



Tick Tock Talks @ Stanton Library: Customer Service Discussion and Training

Tips, strategies and suggestions for handling a range of customer service topics and issues.

2-3 sessions per month on a particular topic. All staff must attend one session.

A summary is sent with the next month's staff news.

Staff have responded very well to these sessions and find it useful to have a focus on one topic with time to ask questions and run through scenarios. Staff are proactive in rearranging shifts in order to attend and will often suggest topics for future sessions. Most topics are chosen based on issues observed, customer feedback or staff identifying things they are unsure of.

So far most of the sessions have been presented by the same two or three staff, but we have encouraged a few more staff to present/lead a topic relating to their work.

Themes (from September 2018):

Waiving fees

Wet/ damaged items

Suggestions / requests

Customer service statistics

Confidentiality/ Privacy issues at the CD desk

Children in the library (managing behaviour, unattended children, RA, having better conversations etc)

Lost property

Interlibrary loans

CCTV

Mental health first aid

System down procedures

Diversity and safe spaces (Welcome Here project)

Customer Service PPA focus (Common CS focus for all staff in their annual performance planning)

Discovery collection (STEAM)

Incident reporting

The Buzz- Stanton Staff newsletter

Prepared Monthly- A digest of all the emails sent out to staff throughout the month, as well as staff changes/updates, Council notices, upcoming projects, programs and events, A summary of the previous Tick Tock Talk (staff training session), customer feedback and photos of recent events.

We email out to all library staff and leave printed copies to read in the staff tearoom and at the Customer Service desk.

Has been great in keeping people up to date with what's happening in the library, especially as we have a large part-time/casual workforce who aren't always able to participate in meetings. We found it to be a really valuable way of condensing information for staff who are mostly customer facing and don't have a workstation to sit and read through email updates while they work.

Example of recent newsletter attached.

Happy to chat further 😊:

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THE BUZZZZZ

STANTON STAFF NEWS · FEBRUARY 2019

'A LIBRARY OUTRANKS ANY OTHER ONE THING A COMMUNITY CAN DO TO BENEFIT ITS PEOPLE. IT IS A NEVER FAILING SPRING IN THE DESERT' - ANDREW CARNEGIE

STAFF UPDATE!

Craig is recovering slowly from his operation and is now aiming to return to work on Monday 9 March. For the next 6 months Craig will reduce his hours to 14 and work on Mondays and Tuesdays. Rhys will continue in the Senior Catalogue role for the other 14 hours during this time.

LIBRARY LOVERS WEEK - COMMUNITY ENGAGEMENT

During the week of 10-14 February, including Library Lovers Day on Friday 14th, we will be doing some engagement with our library users.

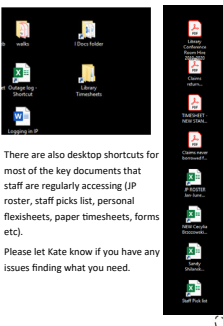
We want to find out more about how we're doing, what our customers want from us, and what changes they would like to see in the future. We will have response cards for people to fill out, a display of their feedback and daily pop-up stalls with chocolates and treats to entice people to join in. The consultation will feed into future planning of our programs and collections, as well as updating our branding and promotional style (no more orange!).

We will have a few dedicated staff "champions" who will be leading the engagement, but all staff will need to be ready to talk about it with customers.

CHANGES TO INFODESK LOGIN

To help make the Council network more secure, IT have locked down some of the files/folders and programs that can be accessed using the "Infodesk" login, which we use on the Customer Service Desk.

This PC is more vulnerable than others in the library, because it sits in the public area. To access idocs and flexisheets, you should now click on the desktop icon as shown here:



There are also desktop shortcuts for most of the key documents that staff are regularly accessing (IP roster, staff picks list, personal flexisheets, paper timesheets, forms etc).

Please let Kate know if you have any issues finding what you need.

CASH REGISTER ISSUES:

PLEASE make sure you enter ALL EFTPOS transactions through the cash register, using the CR button.

We have had a number of instances where the EFT slips haven't made it into the register at all and have been taken home in someone's pocket. This causes discrepancies with reporting to Finance and a big headache for the money team. If you are unclear of the correct procedure, please ask your friendly CSI.

NEW SELF-CHECKERS

A fleet of 5 new self checkers have been ordered and will be arriving at the library soon for installation some time in March/April.

The new machines have inbuilt epos terminals that will allow users to add credit to their account for overdue and reservation fees.

There will be four machines on the ground floor and one on the lower ground.

We are waiting on final plans for 2 new pieces of furniture to house them- they will be quite prominent and provide more space for bags and books.

To fit them in we need to make some changes to the location of some furniture and equipment on the ground floor, as well as create some additional space for staff picks and reservations.

More info about this will be sent around soon. (A bit like the below image, but without the wacky colours!)



QUET TIME WORK STAFF PICKS

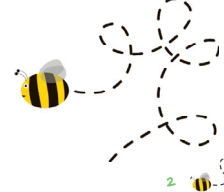
We are still focussing on building up the Staff Picks collection in preparation for a dedicated display space.

Please keep adding titles during quiet times at the desk- everything counts so everyone should have something to add- movies, TV shows, cook books, biographies, books you only read on holidays can all be added!

- Take a browse through your previous loans
- Go for a wander to find your fav authors in fiction
- Skim your eyes over the DVD shelves
- Identify some items for staff picks
- Collect items from the shelf or reserve if needed
- Place stickers on front and spine
- Add to the staff picks spreadsheet via the Council PC at the desk

After previous loans, maybe look through frequently reserved, classic titles, award winning authors/books, WAS books, top bookseller lists etc.

Everyone can contribute to building the collection!



MEETING ROOM BOOKINGS:

Now that we have two rooms and two admin people- please follow these steps when taking enquiries about bookings for the Conference Room or Small meeting room:

- Forward any phone calls directly to Library Admin (JESS ex 8485 or FIONA ex 8415 depending on the day).
- Forward any email enquiries to Outlook group "Library Bookings"
- The website is now updated with information and photos of the Conference Room and Meeting Room - potential hires can be directed here.
- If a hirer calls to pay over the phone via credit card - process payment at the Customer Service Desk - and enter through the cash register under "Meeting Room".
- Email "Library Bookings" the name of the company, contact person and amount paid. The Admin team will email the hirer a copy of receipt ASAP (not cash register receipt, no need to keep this).

RESERVATION / IN TRANSIT SLIPS

We are still finding a large number of items on the reservation shelf that should have been sent to one of the other Shorelink libraries. This means that customers there are waiting much longer than they should to receive their items!

The item below has been showing as "in transit" for over a week before it was found.

Please check each slip and make sure they are in the right place. The destination library is printed very large and very bold!!!



WIFI SLIPS AND CASUAL CARDS

A reminder that for customers without their own library card, they should be buying a casual access card before being given a wifi slip.

This is the only option for people who don't want to sign up for a library card, and we should be consistently giving the same information to all customers.

Please don't just hand the slips out- it causes problems for the next person when they do things the right way.

BORROWBOX- CHANGE TO LOAN PERIOD

In an effort to reduce waiting times on reserves, the loan period of eBooks & Audiobooks in Bolinda Borrowbox has changed from 3 weeks to 2 weeks.

We will probably get some queries about this from customers. Please pass any feedback on to Danielle



TICK TOCK TALKS! FEBRUARY: NEW LIBRARY APP

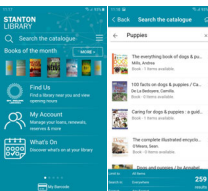


The long awaited Library Mobile App is nearly ready to be released to the world. Before we go live to the public we will show staff how to download the app, explore the different features and explain how customers can make the most of it.

There will be three sessions and all staff should make time to attend. Please put your name in the roster book and speak to your supervisor if you need to make special arrangements.

Tuesday 25 February, 3pm
Wednesday 26 February, 10am
Friday 28 February, 2pm

If you have an idea for a Tick Tock topic, or have something you would like to present or discuss, please chat to the co-ords.



TECH HELP FOR SENIORS



Digital mentoring sessions will return in February.

Tech help sessions on smartphone basics and using tablets are available for booking on the website.

Digital mentoring sessions on Saturdays throughout February are available for booking only at the customer service desk (not online).

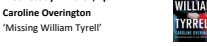
After some issues with cancellations and no-shows, we will only be taking paper bookings for these Saturday sessions. This should reduce any confusion for the tutor and staff on the weekend.

WRITERS @ STANTON

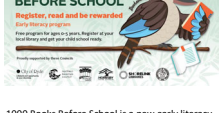
Wednesday 12 February, 1pm
Phillip Roope & Kevin Meagher
'Shark arm: a shark, a tattooed arm and two unsolved murders'

Tuesday 25 February, 1pm
Sarah Macdonald & Cathy Wilcox
'So... you're having a teenager'

Wednesday 4 March, 1pm
Caroline Overington
'Missing William Tyrell'



1000 BOOKS BEFORE SCHOOL



1000 Books Before School is a new early literacy program designed to encourage parents and carers to read with their 0-5 year olds to help prepare them for school.

The program will be launched at Stanton on **Thursday 13 February at 12pm**. This is a joint program between us and Lane Cove, Mosman, Ryde, Northern Beaches, Hornsby, and Hunters Hill libraries. 1000 Books Before School is a free program that runs throughout the year.

Patrons can sign up in person at Stanton Library and receive their first paper reading record. Or, they can download the Beanstack app and log books through typing in book titles or even with scanning a book ISBN barcode.

Once they have completed the first 100 books they receive a 1000 Books Before School carry bag.

They bring in their paper reading record or they can show you on the app that they have earned the "I've read 100 books" badge.



For every 100 books read after that, they receive a milestone patch to be added to their bag. Again, they show their reading record, or the next 'badge' earned in the Beanstack app.

All extra reading records, milestone patches, and 100BS bags will be kept in a plastic tub in a white cupboard at desk. Please familiarise yourself and ask a children's and youth team member to run you through it if you would like.

The Shorelink Libraries are excited to be bringing this fantastic program to our customers. 1000 Books Before School is at the heart of how libraries provide children's services and promote early literacy. The library is a recognised pathway to life-long learning and prosperity in the communities they serve. It's the core of our services to provide opportunities for children to enjoy reading.

If it sounds like a lot of books to parents and carers you can assure them that it's simple and achievable! Read 3 books a day, you will finish in less than 1 year. Read 1 book a day, and you will finish in less than 3 years. And yes if they read same books multiple times that still counts.

SOFT PLASTIC RECYCLING

Some of you may know that Ellena has been collecting and recycling the Soft Plastics for the library for the last few years.

There is a Red basket on Ellena's desk in the South workroom where the clean Soft Plastics may be deposited. These are later taken to a Collection point at one of the local supermarkets.

Please, have a look at the list of Soft Plastics that can be recycled, in on the notice board in the Staff kitchen as well next to the Red basket on her desk.

Please talk to Ellena if you have questions or suggestions on this matter.

TICK TOCK TALK SUMMARY: INCIDENT REPORTING

What should be reported? And why?

All incidents involving an injury, WHS risk or near miss to staff or customers should be reported. The safety and wellbeing of people in the building is one of our main duties while we are here. This is really important and is in everyone's PPA.

Proper reporting means that injuries to staff are followed up appropriately and the correct support provided.

This can lead to repairs and improvements carried out, or changes in how we do things. When we see a pattern in risks/near misses/injuries then we can purchase new equipment (spill kits), organise emergency support (after hours cleaning) or push for maintenance work to be prioritised.

If you are concerned that something needs immediate attention and cannot wait for the report to be actioned, CSI can make that decision. If no senior staff are onsite, you can always contact Louise or Leanne in WHS for advice.

What paperwork needs to be done?

All injuries/risks/near misses must be reported using the Council WHS incident form, which can be downloaded from the intranet (4page doc).

This applies to anything involving either customers or staff. It must be completed in full and placed in the hands of a supervisor/manager immediately following the incident.

These need to be actioned by someone within 24 hours and forwarded to WHS. Most of these forms come to Kate or Rebecca but they shouldn't be left on a desk if no one is around. On the weekend or during times like Christmas/

What steps are needed to follow up?

The Manager signing off is expected to investigate and take action if needed. (organise repair, close off an area, reorder urgent supplies, notify maintenance/cleaning etc).

This could be the CSI if no one else is on site, or another senior staff member.

If an incident happens on an evening shift or weekend, and will require follow up by the incoming CSI then details should be left for them of what is needed.

Eg.

Check GF toilets are safe/clean and remove signs and barriers.

Check spill on LGF has been cleaned

Email to Jess/Fiona- broken chair moved to garage storage for disposal

Broken trolley moved to garage for repair.

Don't create a second hazard by trying to fix the first!

New WHS reporting system

A new online WHS reporting system will be introduced later in 2020.

This will be an online system and staff will be able to log in and lodge reports - which means that WHS will receive them at the same time as library management.

We should get in the habit now of reporting properly and with as much detail as possible.

A NOTE FROM REBECCA ABOUT INCIDENT REPORTS

Whether an incident is to do with a customer or staff member please fill in an incident form as discussed in the Tick Tock Talks and keep it confidential.

For your awareness, I follow up on incidents straight away and many things go on in the background that you may not be aware of. I'd appreciate it if you could trust this process and avoid talking about customers or staff who have been involved in an incident.

If staff need to know about the incident, I discuss the issue with the relevant people or I will send out an email as I did recently about Mala.

COMPLIMENTS & FEEDBACK

For Peck and Sam:

A lady phoned to pass on a compliment for the help she received from Peck and Sam when using the computers on Monday evening.

She was doing an online course and having difficulty using her iPad. Peck helped her log on and use our computers, and sent the finished course by Email. She was very impressed with Peck's computer knowledge, she said Peck was AMAZING!!! She was very grateful to Sam for extending her time on the computer and the help she also received for Sam.

She concluded saying all the staff at the Library are very nice, and she is lucky to live in this area

From a tutor:

A customer who is a tutor and also teaches at Marist College came up to us on the desk to compliment us.

He said he was extremely grateful to have the library facilities at his disposal for tutoring, and that he wanted to thank all the staff on evening shifts for their great work in running the library, assisting him and his students. He said the library had a great atmosphere and that noise levels were just right- neither too loud nor so quiet that he and his students felt self conscious carrying on their sessions.

TOP EVENTS!

Pics from our recent school holiday activities- storytelling yoga and pencil case decorating.

