

Tips on the customer service

The State Library of Queensland's website at http://www.slq.qld.gov.au/_data/assets/file/5981/gen_customer.doc gives the following tips on what good customer service is.

Good customer service is more than smiling at people as you stand behind the desk. It is a total commitment to excellent service by each staff member. To provide this service we must:

- be enthusiastic
- be part of a team
- keep promises — follow up requests
- listen to customers — have regard for their feelings
- let the customer know you are listening
- take customers to the shelves — never point in the general direction
- if there is a queue, smile at waiting customers to acknowledge that they are not forgotten
- take the time to show you are prepared to listen and try to answer with care
- answer telephones promptly and within four rings
- say 'May I help you?' rather than 'Next'
- customer service is NOT about being perfect, it is about striving to satisfy the customer's requirements
- good customer service is achieved when it appears you are doing it with little effort — you will never gain satisfaction from letting customers know that it is difficult to meet their requirements.

Thanks to Laurelle Johnson
State Library of Queensland

SA Library Achiever of the Year Award

The South Australian Library Achiever of the Year Award annual presentation was held on 4th August 2007. Mary Ellis, Onkaparinga librarian and Coordinator of the City of Onkaparinga Community Information Service, is this year's winner. Mary was nominated by Rosalie Day from Community Information Strategies Australia Inc, who said she was impressed with Mary's 'extraordinary dedication to her community'.

ALIA SA State Convenor, Kate Sinclair, said the award was made in recognition of Mary's dedication to co-ordinating the changeover from a centre-based community information service to one which operates from, and is managed by, the library. 'This was a huge task in anyone's language,' Kate Sinclair said. 'It included management of the database of over 1300 community information resources, training across the library and broader council

staffs, and promotion throughout the local community about the new service, how it works and where to go for help,' she said.

Raeco sponsored the event, and National Sales Manager, Trevor McCann, said he believed both the corporate and library landscapes are facing changes in which excellence in innovation such as that achieved by the Onkaparinga Community Information Service is vital. 'We congratulate Mary on her project, which has added significant value to the social capital at Onkaparinga and reaffirm our commitment to working with libraries in Australia and New Zealand to deliver innovative library solutions to engage their local and wider communities,' he said.

The event was also a chance to celebrate ALIA's 70th anniversary.



SA Library Achiever of the Year Mary Ellis with Rosalie Day who nominated her



ALIA Director Philip Keane, Paul De Boer, RAECO, Kate Sinclair, Convenor ALIA SA and Trevor McCann, RAECO



ALIA Silver Pin recipients Ian McBain, Chris Moore, Helen Kwaka, Angela Jones and Benita Anderson



Student Award winners Robyn Harrison and Alex Hester



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