



# Somerset County Library System of New Jersey

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

## 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 enable us to understand 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; and to attend programs to be entertained, informed and enlightened. They expect personalized service that is responsive, reliable, accurate, and thorough.
- Customers expect us to be courteous, helpful, and knowledgeable. They want us to solve service problems graciously and interpret policies to their advantage. Customers want our attention, and for us to value, respect, and appreciate them.

Make Their Day consists of five core service values:



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

**FAIRNESS** is key to making informed decisions, interpreting library policies, and solving service problems. We apply 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 make fair decisions.

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

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



**TRUST** is the basis of our partnership with customers. We earn customers’ trust by being honest and fair, by employing our knowledge and skills to ensure their success, and by following through on our promises.

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 have the authority to interpret all policies with the exception of: privacy/confidentiality of borrower records, proof of eligibility in obtaining a Library card, Library hours, and rules of conduct within Library buildings.