

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 grow.

STRATEGIC PRIORITIES



Promoting the Library as an impartial platform for creating **MEANINGFUL INTERACTIONS AND CONNECTIONS**



Exploring new ways to **SHAPE OUR SPACES** to meet community needs



WELCOMING new residents



Addressing the needs of **SHIFTING DEMOGRAPHICS**

CORE SERVICES



Making **CONNECTIONS** between patrons and resources



Presenting and helping community **CONNECT AND SHARE** knowledge



Serving the community **GATHER** together



Promoting **LIFELONG LEARNING**



Providing **ACCESS** to information that meets community needs



Creating a network that builds County's future **AND WELL-BEING**

For more information visit SCLSNJ.org/about/strategic-plan

The logo is a circular emblem with a dark teal outer ring. Inside, the background is divided into several abstract, curved shapes in various shades of blue and teal. A white horizontal banner with a slight drop shadow is centered across the middle of the circle.

STAFF LEARNING

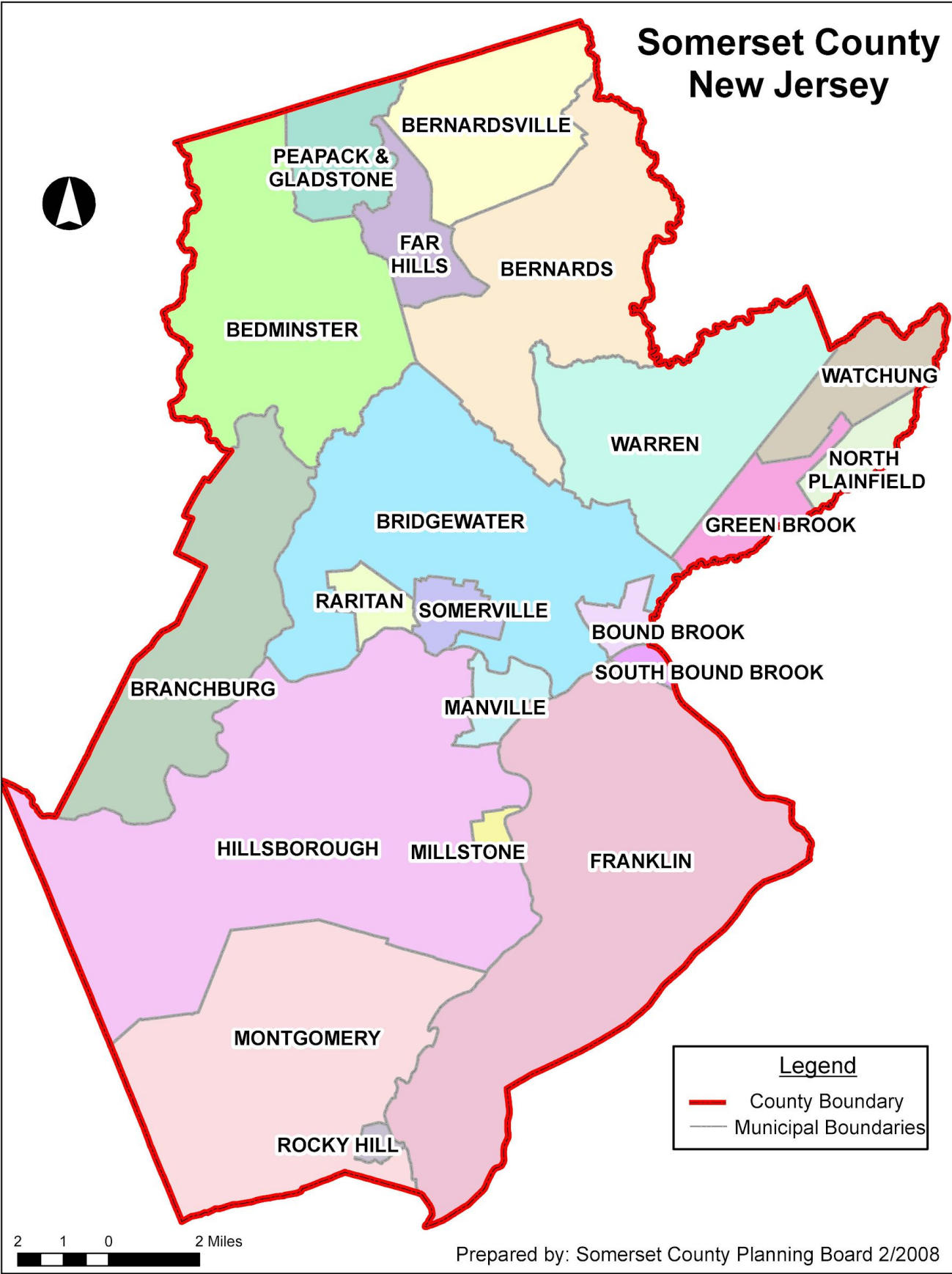
SOMERSET COUNTY LIBRARY SYSTEM OF NEW JERSEY

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**

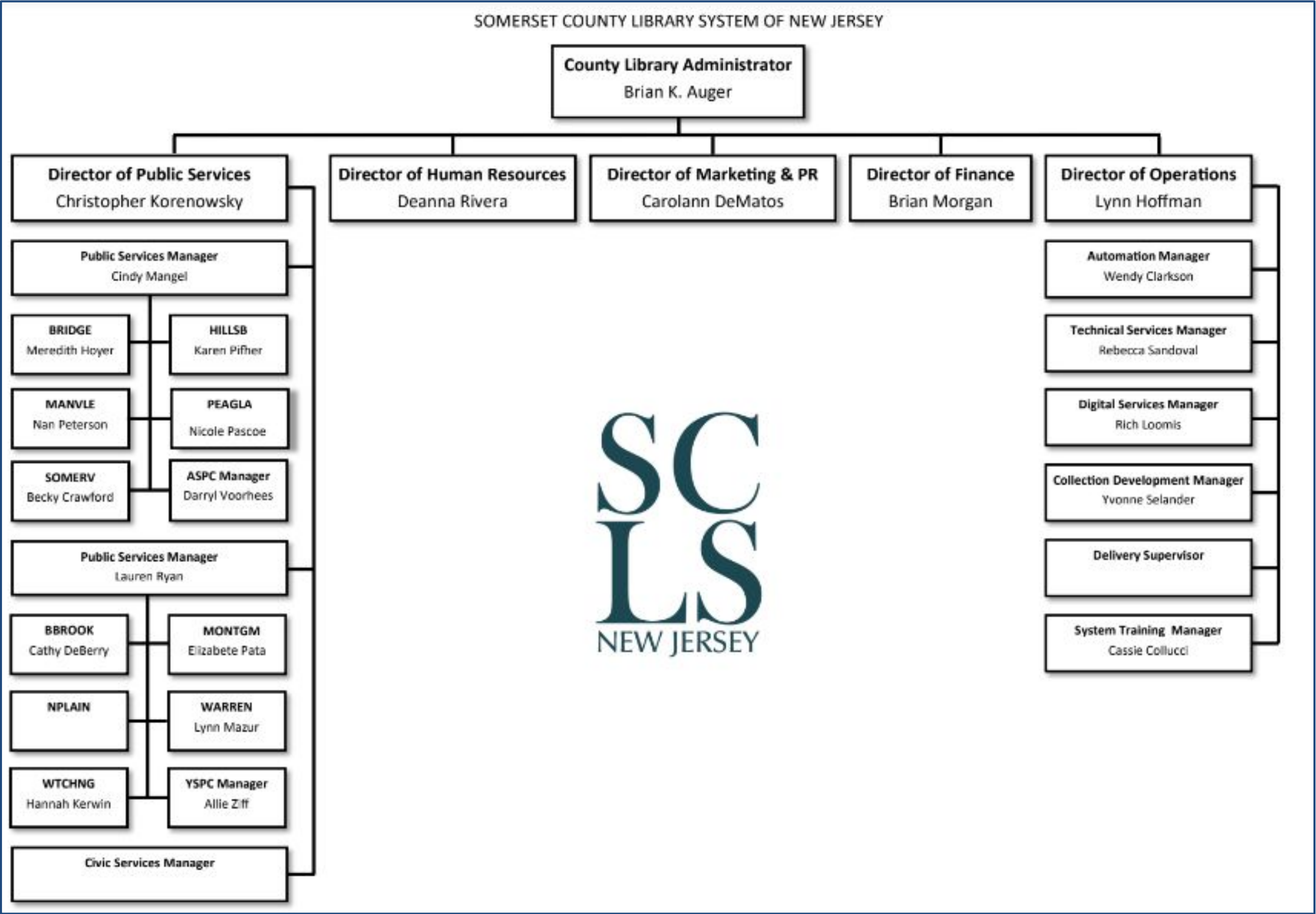


Brian Morgan, Director of Finance



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 or 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 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 needs, 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 equitable service to all.

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

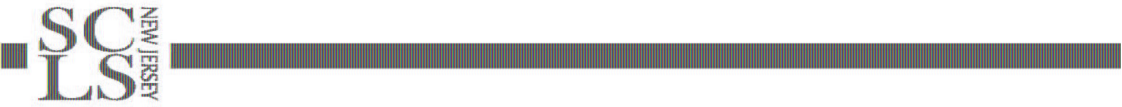
RESPECT treats each visitor to the Library as a person first and a customer second. It shows a genuine concern for every person – which is the essence of exceptional service – because we listen, we understand, and honor their individuality.



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 services 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!