

How do we know how we are doing?

Your job will get easier, and you will start to notice less stressful patron interactions and more people leaving the library happy. You will also notice an even more positive workplace culture.

How do I get training on this?

An introduction to the KDL Way happens at orientation. Staff will also use this Information Guide in the branch to talk about the branch's approach, as well as the manager's expectations. Staff can expect feedback from their manager during check-ins and team goals should be discussed during daily huddles.

Setting Boundaries within the KDL Way

Relationship-focused service means building supportive, not abusive, relationships. KDL administration and management have zero tolerance towards verbal, physical or sexual harassment, and your safety is our first priority. If at any point a patron's behavior makes you feel that you or others are unsafe, you can and should ask the patron to leave immediately. If you do not feel safe or comfortable doing so, you should get help, whether that is a manager, another staff member or the police.

Further Reading

Be our Guest : Perfecting the Art of Customer Service / by Disney Institute with Theodore Kinni. (2011)

Servant Leadership : a Journey into the Nature of Legitimate Power and Greatness / essays by Robert K. Greenleaf . (2002)

Dare to be Kind : how Extraordinary Compassion can Transform our World / Lizzie Velasquez. (2017)

Zingerman's Guide to Giving Great Service / Ari Weinzwieg.(2004)

The KDL Way Information Guide



What is Relationship-Focused Service?

At KDL we work hard to provide Relationship-Focused Service by creating solid relationships through attention and a heartfelt commitment to serve with no expectation in return. The “KDL Way” means we put serving people first by making connections and working to find solutions and accommodations to problems that arise through the lens of kindness and empathy.

Why Relationship-Focused Service?

It’s fun and makes our jobs better. Relationship-Focused Service helps build internal connections that create a healthier organizational culture and more meaningful employment. Staff who have the experience of giving good customer service report that they feel a personal fulfillment in doing so. It feels good to give of yourself and to help others. In addition, putting others first enriches the lives of those who do it and doing so ultimately creates a more just and caring world.

It improves lives. Relationship-Focused Service creates authentic interactions that enhance quality of life by building social connections and making people feel truly important. We live in an age of extraordinary connections, using tools for social media, internet and texting, yet all these connections have proven to be impersonal. People still need personal warmth in their lives. They need to be seen, acknowledged and valued.

It strengthens the library. We are creating personal connections that build loyalty to the library. This gives people a deeper sense of belonging, and when people are emotionally connected to an organization, they passionately support it.

Service Priorities

Our Service Priorities are a list of priorities that guide us in building procedures and in our decision making. Staff can use these priorities to help make sound judgement calls when working with people.

KDL Service Priorities

- 1. Convenience
- 2. Efficiency
- 3. Consistency
- 4. Protection of Materials



What are the “KDL Way” Tools used for?

They are a set of simple guidelines to enable staff to get started in providing Relationship-Focused Service in a consistent and caring manner. These tools clearly state “KDL WAY” expectations and provide a roadmap that empowers staff to give excellent service to all people.

Will this process be flexible?

Yes, as staff get a good grasp of the initial tools and as we learn and grow together, we continue to refine what is effective to bring about the “KDL Way.” We hope you will send your ideas and feedback to the Customer Service Team (CustomerServiceTeam@kdl.org) to help improve the “KDL Way” processes as we move forward.

When do we do this?

All the time. Even when you are off desk and interacting with your peers and other staff at a different location. Relationship-Focused Service does not just extend to the public, but also to each other, and we get to enjoy the benefits and share that caring with other staff. It may feel uncomfortable at first but as you begin using the tools more and more, it will feel more natural.

How does it work?

As you interact with people at the library, find out why they are visiting. Are they just arriving, do they need help accessing library services, do they need somebody with more expertise in a specific subject to assist them? Then use the provided tools to give that person a great experience.

KDL Tools

KDL Greeting. At KDL, all customers will feel welcome, comfortable and acknowledged.

KDL Engagement. At KDL, we serve each customer while working to develop authentic relationships.

KDL Assist. At KDL, we do everything in our power to provide trustworthy solutions for the customers we serve.

KDL Hand-Off. At KDL, the entire customer journey is positive, productive and seamless.

KDL Goodbye. At KDL, every customer leaves feeling fulfilled and excited for their next visit.