PHILOSOPHY OF
EXCEPTIONAL CUSTOMER SERVICE AMONG COLLEAGUES

RESPECT: Respect is essential for appreciating and recognizing each person’s valuable contributions to SCLSNJ’s success. Displaying respect fosters goodwill and cooperation.

To demonstrate respect, we will:
• Seek out the expertise of our colleagues.
• Communicate clearly and professionally with colleagues in a timely manner.
• Celebrate the skills and talents of co-workers.
• Express appreciation for the work of all staff.

TRUST: Trust among colleagues evolves from reliability, acceptance, openness and straightforwardness, as well as taking ownership of our responsibilities.

To exhibit trust, we will:
• Communicate in an honest and transparent manner.
• Set aside our personal priorities and work toward the successful implementation of system initiatives.
• Presume that colleagues want organizational success.
• Contribute our expertise to ensure SCLSNJ continues to be profession-leading.

EMPATHY: Empathy is necessary for responding effectively to the variety of thoughts and experiences of our colleagues.

To express empathy, we will:
• Fully listen to each other.
• Ask thoughtful and clarifying questions around staff work projects.
• Approach staff interactions with kindness and generosity.
• Be willing to respond to requests for help whenever possible.

ENGAGEMENT: Engagement stems from our enthusiasm and dedication, both to our own jobs, and to the success of our colleagues.

To display engagement, we will:
• Work to accept positive, neutral, and constructive criticism in order to make library service better.
• Consider both system-wide goals and individual departmental needs.
• Embrace SCLSNJ’s strategic priorities and core services in all our efforts.
• Understand all achievements lead to exemplary external customer service.