



KDL GREETING

*At KDL, all people will feel welcome,
comfortable and acknowledged.*

Acknowledge the person.

Smile, look the person in the eye. Assertively and cheerfully greet each person.

Use the 10-4 Rule.

If a person is within ten feet of you, make friendly eye contact, acknowledging that you are aware of them. If you are within four feet of the person, verbally greet them with a friendly, warm greeting.

Use an authentic greeting.

Try not to use canned greetings or repeat the same greeting for all people.

Give the person space.

After acknowledging the person, give them space to enter the building and settle into the environment.

Ideas for simple greetings:

“Welcome to the library!”

“Welcome to the _____ Branch.”

“Welcome back, Mr. Nichols.”

“Hey there.”

“It’s nice to see you again, Janet.”



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KDL ENGAGEMENT

At KDL, we serve all people while working to develop authentic relationships.

Seek out people.

Approach people rather than waiting for them to approach you.
Be assertively friendly.

Speak clearly and make eye contact.

Allow the person to talk and listen attentively.

Personalize the interaction.

When possible, use the persons's name to help create a truly engaged, personalized conversation.

Ideas to help personalize the interaction.

"Great to see you again; my name is _____. I see you come to the library regularly and I'm sorry to say I don't yet know your name."

"You know, we have been talking for a few minutes and I feel rude, but I don't know your name."

"How do you like to be addressed?"



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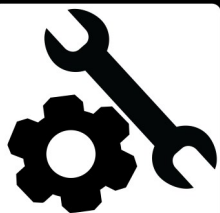
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KDL ASSIST

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

Determine what the person is seeking.

Listen empathetically. Be genuinely curious, ask open-ended questions, and take the time to discover what the person is seeking. Ask clarifying questions, or use a phrase like, “It sounds like you need _____. Is this correct?” to ensure you understand the customer’s true intentions and goals during their library visit.

Keep the person informed.

Update the person on the progress of their request. Ask them what they have already tried or searched for and develop a search strategy or process for serving the person.

Use this time to help teach the person.

By teaching and demonstrating, we are positioning ourselves as possible go-to experts, adding additional value to their library experience.

Provide trustworthy solutions for people.

Do your best to find the correct solution but do not promise what you cannot deliver. There could be an “I’m sorry chocolate” moment while helping a person.

Teachable moment ideas:

Ask if they’d like to see how you found the information.

Offer to show them how to use the catalog to place a hold or create a personal reading list.

Ask them if they’d like to see how to use KDL e-resources to solve problems.



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KDL HAND OFF

At KDL, the entire service journey is positive, productive and seamless.

Ensure a warm hand off.

Introduce the person to the designated staff member like you're introducing a beloved friend. Provide the customer's name as well as the name of the staff member.

Give background information.

This prevents the customer from having to repeat information while also showing them that we are listening.

Hand off the person to the correct staff member.

It is inconvenient for a person to be tossed between staff members so take steps to ensure you hand off the customer to the correct person.

Give the person KDL information.

When possible, give the person KDL contact information like phone numbers, emails, hours of operation, and branch locations in case they have follow-up questions or need assistance in the future.

Hand off ideas:

Hand off in branch: "Hi [KDL staff member], this is Lucy. Lucy and I met in the Adult Fiction area where she was looking for some nonfiction books about WWII for her dad. I told her I knew the *perfect* person for this question. Would you mind helping her with this?"

Hand off by phone: "Hi [KDL staff member], I have Tom on the line with me. Tom has some questions about tech tutoring and may be interested in setting up an appointment. Would you mind helping us out here? Great! This is where I leave you, Tom. Give us a call anytime!



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KDL GOODBYE

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

Complete the conversation.

Find the information. Personally escort the person to the area of the library that best suits their needs.

Follow up.

Ask if there is anything else you can do to help. Offer a KDL brochure or bookmark with our contact information and point out our phone, email, or live chat options for their convenience.

Friendly farewell.

Offer a warm farewell to person leaving the branch. Think of your farewell as an invitation for the customers to visit us again.

Farewell salutation ideas:

"It was great to see you today; let me know how the job interview goes!"

"Have a wonderful day."

"Enjoy your good reads, come back when you're ready for more suggestions."

"I hope you enjoy your book/DVD/music."

"We'll see you next time."



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