



# The Basics...Moving Forward

Umatilla County Special Library District's Fall 2020 All-Staff In-Service

11/6/2020—9 AM to 3:30 PM

## Agenda

9:00	<b>Who We Are – Staying Well</b>	Introductions & Logistics
9:30	<b>Who We Serve</b>	Keynote – Customer Service with Susan Bower of Eastern Oregon Business Source
10:45	<b>Break</b>	
11:00	<b>How We Serve</b>	Accentuate the Positive
Noon	<b>Lunch</b>	
1:00	<b>Who We Tell</b>	Advocacy with MaryKay Dahlgreen
2:00	<b>Break</b>	
2:15	<b>What We Do</b>	Each library shares in 3 minutes or less what is happening in their library
3:15	<b>Moving Forward</b>	Closing – Evaluation Link

## Meeting Guidelines

- ★ We participate as equals
- ★ There is no right or wrong
- ★ We disagree with grace and tact
- ★ We have fun
- ★ We mute ourselves when we are not speaking
- ★ We keep shared information confidential



## Accentuate the Positive

1. Explain the reason
2. Show empathy
3. Let the customer know what you can do (offer an alternative solution)

Action	Policy/Procedures	Value
<p><b>EXAMPLE:</b> Your former 4th grade teacher needs a card but doesn't have ID</p>	<p><b>EXAMPLE:</b> You'll have to show your ID and proof of residence in order to get a library card.</p>	<p>In order to protect you and your identity, we need to see your photo ID and in order to have access to the wealth of resources in the Sage Consortium, we need to establish your residency.</p>
<p>Your husband's boss is talking loudly on his cell phone</p>	<p>Using cell phones or pagers in a manner that disturbs other visitors is not allowed.</p>	
<p>Several of your dedicated readers want library staff to tell them what they have already read</p>	<p>We do not track your reading history</p>	
<p>A casual acquaintance asks you to let her use the computer "just this once" until she can bring in her overdue books.</p>	<p>Access to the public access computers and further check-outs of material may be denied to library card holders if the customer has outstanding fines or overdue materials.</p>	
<p>Several library visitors/patrons come into the library either without a mask or with it pulled down below their nose.</p>	<p>Oregon Health Authority requirement</p>	
<p>One of your city council members asks you to look up a townsperson's phone number and give it to them.</p>	<p>The library adheres to Oregon State Law, which exempts libraries from public disclosure of library records (ORS 192.502,22.) Patron information is strictly confidential and is not to be given to non-library staff, including parents or family members of borrower, friends of borrower, law enforcement, or city officials.</p>	



# RELATIONSHIPS WITH STAKEHOLDERS

