Outline

- Introduction
- Access services
- **People First!**
  - Customers
  - Employees
  - Other stakeholders
- Takeaways
  - Relationship building
  - Effective communication
  - Adversity to prosperity
- Recommendations

INTRODUCTION

- Who we are
- Why this topic
  - Significance for Librarians
  - Importance in this
    - economic time
    - technology age
- What we mean by
  - People
  - Services
  - Communication
  - Adversity/Prosperity

Access Services = A+

Access | Accommodate
Appreciate | Acknowledge
Aware | Alert | Attentive
Assist | Aid | Answer
Accept | Agree | Adapt to
Assess | Adjust | Assess
Adversity | Advantage
Approach | Assess | Attitude

Access Service = Public Services = People Services

P=P
Public Services = People Services = Performed for the Benefits of Patrons

P+P
People | People | Personnel | Publics
Patience | Problem Patrons

P+P
Pleasant | Passionate | Positive | Personal | Privacy | Partnership
Access Services - **People First!**

Customers

- Commitment to the People
- Excellent Services
- Friendly Consultation
- Effective Communication
- Respectful Attitude
- Passionate Outlook

Employees

- Extended, cross & focused trainings
- New employee orientation
- Professional development
- Mentorship & Leadership
- Policies & guidelines
- Awarding & motivation
- Empowerment & inclusion
- People skills & librarianship

Other Stakeholders

- Accommodate Alums
- Respect Patrons with Special Needs
- Appreciate Diversities
- Serve all levels
- Focus on Community
- Expand collections
- Support electronic access
- Promote Collaboration

Takeaways....

1. Build a good relationship with colleagues and faculty.
2. Communicate effectively and efficiently by interacting with and listening to patrons.
3. Change adversity to prosperity. Determine direct benefits to the individual & community.

1. Build relationships with colleagues and faculty

- With colleagues
  - Trust - the foundation of relationships

- Open
- Honest
- Appreciative
- Acceptive
- Fair
- Social
1. Build relationships with colleagues and faculty

- With Faculty
  - Share the same mission
  - Satisfy their special needs
  - Build partnership
  - Outreach

2. Communicate effectively and efficiently by interacting with and listening to patrons

- Two way exchange
  - Listening, hearing, and understanding
  - Talking: ask questions
    - A. I want to check out a reserve book.
    - B. What is the course number?
    - A. I don't know.
    - B. Do you know the title?
    - A. No.
    - B. What is your instructor's name?
    - A. I can't remember.
    - B. Do you have your syllabus with you? May I have a look?

- Conflict
  - Causes of conflict
    - Kurt Lewin's equation: B=f(PE) (1936)
      - B=Behavior
      - P=Person
      - E=Environment
      - F=factorial
  - Misunderstanding
    - Communicate improperly (irrational, disrespectful, unprepared, negative)
    - Communicate ineffectively (lack of info, wrong info, tone, mood)
  - Dialogue
    - A. I want to know why I have a big fine for just one day late?
    - B. I don't know, the computer generated it out.
    - A. What do you mean? You want me to talk with the computer?

- Avoid /Resolve conflicts (Negotiation and Meditation)
  - Formula
    - Listen- >Mutual understanding-> Education

3. Convert adversity to prosperity

- Acknowledging differences
  - Positive Thinking
  - Acceptance
  - Opportunity
  - Prosperity

- Remain flexible to address diversity of needs
3. Convert adversity to prosperity

Recommendation

- **People First!** as a mission
- **People First!** in strategic and planning
- Market **People First!** to the public
- Communicate **People First!** with the serving community
- Solicit feedback for further improvements
- Raise awareness
- Assess regularly
- Take responsibilities

Thank you!