

Providing Exceptional Service Through Kindness and Empathy

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Kent District Library

The KDL Way

- Purpose

- We exist to further all people.
 - We do this by building relationships through kindness, empathy and love.

- Service Model

- A dedication to serve.
- People must come first.
- It's more than Customer Service... It's **Relationship-Focused Service**.
- It's the **KDL Way**.

What is Relationship-Focused Service?

Relationship-Focused Service is creating solid relationships through attention and a heartfelt commitment to serve with no expectation in return.



Why Relationship-Focused Service?

- It's good for our patrons.
- It's good for our staff
- It's good for our communities.
- It builds loyalty.



The Road Map

1 Affirm (or reaffirm) your library's purpose.

#2 Prioritize service standards that put patrons first.

3 Give staff the tools they need to succeed.

4 Work with your team to break through any road blocks.

Service Priorities

#1 PATRON CONVENIENCE

#2 EFFICIENCY

#3 CONSISTENCY

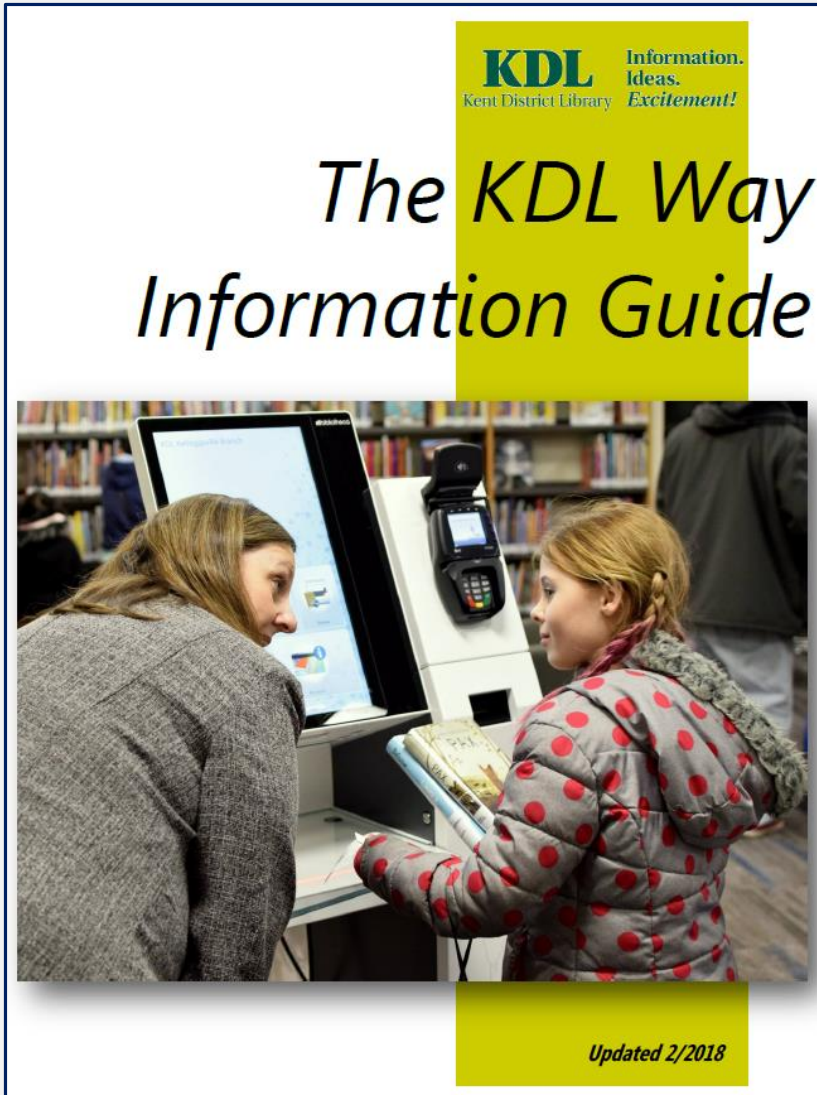
#4 PROTECTION OF
OUR MATERIALS

Kindness, Love and Empathy.

The KDL Way Toolkit




The KDL Way Info Guide



- Provide consistent information to staff.
- The what, why, how, and where to go for resources.

The KDL Way Team Huddle

 KDL TEAM HUDDLE	
Branch/Dept.:	
Date:	
Huddle Start Time:	
Huddle Leader:	
Check-in with Team	
	How is everyone doing?
	Are there any pertinent issues or items that need attention?
	Is anyone out of the branch/dept.? (Subs working for the day)
Huddle Agenda	
	Communication Plans
	Branch/Dept. Updates
	Staff Priorities and Focus
	Review Today's Schedule
	Scheduling Opportunities
	Schedule Looking Forward
KDL Way Team Focus	
Huddle End Time:	

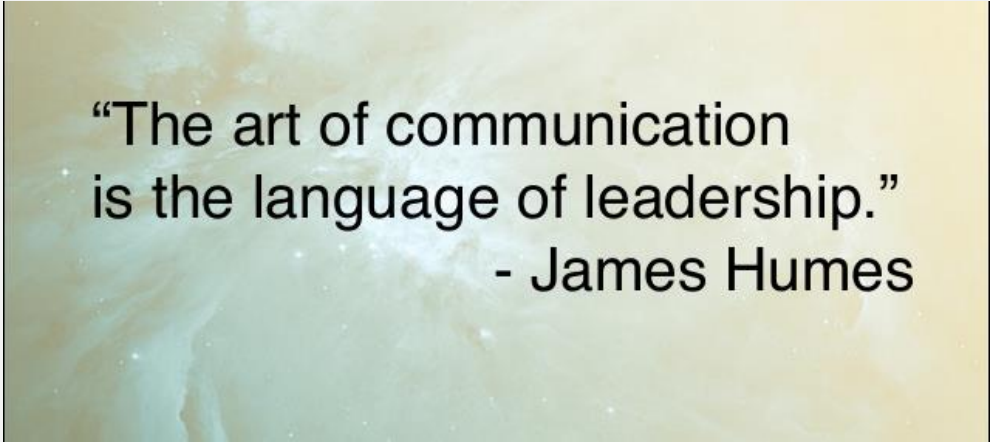
Overcoming the Roadblocks

- Misconceptions
- Serving people can be stressful
- Workloads and staffing models
- Rules

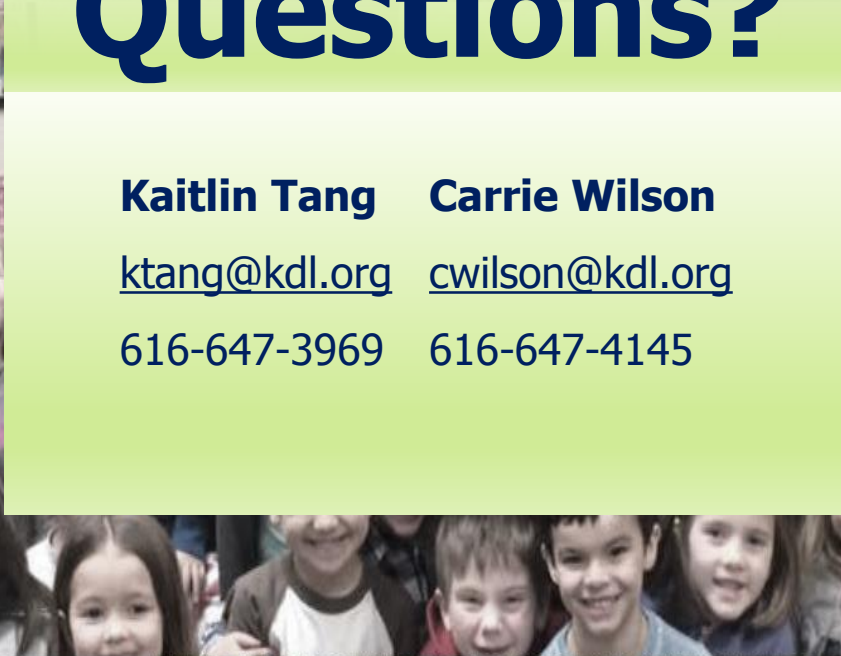


Overview

1. Affirm (or reaffirm) your library's purpose.
2. Prioritize your service standards.
3. Be clear about expectations and give staff the tools they need to succeed.
4. Work with your team to overcome roadblocks together.



“The art of communication
is the language of leadership.”
- James Humes



Questions?

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