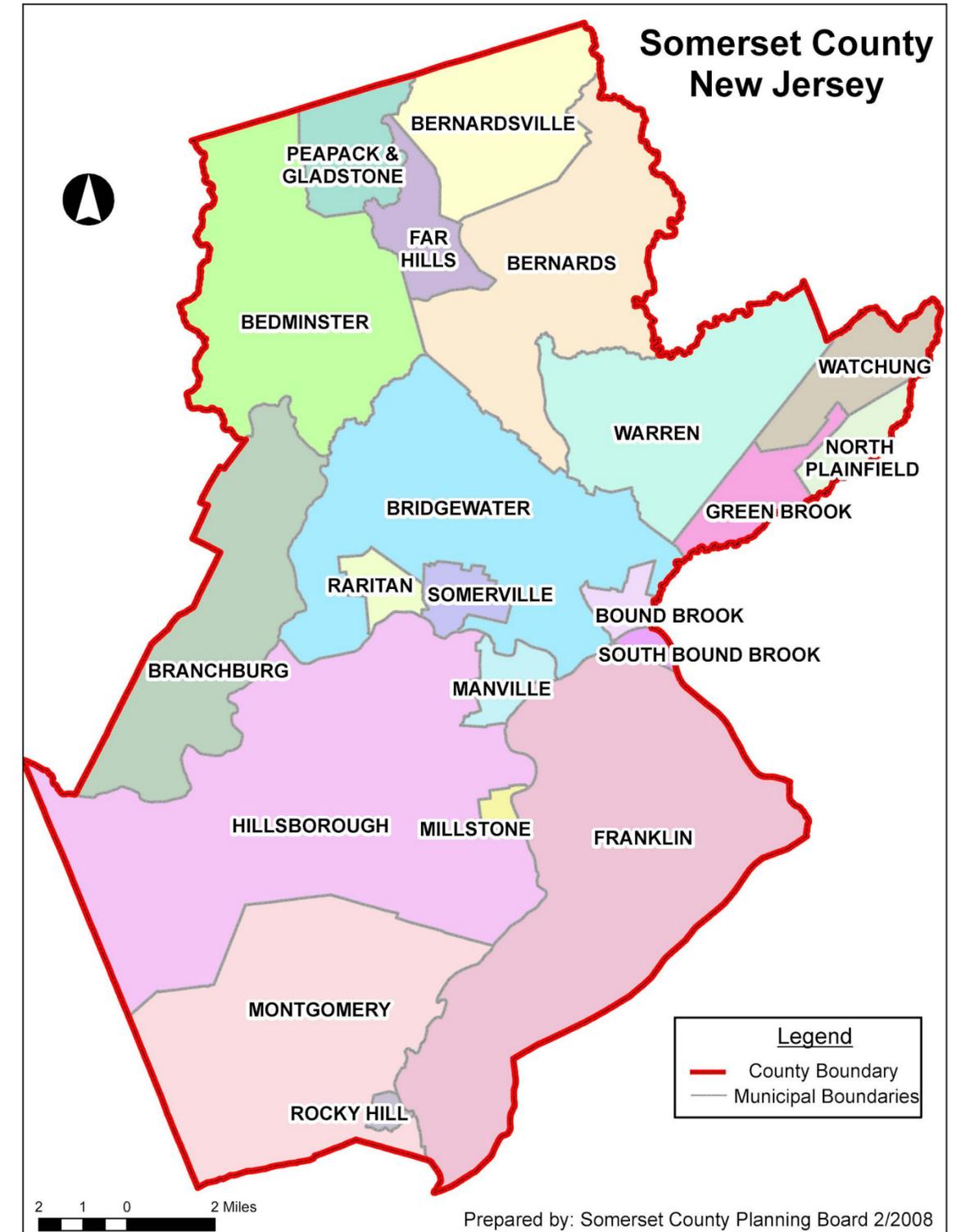
Rocky Hill

Somerville

South Bound Brook

Warren Township

Watchung





**PEAPACK AND GLADSTONE  
BRANCH**



**WATCHUNG BRANCH**



**MARY JACOBS 2.0**



**BOUND BROOK BRANCH**



**MANVILLE BRANCH**



**NORTH PLAINFIELD BRANCH**



**SOMERVILLE BRANCH**



**BRIDGEWATER BRANCH**



**HILLSBOROUGH BRANCH**



**MONTGOMERY BRANCH**



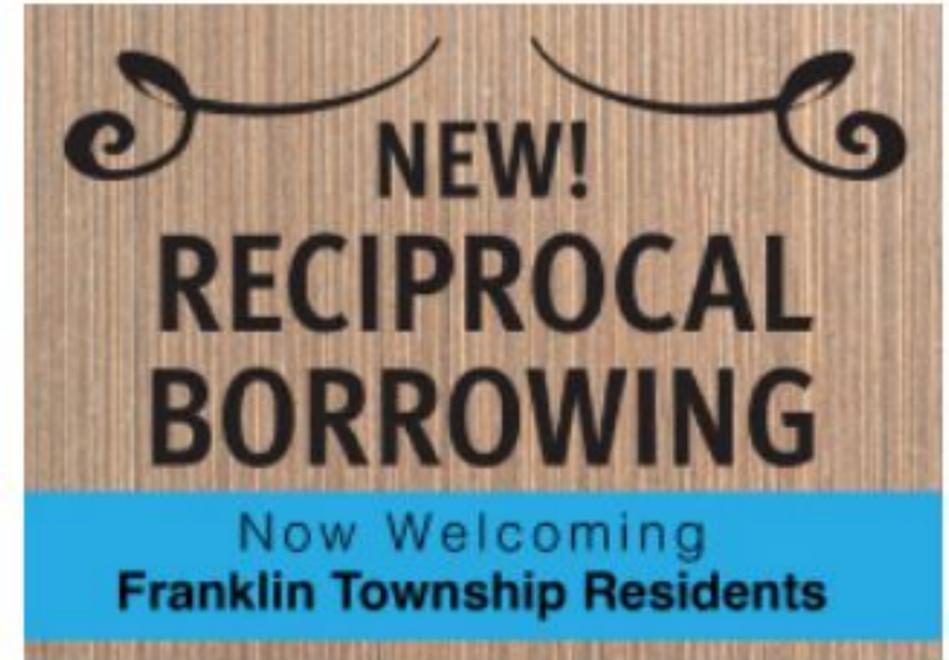
**WARREN TOWNSHIP BRANCH**



**WASHINGTON VALLEY  
READING STATION**



**BRANCHBURG  
READING STATION**



Franklin Township Public Library customers and SCLSNJ customers can cooperatively borrow physical materials.

Now Clarence Dillon Public Library too!

## BOUND BROOK BRANCH



## BRIDGEWATER BRANCH



## HILLSBOROUGH BRANCH



## MANVILLE BRANCH



## MARY JACOBS BRANCH



## NORTH PLAINFIELD BRANCH



## PEAPACK & GLADSTONE BRANCH



## SOMERVILLE BRANCH



## WARREN TOWNSHIP BRANCH



## WATCHUNG BRANCH



## READING STATIONS

### WASHINGTON VALLEY & BRANCHBURG



# County Commissioners, Library Commissioners, Library Advisory Boards

## County Commissioners

- Elected officials
- Appoint commissioners
- Approve the tax rate determined by the commissioners

## Branch Library Advisory Boards

- Citizens who meet to articulate community's needs and share with their branch
- Promote Library

## Library Commissioners

- 7 residents of Somerset County
- 5 year terms
- Set policy
- Negotiate with union
- Advocate for library (i.e. funding)
- Approve annual budget that determines the tax rate

# Our Executive Team



**Brian Auger, County Library Administrator**



**Carolann DeMatos, Director of Marketing and Public Relations**



**Lynn Hoffman, Director of Operations**



**Christopher Korenowsky, Director of Public Services**

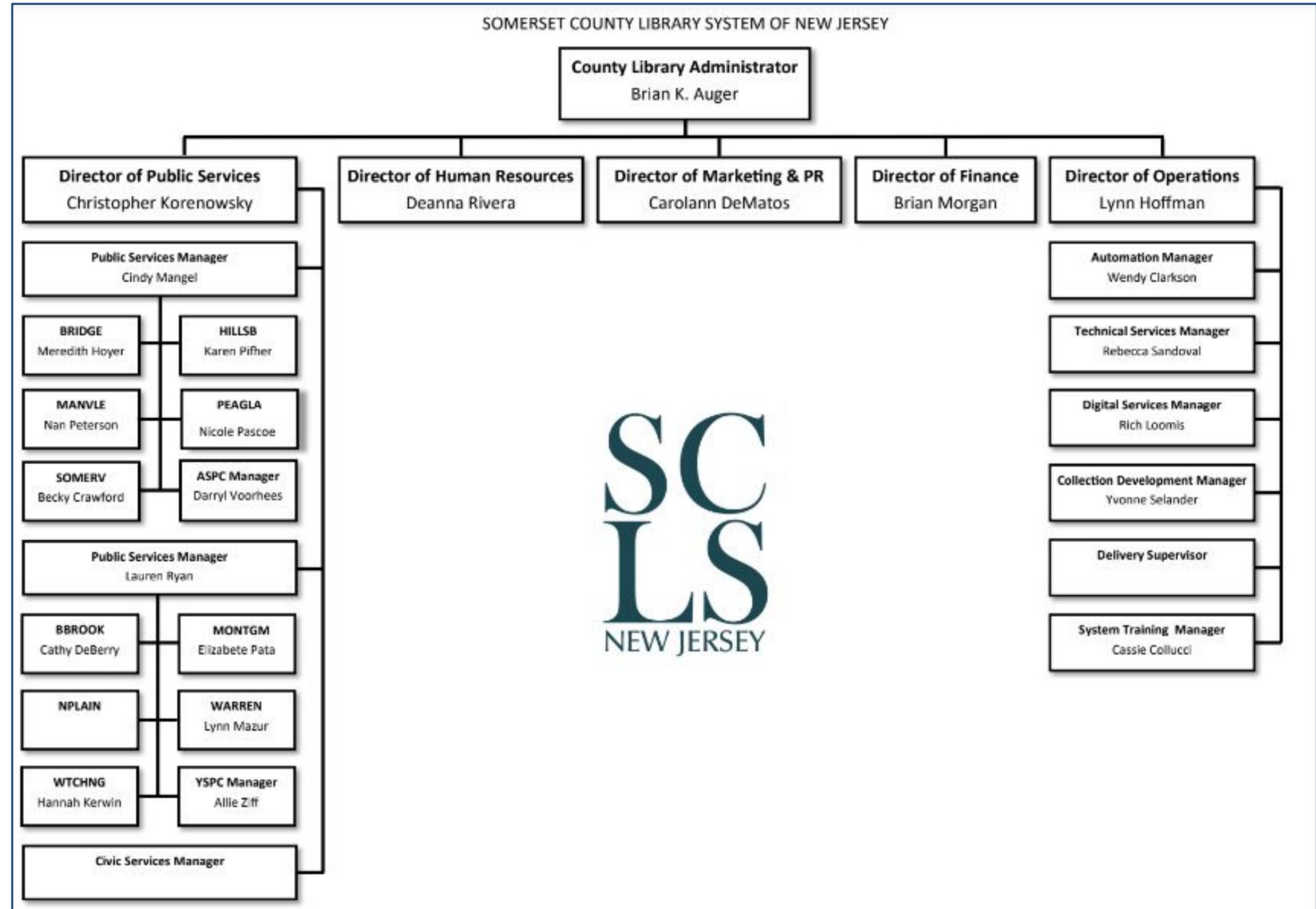


**Brian Morgan, Director of Finance**



**Deanna Rivera, Director of Human Resources**

# Organization Chart



**Where to find staff information**

**Introduction to the Intranet**

# WHAT NOT TO WEAR



# **Safety at Work**

# Safety at Work



# Principles of Library Service



# LIBRARY BILL OF RIGHTS

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996



## Article 1

Enlightenment of all people



## Article 2

Presenting all points of view



## Article 3

Challenge censorship



## Article 4

Resisting abridgment of free expression and free access of ideas



## Article 5

A person's right to use a library should not be denied



## Article 6

Facilities available on an equitable basis



## Article 7

Privacy and confidentiality

## **Article 1**

Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library services. Materials should not be excluded because of the origin, background, or views of those contributing to their creation

## Article 4

Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.

## Article 7

All people, regardless of origin, age, background, or views possess a right to privacy, safeguarding all library use data, including personally identifiable information

## Article 2

Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

## Article 5

A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

## Article 3

Library should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

## Article 6

Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of the individuals or groups requesting their use.

# CUSTOMER SERVICE at SCLSNJ



## PHILOSOPHY OF EXCEPTIONAL CUSTOMER SERVICE "GETTING TO YES" IS OUR OBJECTIVE

Make Their Day is SCLSNJ's philosophy of service. It consists of the beliefs and practices that ensure we meet and exceed customers' service expectations.

The service expectations of SCLSNJ customers:

- Customers use the library to access information; to obtain materials to read, view, or listen to; to be entertained, informed and enlightened. They expect personalized service that is responsive and thorough.
- Customers expect us to be courteous, helpful, and knowledgeable. They want us to solve their problems and interpret policies to their advantage. Customers want our attention, and for us to value, respect and care for them.

Make Their Day consists of five core service values:



**EMPATHY** is essential for us to understand and respond appropriately to each customer's thoughts, and experiences.

**FAIRNESS** is key to making informed decisions, interpreting library policies, and applying our customer service values equally. Library policies ensure that each customer has the same opportunity as every other person to obtain and use Library resources. Our goal is to provide a fair and equitable service to all.

**FUN** is a social asset, strengthening our connection to customers. It signals that we are happy to assist each person.

**RESPECT** each visitor to the Library as a person first and a customer second. It is our concern for every person - which is the essence of exceptional service - because we want to understand, and honor their individuality.



**TRUST** is the basis of our partnership with customers. We earn customers' trust by employing our knowledge and skills to ensure their success, and by following their lead.

Excellence in customer service is achieved by:

- Controlling or suspending personal beliefs, preferences, negative assumptions, and judgements.
- Listening, focusing our attention, and asking thoughtful questions.
- Approaching interactions with kindness, understanding, openness, and generosity.
- Recognizing that library policies are intended to encourage the fair use of services. Library staff interpret all policies with the exception of: privacy/confidentiality of borrower records, proof of Library card, Library hours, and rules of conduct within Library buildings.

# How do you approach customer service?



# How do you approach customer service?

## Verbal Communication

- Tone of voice
- Use of questions
- Rephrasing
- Avoiding jargon

## NonVerbal Communication

- Body language
- Eye contact
- Gestures
- Facing customer

SCLSNJ Service Standards

# Customer Service Video with Ryan Dowd

- [Cup of Pennies](#)

# Handling Challenging Situations

- Know SCLSNJ Policy & Procedures
- Communicate - What you say and how you say it matters!
- Practice
- ... and if it happens fill out a Customer Incident Report

## Crisis Tools

Get Backup

[Asking Someone to Leave](#)

[The Police](#)

# **INTERNAL CUSTOMER SERVICE at SCLSNJ**

# Digital Etiquette



# Digital Etiquette

## Gmail

- Out of office messages
- Responding to emails
- Writing messages
- Chat / Google Spaces

## Virtual Meetings

- Google Meet / Zoom
- Cameras on or off
- Microphones on or off
- Participation
- Multi-tasking

## Google Calendar

- Meeting invitations
- Keeping calendar updated



# Case Studies

## EQUALITY VERSUS EQUITY



In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.



In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.



In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.

## Case Study Discussion

A library patron, calls the library.

Patron: “Hi, My child checked out a lot of books at the library when they visited with their babysitter. I’m not sure if I have all the books they checked out. Can you let me know what is on their account?”

You: “I can help you with that. I will need the library card number.”

Patron: “I don’t have that with me. Can’t you just tell me?”

What do you do?

## Case Study Discussion

You are working in a public service area. A patron, who you notice looks a little disheveled, walks to a shelf of new materials. They begin to talk to themselves and pace. They seem agitated but they are not interacting with any patrons or staff.

A patron who was sitting near the new materials area, comes up to you and says that they don't feel safe around the patron.

What do you do?

## Case Study Discussion

It is a busy afternoon at the library. As you are helping other patrons you notice someone enter the library with a small dog.

The person you were assisting gasps and says, “Oh my goodness, I’m terrified of dogs. What is that dog doing in a library! It needs to leave immediately.”

What do you do?

## Case Study Discussion

Pat works at a local library branch. Today's task is to move several hundred discarded library books from a staff work area to the storage room where the books will be boxed and shipped.

Pat stacks as many books as possible on to the cart, creating several rows and stacks and piles of books. It is a little precarious but Pat feels confident that they will be able to get to the storage room without incident. Luckily, nothing falls off the cart.

The next morning Pat receives an email from the branch's safety team asking Pat to review cart safety. What should Pat have done differently?

## Case Study Discussion

The library is closing early for inclement weather.

A 15 year old, Charlie, is unable to reach his parents on the phone. Charlie's phone is not charged.

The snow is piling up and there is no sheltered space outside. The staff are also eager to leave before the roads get any worse.

What do you do?

**Questions?**

**WE WISH YOU SUCCESS!**