

Performance Standard Form

Position: Library

Date: October 27, 2017

Types of things an employee would do who performs at the standard level
<p>Communication</p> <ul style="list-style-type: none">• Actively attends and appropriately responds to written, verbal, and non-verbal forms of communication.• Tailors communication (e.g., language, tone, level of specificity) to the audience's level of understanding, using a variety of media as appropriate.• Consistently communicates (both orally and in writing) in clear, effective, timely, concise, and organized manner. Keeps supervisor and coworkers informed.• Communicates directly and openly to identify and solve problems and work toward agreed upon solutions.• Actively listens with understanding and provides others meaningful, constructive feedback. Demonstrates openness to and respect for ideas of others. Seeks feedback to maintain and improve performance. Appreciates a variety of perspectives.• We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions. <p>Customer Service</p> <p>External Customers</p> <ul style="list-style-type: none">• We will handle all encounters with patrons in a courteous and professional manner.• We will listen effectively to our patron's requests and promptly take the necessary actions to assist them. We will keep our patrons informed of unexpected delays in service.• We will inform our patrons of normal process time, when they can expect completion and delays, and update as necessary.• We will respond to website questions/requests within 24 hours during normal business hours.• Protects the confidentiality of all patron records and requests.• Uses sound judgement and exhibits calm and rational reasoning dealing with difficult situations. <p>Internal Customers</p> <ul style="list-style-type: none">• We will interact with each other in a courteous and professional manner.

Communication

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- Actively listens with understanding and provides others meaningful, constructive feedback. Demonstrates openness to and respect for ideas of others. Seeks feedback to maintain and improve performance. Appreciates a variety of perspectives.
- We will work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions.

Customer Service

External Customers

- We will handle all encounters with patrons in a courteous and professional manner.
- We will listen effectively to our patron's requests and promptly take the necessary actions to assist them. We will keep our patrons informed of unexpected delays in service.
- We will inform our patrons of normal process time, when they can expect completion and delays, and update as necessary.
- We will respond to website questions/requests within 24 hours during normal business hours.
- Protects the confidentiality of all patron records and requests.
- Uses sound judgement and exhibits calm and rational reasoning dealing with difficult situations.

Internal Customers

- We will interact with each other in a courteous and professional manner.

- We will inform our coworkers of normal process time, when they can expect completion and delays, and update as necessary.
- We will be considerate, cooperative, and helpful to every staff member to assure quality services.
- We will hold ourselves and each other accountable for addressing inappropriate comments and behavior.

Telephone Etiquette

- We will identify ourselves when we answer.
- We will listen to the caller's request and assist the caller accordingly.
- If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will obtain the caller's permission and provide the caller with the name and extension number of the person who will be helping the caller.
- We will obtain the caller's permission before placing the call "on hold" by asking and waiting for a response before initiating the hold function.
- We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.
- We will notify our customers that someone is unavailable by saying, "He/She is unavailable. Is this an urgent issue or may I take a message?"

General

- We will make our goal to exceed the expectations of all our customer groups.
- We will work to anticipate the needs of those we serve by proactively working to meet their needs.
- We will hold ourselves and each other accountable for our service commitment.
- We will make a conscious effort to compliment coworkers when their actions comply with these standards.