NEW EMPLOYEE ORIENTATION
WELCOME

Agenda

- Welcome
- Our Strategic Plan
- All About Us
- Where to find staff information
  - Staff Intranet
  - Policy & Procedures
- Customer Service: Empathy, Fairness, Respect, Trust
- Your Questions!
Introductions

• Name
• Branch/Position
• First Job or Favorite Book or First Library Memory
Welcome
Strategic Plan
ALL ABOUT US

Member Municipalities
Bound Brook
Branchburg
Bridgewater
Green Brook
Hillsborough
Manville
Millstone

Montgomery
North Plainfield
Peapack-Gladstone
Rocky Hill
Somerville
South Bound Brook
Warren Township
Watchung
PEAPACK AND GLADSTONE BRANCH

WATCHUNG BRANCH

MARY JACOBS 2.0
Franklin Township Public Library customers and SCLSNJ customers can cooperatively borrow physical materials.

Now Clarence Dillon Public Library too!
BOUND BROOK BRANCH

BRIDGEWATER BRANCH
PEAPACK & GLADSTONE BRANCH

SOMERVILLE BRANCH
WARREN TOWNSHIP BRANCH

WATCHUNG BRANCH
READING STATIONS

WASHINGTON VALLEY & BRANCHBURG
## County Commissioners, Library Commissioners, Library Advisory Boards

### County Commissioners
- Elected officials
- Appoint commissioners
- Approve the tax rate determined by the commissioners

### Branch Library Advisory Boards
- Citizens who meet to articulate community’s needs and share with their branch
- Promote Library

### Library Commissioners
- 7 residents of Somerset County
- 5 year terms
- Set policy
- Negotiate with union
- Advocate for library (i.e. funding)
- Approve annual budget that determines the tax rate
Our Executive Team

Brian Auger, County Library Administrator

Christopher Korenowsky, Director of Public Services

Carolann DeMatos, Director of Marketing and Public Relations

Brian Morgan, Director of Finance

Lynn Hoffman, Director of Operations

Deanna Rivera, Director of Human Resources
Organization Chart
Where to find staff information

Introduction to the Intranet
WHAT NOT TO WEAR
Safety at Work
Safety at Work
Principles of Library Service
LIBRARY BILL OF RIGHTS


Article 1
Enlightenment of all people

Article 2
Presenting all points of view

Article 3
Challenge censorship

Article 4
Resisting abridgment of free expression and free access of ideas

Article 5
A person's right to use a library should not be denied

Article 6
Facilities available on an equitable basis

Article 7
Privacy and confidentiality

https://www.ala.org/advocacy/intfreedom/librarybill
Article 1
Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library services. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

Article 2
Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

Article 3
Library should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

Article 4
Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.

Article 5
A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.

Article 6
Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of the individuals or groups requesting their use.

Article 7
All people, regardless of origin, age, background, or views possess a right to privacy, safeguarding all library use data, including personally identifiable information.
CUSTOMER
SERVICE at SCLSNJ
How do you approach customer service?
How do you approach customer service?

Verbal Communication
- Tone of voice
- Use of questions
- Rephrasing
- Avoiding jargon

NonVerbal Communication
- Body language
- Eye contact
- Gestures
- Facing customer

SCLSNJ Service Standards
Customer Service Video with Ryan Dowd

- Cup of Pennies
Handling Challenging Situations

- Know SCLSNJ Policy & Procedures
- Communicate - What you say and how you say it matters!
- Practice
- ... and if it happens fill out a Customer Incident Report

Crisis Tools

- Get Backup
- Asking Someone to Leave
- The Police
INTERNAL CUSTOMER SERVICE at SCLSNJ
Digital Etiquette
Digital Etiquette

Gmail
- Out of office messages
- Responding to emails
- Writing messages
- Chat / Google Spaces

Virtual Meetings
- Google Meet / Zoom
- Cameras on or off
- Microphones on or off
- Participation
- Multi-tasking

Google Calendar
- Meeting invitations
- Keeping calendar updated
Case Studies

Equality versus Equity

In the first image, it is assumed that everyone will benefit from the same supports. They are being treated equally.

In the second image, individuals are given different supports to make it possible for them to have equal access to the game. They are being treated equitably.

In the third image, all three can see the game without any supports or accommodations because the cause of the inequity was addressed. The systemic barrier has been removed.
Case Study Discussion

A library patron, calls the library.

Patron: “Hi, My child checked out a lot of books at the library when they visited with their babysitter. I’m not sure if I have all the books they checked out. Can you let me know what is on their account?”

You: “I can help you with that. I will need the library card number.”

Patron: “I don’t have that with me. Can’t you just tell me?”

What do you do?
Case Study Discussion

You are working in a public service area. A patron, who you notice looks a little disheveled, walks to a shelf of new materials. They begin to talk to themselves and pace. They seem agitated but they are not interacting with any patrons or staff.

A patron who was sitting near the new materials area, comes up to you and says that they don’t feel safe around the patron.

What do you do?
Case Study Discussion

It is a busy afternoon at the library. As you are helping other patrons you notice someone enter the library with a small dog.

The person you were assisting gasps and says, “Oh my goodness, I’m terrified of dogs. What is that dog doing in a library! It needs to leave immediately.”

What do you do?
Pat works at a local library branch. Today’s task is to move several hundred discarded library books from a staff work area to the storage room where the books will be boxed and shipped.

Pat stacks as many books as possible on to the cart, creating several rows and stacks and piles of books. It is a little precarious but Pat feels confident that they will be able to get to the storage room without incident. Luckily, nothing falls off the cart.

The next morning Pat receives an email from the branch’s safety team asking Pat to review cart safety. What should Pat have done differently?
Case Study Discussion

The library is closing early for inclement weather.

A 15 year old, Charlie, is unable to reach his parents on the phone. Charlie's phone is not charged.

The snow is piling up and there is no sheltered space outside. The staff are also eager to leave before the roads get any worse.

What do you do?
Questions?
WE WISH YOU SUCCESS!