

ALOHA!



Purpose:

To build camaraderie and morale to provide awesome and professional customer service

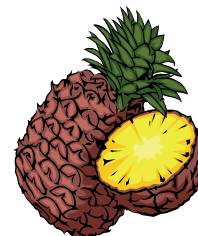
Outcomes:

- Ideas for having fun at work
- Tools for exceptional and professional customer service
- Understanding of how your attitude affects your work and your customers' day

Agenda
Mini Luau—Refreshments & greetings
Catch the Wave—First things first
Aloha!—Setting the stage
Hang Loose—Don't worry, be happy!
Chill Out—Break
Cowabunga!—You and your attitude
Righteous Customer Service
Riding the Wave—What do you need to hang ten?
Aloha!—Evaluation

Ground Rules

- Participate as equals
- No right or wrong
- Disagree with grace & tact
- Have fun
- Think & emote good feelings towards others



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[§5-7.5] "Aloha Spirit". (a) "Aloha Spirit" is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others. In the contemplation and presence of the life force,

"Aloha", the following unuhi laula loa may be used:

"Akahai", meaning kindness to be expressed with tenderness;

"Lokahi", meaning unity, to be expressed with harmony;

"Oluolu", meaning agreeable, to be expressed with pleasantness;

"Haahaa", meaning humility, to be expressed with modesty;

"Ahonui", meaning patience, to be expressed with perseverance.

These are traits of character that express the charm, warmth and sincerity of Hawaii's people. It was the working philosophy of native Hawaiians and was presented as a gift to the people of Hawaii.

"Aloha" is more than a word of greeting or farewell or a salutation.

"Aloha" means mutual regard and affection and extends warmth in caring with no obligation in return. "Aloha" is the essence of relationships in which each person is important to every other person for collective existence. "Aloha" means to hear what is not said, to see what cannot be seen and to know the unknowable.

(b) In exercising their power on behalf of the people and in fulfillment of their responsibilities, obligations and service to the people, the legislature, governor, lieutenant governor, executive officers of each department, the chief justice, associate justices, and judges of the appellate, circuit, and district courts may contemplate and reside with the life force and give consideration to the "Aloha Spirit". [L 1986, c 202, §1]

Customer Friendly Words



When you say...

Customer thinks...

Instead...

I don't know

We can't do that

You'll have to

Hang on, I'll be right back

"No" before explaining

I don't know where he is

I can't

I'll try

Who's this?

She just left to...

What do you need?

Our policy says...

Yes, but...

Good bye



Case Studies



- ⊗ A boy about 11 years old brings an adult book on sexuality to the check out desk. You know his mom, but she's not with him today. The book makes you feel uncomfortable, and you don't think his mother would approve. What do you do?
- ⊗ A friend of yours from the community comes into the library. She is telling of an incident that happened in the community, however, her voice is very loud and the library is full. What is a good way to work through this situation?
- ⊗ A group of teenagers is sitting at a round table in your library preparing a team report. You are pleased because you have been working with their teachers to bring more students into the library. One of your regular library customers comes to you and complains because of their noise. You don't believe the noise is excessive, but the customer is an important supporter of your library. What do you do?



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April 24, 2009 * Jerome Public Library
Erin McCusker & Anne Abrams

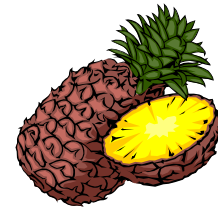


Please circle the number that most accurately describes your opinion.

BEFORE training, where were you on the skills and knowledge ladder? (1 is low and 5 is high)	AFTER training, where are you on the skills and knowledge ladder? (1 is low and 5 is high)
1. My understanding of how my attitude affects my work and my customers' day. (low) 1 - 2 - 3 - 4 - 5 (high)	1. My understanding of how my attitude affects my work and my customers' day. (low) 1 - 2 - 3 - 4 - 5 (high)
2. My knowledge of the tools for providing exceptional customer service. (low) 1 - 2 - 3 - 4 - 5 (high)	2. My knowledge of the tools for providing exceptional customer service. (low) 1 - 2 - 3 - 4 - 5 (high)
3. My ability to integrate the tools for providing exceptional and professional customer service into my daily work. (low) 1 - 2 - 3 - 4 - 5 (high)	3. My ability to integrate the tools for providing exceptional and professional customer service into my daily work. (low) 1 - 2 - 3 - 4 - 5 (high)
	Disagree-----Agree
4. Training methods were appropriate to achieve objectives.	1 - 2 - 3 - 4 - 5
5. Important ideas were clearly stated and explained.	1 - 2 - 3 - 4 - 5
6. New & useful information was presented.	1 - 2 - 3 - 4 - 5
7. Presenter(s) responded effectively to questions and comments.	1 - 2 - 3 - 4 - 5
8. Instructional aids (handouts) were helpful.	1 - 2 - 3 - 4 - 5
9. Overall, I found the session valuable.	1 - 2 - 3 - 4 - 5

- Over -

Aloha! – Evaluation
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10. Time allowed for the session was:
(Circle one)

Too short - About right - Too long

11. The most useful part of the training was:

12. In order to make this training better, I suggest:

13. Other training or workshops I would like to see:

14. Additional comments:

Accentuate the Positive



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

Policy/Procedures

Value

EXAMPLES:

1. Your former 4th grade teacher needs a card but doesn't have ID
2. The high school football coach wants to know what his kid has been reading

EXAMPLES:

1. You'll have to show your ID in order to get a library card.
2. We can't tell you the titles of the books that your child checked out.

1. In order to protect you and your identity, we need to see your photo ID.
2. Each of our patrons is important to us and respecting all our users' privacy is one way to guarantee everyone's freedom to read.

Your husband's boss is talking loudly on his cell phone

Using cell phones or pagers in a manner that disturbs other visitors is not allowed.

Your local football star comes in without his shoes and starts browsing the bookshelves.

Entering or being in the library barefoot, without a shirt or with offensive body odor or personal hygiene that violates public health standards is not allowed.

A casual acquaintance asks you let her use the computer "just this once" until she can bring in her overdue books.

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.

Your cousin asks you to watch her kids in the library while she goes to the grocery store to pick up a few things.

Children under the age of 6 must be accompanied by a responsible person.

You saw your daughter's best friend has slipped a library book in her backpack and then starts to leave the library without stopping by the check out desk.

All bags and other articles are subject to inspection by library personnel.

A group of young business people log on to explore a new internet game they've heard about. Their activity is slowing the system.

Internet gaming may be suspended from time to time based on bandwidth issues.



Library Bill of Rights



The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996

