



Customer Service Training for Library Technicians

Date

Wednesday
March 26, 2014

Time

12:00 pm - 1:30 pm

Place

Library of Congress
Multi-purpose room
in Madison Cafeteria
101 Independence Ave.
Washington, DC 20540

Metro/Directions

Blue/Orange Line to Capitol
South.

Sponsor

FEDLINK Library Technician
Working Group

Information

Call FEDLINK
(202)707-4813
TTY (202) 707-4995
Request ADA
Accommodations five
business days in advance at
ADA@loc.gov.

Registration

Free, but advanced
registration is required.
Register online [here](#).

Cancellations

Please notify FEDLINK
at (202) 707-4813 if you
cannot attend to allow
those on the waiting list an
opportunity to register.

Join your colleagues for a lunchtime discussion on the skills everyone in your organization needs to work with both internal and external customers.

As Library staff we have a set of guides and values on how we want the customer experience to be. Here are a few examples:

1. We will treat all patrons with courtesy.
2. We will respond to service requests as accurately and quickly as possible.
3. We will project a sense of engagement, professionalism and competence in delivering services.
4. We will refer patrons to other service points only if relevant help will be found there.
5. We will provide quick, accurate access to the collection.
6. We will encourage patrons to be self-reliant.
7. We will work to provide a pleasant physical environment for our patrons.
8. We will continuously seek to improve our service.
9. We will treat our colleagues with courtesy, responsiveness and care.

Hear seasoned customer service staff and brainstorm ways to incorporate new techniques into your day-to-day work with patrons, clients and visitors.

