

## BUILDING A BETTER CUSTOMER EXPERIENCE

### Who is our Library Customer?

Someone who connects with us as part of a larger journey of discovery to fulfill a need for information, services, access to resources and a sense of community.

### OPL Customer Experience Philosophy

We connect with our customers along their journeys of discovery. We are welcoming, attentive and engaged. Customer priorities become our priorities. Our positive attitude, personable interactions and professional expertise will create a unique experience made just for them.



### GREET

- ▶ Be welcoming
- ▶ Be approachable
- ▶ Be visible
- ▶ Recognize customers
- ▶ Acknowledge needs
- ▶ Show sincerity



### GIVE

- ▶ Be engaged
- ▶ Listen attentively
- ▶ Offer access to resources
- ▶ Share knowledge and expertise
- ▶ Approach each question like it's new
- ▶ Go above and beyond



### GUIDE

- ▶ Be non-judgmental
- ▶ Be empowered
- ▶ Show confidence
- ▶ Seek support from the team when needed
- ▶ Know when to bring in external resources
- ▶ Build a path forward