



Somerset County Library System of New Jersey

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

PHILOSOPHY OF

EXCEPTIONAL CUSTOMER SERVICE AMONG COLLEAGUES



RESPECT: Respect is **essential** for appreciating and recognizing each person's valuable contributions to SCLSNJ's success. Displaying respect **fosters goodwill** and **cooperation**.

To demonstrate respect, we will:

- Seek out the expertise of our colleagues.
- Communicate clearly and professionally with colleagues in a timely manner.
- Celebrate the skills and talents of co-workers.
- Express appreciation for the work of all staff.



TRUST: Trust among colleagues evolves from **reliability, acceptance, openness** and **straightforwardness**, as well as taking **ownership of our responsibilities**.

To exhibit trust, we will:

- Communicate in an honest and transparent manner.
- Set aside our personal priorities and work toward the successful implementation of system initiatives.
- Presume that colleagues want organizational success.
- Contribute our expertise to ensure SCLSNJ continues to be profession-leading.



EMPATHY: Empathy is necessary for **responding effectively** to the variety of thoughts and experiences of our colleagues.

To express empathy, we will:

- Fully listen to each other.
- Ask thoughtful and clarifying questions around staff work projects.
- Approach staff interactions with kindness and generosity.
- Be willing to respond to requests for help whenever possible.



ENGAGEMENT: Engagement stems from our **enthusiasm** and **dedication**, both to our own jobs, and to the success of our colleagues.

To display engagement, we will:

- Work to accept positive, neutral, and constructive criticism in order to make library service better.
- Consider both system-wide goals and individual departmental needs.
- Embrace SCLSNJ's strategic priorities and core services in all our efforts.
- Understand all achievements lead to exemplary external customer service.