

## Service & Conduct at the Information Desk

At the Information Desk, the primary responsibility of the Desk staff is to assist library users of the Current, Bound, CD, Microform, and Online periodicals. This includes the use of systems and machines for these collections. We should not duplicate service offered at other library service points. In many instances we will be directing users to other service points. Our objectives are:

- Listen carefully to each person's need for information and give appropriate assistance.
- Encourage independent use of the library by providing printed information and signs and arranging materials clearly.
- Offer assistance with IRIS.
- Assist with microform machinery as well as copy machines and the Copy Card machine on a limited basis.
- Refer users to other service points and library locations as appropriate.

### Services we do NOT provide:

- We do NOT assist in any research questions beyond searching for and locating periodicals (direct patrons to the Reference Desk for all further research-based questions)
- We do NOT carry change for the copy card machines
- We do NOT give refunds for errors regarding the machines (direct patrons to Imaging Services at Alexander Library for this service)

## Conduct:

**Approachable.** Staff are ready to greet approaching patrons. We stop all activities and conversations when patrons approach the desk. We focus on the patron. This means we:

- Look up or stand up, establish eye contact, and smile.
- Do not have headphones on at the desk
- Speak to the patron first and ask if we can be of assistance.
- End conversations when a patron approaches the desk; avoid personal conversations at the desk.
- Place and receive personal telephone calls only when away from the desk.
- Take work to the desk that does not demand undivided attention or deep concentration.

**Communicate Well.** We listen carefully and are interested in patrons' questions. This means we:

- Listen carefully.
- Ask questions to clarify problems, avoid putting the patron in a defensive position.
- Confirm an understanding of a patron's need through verbal and nonverbal communication.
- Speak plainly; avoid technical jargon and library terms.
- Respect and adapt to the different communication styles of our diverse user community.
- Follow up on problems reported by patrons. Communicate personally with patrons so they know how a problem was resolved or how it will be addressed.

**Courteous.** We respect individual patrons and are courteous. This means we:

- Are patient, polite.
- Maintain a calm and pleasant manner even when a patron is demanding, unreasonable, or unpleasant.
- Request backup when a patron exceeds the boundaries of acceptable behavior.

*Adapted from Access Services*