

Benefits

- Antidote to Stress
- Accountability
- Creativity
- Teamwork

Challenges

- Multiple locations
- Resistance to change
- Size of organization – how get all to buy in.
- How maintain focus/accuracy
- Public perception – wasting tax \$\$
- Personality differences
- Professionalism

Play

- Contests
 - With public- weigh in of books, gumball machine
 - Staff only – sale of tickets, shelvers' contest.
 - Get togethers, potlucks, social event, breakfast staff meetings
 - Fun promotions – anniversary/milestones, entries in parades
- Staff rewards
- Tours of staff areas for public
- Changing signs/quotes
- Friendly banter – “where’s Waldo”, Squirmy the worm” prince – travels to Mt. Horeb businesses.
- Attitude
 - Look for ways to make staff meetings fun
 - Random giveaways/promos
 - Drill team – book carts/book throwing
 - Staff meeting “questions of the day” (or at the library)

Choose your attitude

- Daily – part of your routine – when you wake up.
- Fake it until you make it.
- Contagious smile
- Support and remind others – fish crackers, visual reminders, optional – one down day (month)
- Theme days (dress codes) – tropical day
- Do small things for others (without expectations)
- Choosing to perceive someone’s behavior in the most positive light (look for the good)
- Sensitivity to an individual’s unique make up/needs
- Smile on the phone (use a mirror)
- Interact with positive people first (build up energy)

Be there

Eye contact – facing/squared with them, communicate with folks in the way they prefer
Acknowledge as approach
Active listening – restate, check back
Ask – find what looking for
More toward – no pointing
Separate phone from walk-in
Remember names – help with holds
Acknowledge other staff
Vary “can I help you” with other phrases
Focus on problem solving to do extra for the customer
Cultivate conversations with customer
Introduce self
Help patrons take materials to car – curbside service
Joke with patrons when appropriate
Tie in with a current event.

Make their Day

For customers and coworkers
Be present
Eye contact
Smile
Joke with
Be real/genuine
Compliment
How are you?
Specific questions.
Walk customer to items
Accommodate
Is there anything else.
No question too simple
Timely responses
Promotions/amnesty for fine
Don't give up on question
Give something else
No sighing or eye-rolling
No reasons why they can't
Ask for help to help customer
Buck stops here.
Doggy treats
Enthusiasm

Interact with kids.
Use peoples names.
Personal service
Focus on individuals
Excited about what you're doing.