

Re-thinking customer service training: A curricular solution to a familiar problem

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Customer Service Training at UMD

- Why?
- Buy in from staff
- Course development
- Navigation
- Lessons learned & next steps
- Questions



Why a Customer Service Training Program?

- Standardized & unified training
- Baseline level of job skills, knowledge
- Positively meet customer expectations
- Effectively deal with customers in stressful situations



Why a Customer Service Training Program? cont'd

- Excellent service = Library highly valued
- Job satisfaction, motivation, innovation
- Greater staff recognition



Staff Buy-In

- Customer Service Forums
- Staff Survey
- Stakeholder Meetings
- Reports: Senior Leadership, Staff Assembly
- Digital Badge



Course Development

Committee Final Report

- Communication
- Job skills
- Job knowledge

Module Format

- Content
- Quizzes

Blended Learning Approach

- Online
- In-person workshops





Navigation & Implementation

- Consistency & Branding
- Testing links
- User support



Consistency & Branding

The screenshot displays the LibTraining interface for the University of Maryland. The top navigation bar is dark red with the university logo and text: "UNIVERSITY OF MARYLAND Courses Grades Calendar CourseEvalUM". The left sidebar lists navigation options: Home, Announcements, Chat, Modules, Discussions, Quizzes, Files, People, Pages, Collaborations, Conferences, Syllabus, Assignments, Grades, Outcomes, and Settings. The main content area is titled "UMD Libraries Training" and features a horizontal menu with "Home", "Module 1", "Module 2", "Module 3", and "Module 4". A red box highlights this menu. Below the menu is a color selection tool with three buttons: red, yellow, and black, also highlighted with a red box. The University of Maryland logo and "UNIVERSITY LIBRARIES" text are prominently displayed in the center. A "Table of contents" box lists: "Module 1: Introduction", "Module 2: Effective communication", "Module 3: Job knowledge", and "Module 4: Job skills", with a red arrow pointing to it. A smaller version of the logo and "UNIVERSITY LIBRARIES" text is in the bottom right corner, also highlighted with a red box.



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Content 1

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ELMS Enterprise Learning Management System

LibTraining > LibTraining > Pages > Module 4: Job skills

View All Pages

Module 4: Job skills

Home Module 1 Module 2 Module 3 Module 4

This module includes:

- Aleph
- Borrowing privileges
- Equipment loan
- Guest accounts
- Reference and referrals
- Course reserves
- Inter library loan
- Using Lib Answers
- Quiz

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Content 2

UNIVERSITY OF MARYLAND

ELMS Enterprise Learning Management System

LibTraining > LibTraining > Pages > Aleph

Aleph

Home Module 1 Module 2 Module 3 Module 4

Outcomes

This section will take you through some of the common issues with Aleph; we'll look at the patron and item tabs. At the end you should be able to issue and return an item (book, cd etc), check the status of an item and know where the patron expiration dates are. You will also be able to identify a book that is on hold for a patron.

Aleph

Aleph is the bibliographic database that holds both patron and book information for all of the USMAI libraries. Student workers have C2 account access which limits them to basic issue/discharge and item/patron information. Staff have a higher level of access and can deal with missing items amongst other things.

The following video takes you through issue and discharge:

this is a media comment

issue/discharge 101

- make sure you are in the correct tab
- press F4 on your keyboard to clear the screen between patrons (this is to make sure that items are not checked out accidentally to the wrong patron)
- De-sensitize books after issue so they don't set off the alarms
- See a staff member to clear items with a missing status
- Printers automatically print slips of paper to be put in books that are going to other libraries or are on hold for patrons
- Remember to "double discharge" if no paper is printed
- Local routines will apply to where discharged books are held

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Previous Next



Quizzes

The screenshot shows the University of Maryland LibTraining interface. The top navigation bar includes the University of Maryland logo and links for Courses, Grades, Calendar, and CourseEvalUM. A left sidebar contains navigation options: LibTraining, Home, Announcements, Chat, Modules, Discussions, Quizzes, Files, People, Pages, Collaborations, Conferences, Syllabus, Assignments, Grades, Outcomes, and Settings. The main content area shows the breadcrumb path: Home > LibTraining > Quizzes > Aleph Quiz. The title of the page is "Aleph Quiz". A red box highlights the "Quiz Instructions" section, which contains the text: "Please answer these questions on Aleph, our bibliographic database:". Below this, another red box highlights the "Question 1" section, which is worth 1 point. The question asks: "Aleph is the name of the bibliographic database that holds:" and provides four radio button options: "both book and patron information for UMD Libraries.", "both patron and book information for all USMAI libraries.", "student details of courses and books checked out.", and "records of books recommended by professors."

UNIVERSITY OF MARYLAND Courses Grades Calendar CourseEvalUM

LibTraining > LibTraining > Quizzes > Aleph Quiz

Aleph Quiz

Quiz Instructions

Please answer these questions on Aleph, our bibliographic database:

Question 1 1 pts

Aleph is the name of the bibliographic database that holds:

- both book and patron information for UMD Libraries.
- both patron and book information for all USMAI libraries.
- student details of courses and books checked out.
- records of books recommended by professors.





Testing & User Support

- Testing Links
- Staff/student User Guide
- Supervisor Guide



Lessons Learned

- Varied preferences for delivery of training
- Campus environments & cultures
- Communication: Progress Reports
- Field test all course aspects
- Ensure accessibility to all content



Lessons Learned cont'd

- Diversity of tech literacy
- Realistic timeframe for course development
- Plan logistics for implementation
- Technical expertise



Next Steps

- Assessment
 - Improve staff performance
 - Better service to users
 - Completion rates
- Sustainability



Thank you

Questions?

**Please contact us:
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