

<b>UOW LIBRARY - MANAGEMENT HANDBOOK</b>	
<b>Chapter:</b>	C GENERAL POLICIES AND PROCEDURES
<b>Section:</b>	C8 – Client Service
<b>Approved by:</b>	University Librarian
<b>Date Effective:</b>	1999
<b>Contact Person:</b>	Associate Librarian – Client Services
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## **1 INTRODUCTION**

- 1.1 The University of Wollongong Library is committed to the provision of a reliable, excellent, high quality service to all of its clients. All services and processes are subject to continual assessment, review and on-going improvement. The Library is committed to developing innovative methods and practices which enhance the quality of service.
- 1.2 The Library operates within a highly diversified market, with a number of key client groups, each with their own unique needs and expectations of library and information services. Our aim is to provide excellent client service designed to meet and anticipate the needs of these different client groups for information, resources, education and assistance in an environment conducive to research, study and learning.

## **2 DEFINITION**

- 2.1 Client service is defined as the activity of assessing, anticipating and meeting client needs and expectations. It includes the personal interface and the provision of quality processes, which are designed to deliver efficiently a range of services to clients.
- 2.2 Quality service is that which adds value to the provision of basic services by focusing on the delivery of timely, relevant and accurate information and assistance.

## **3 COMMITMENT TO EXCELLENCE**

- 3.1 Our key performance indicator is *Client and Stakeholder Satisfaction*
- 3.2 One of our Values is *People First*. To ensure this value is maintained we are enthusiastic and receptive; encourage client feedback; use and extend our knowledge and skills to provide exceptional service; seek to constantly add value to our service.

To achieve client satisfaction the Library staff are committed to:

- welcoming clients and being friendly and approachable;
- serving clients in a prompt, efficient and pleasant manner and to the best of our ability;
- striving to provide an exceptional service;
- working efficiently to maximise return on the investment of our stakeholders
- ensuring that trained staff are available to assist clients at all service points
- ensuring staff are identifiable by their name badge
- providing a reliable, excellent, high quality service
- maintaining accurate and up-to-date service guides and publications

- maintaining a quiet, safe and clean environment for study
- maintaining confidentiality
- endeavouring to maintain access to equipment during opening hours
- notifying equipment failures promptly.

3.3 The Library is committed to comparing and benchmarking its performance against recognised peers. This is done through Library Client Satisfaction Surveys and review against best practice standards.

#### **4 CLIENT SERVICE RESPONSIBILITIES**

4.1 The University Librarian, Associate Librarian, Client Services and Manager, Service Quality are responsible for monitoring the implementation of this policy.

4.2 Team leaders are responsible for maintaining their team's client service standards. Staff are empowered to make decisions without unnecessary referral.

4.3 All staff are responsible for providing the highest level of service to clients within the resources and knowledge available to them.

4.4 All staff, casual and permanent, are responsible for wearing the name badge, supplied by the Library, at all times when they are on duty. The name badge must be visible to clients.

4.5 The Manager, Service Quality is responsible for the provision of client service training for all staff.

#### **5 CLIENT SERVICE TRAINING**

5.1 All staff - permanent, limited term and casual staff (working on service desks), attend a Client Service Skills workshop, which is reviewed and updated regularly.

Staff regularly rostered to the service points outside normal business hours will participate in core skills training in Loans, Information and Roving Help.

#### **6 CLIENT RELATIONSHIP MANAGEMENT**

6.1 Commitment to our clients is at the heart of our Vision and Mission. We actively seek information from clients on their needs and expectations of our service. We aim to make it as easy and convenient as possible for clients to use our services and to have input into service planning and delivery. The success of our approach will be determined by our ability to deliver and sustain excellent services and will be monitored by feedback we receive on whether our clients perceive that they are receiving value from each service transaction.

6.2 All clients are important. Complaints are acknowledged, answered and treated as potential opportunities for improvement.  
Refer to the Client Feedback Policy.

## **7 IDENTIFYING CLIENT NEEDS**

7.1 The Library continually assesses client needs, expectations and experiences and uses a variety of techniques to gain feedback:

- the Client Feedback Policy and Procedures detail the Library's client feedback mechanisms
- surveys and client focus groups are conducted on a regular basis
- service standards are regularly measured to ensure they are still viable and relevant to client needs.
- Regular meetings with the Library Consultative Committee