

Service Excellence Initiative

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Background



**SERVICE
EXCELLENCE
WORKING
GROUP**

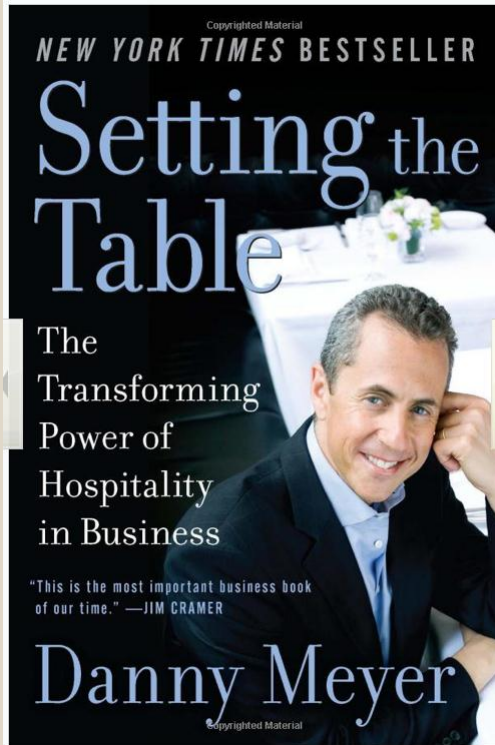
**NEW YORK UNIVERSITY
LIBRARIES**



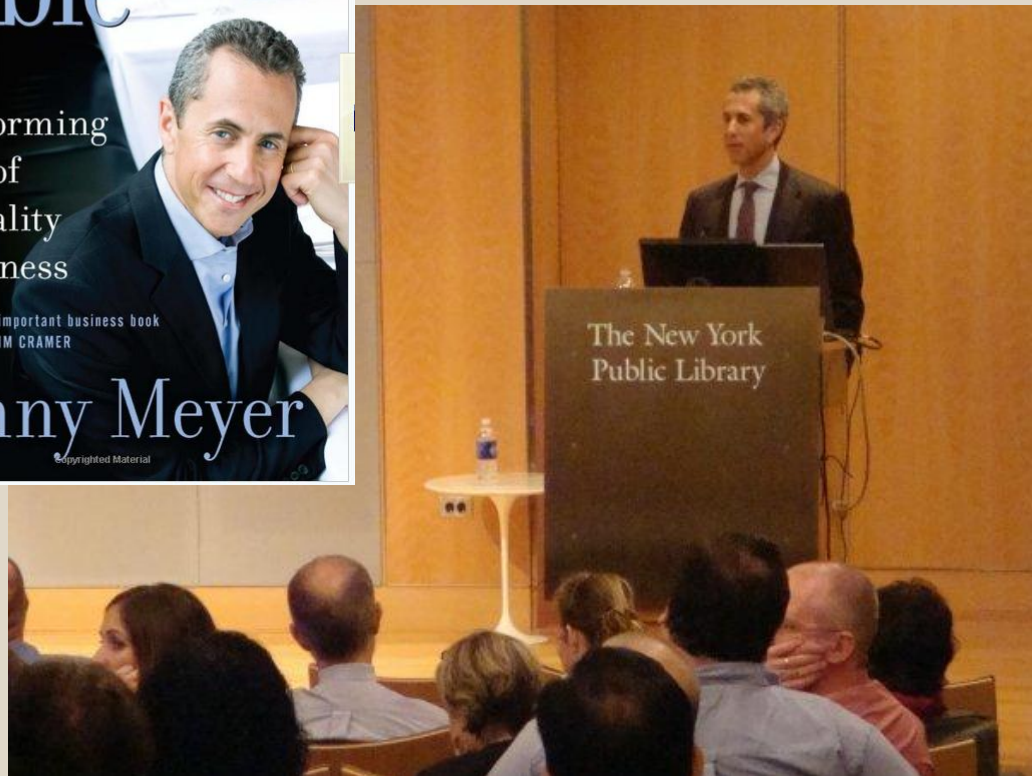
The Service Excellence Working Group defined its goal as

“An Access Services Department that is energized, challenged, and positive about providing excellent customer service.”

Learning from others



New York Public Library
hosted a customer service
symposium



Activity 1: Identifying work expectations January



“We are in the business of identifying and satisfying each user’s unique need.”

Activity 2: Cup of coffee on us

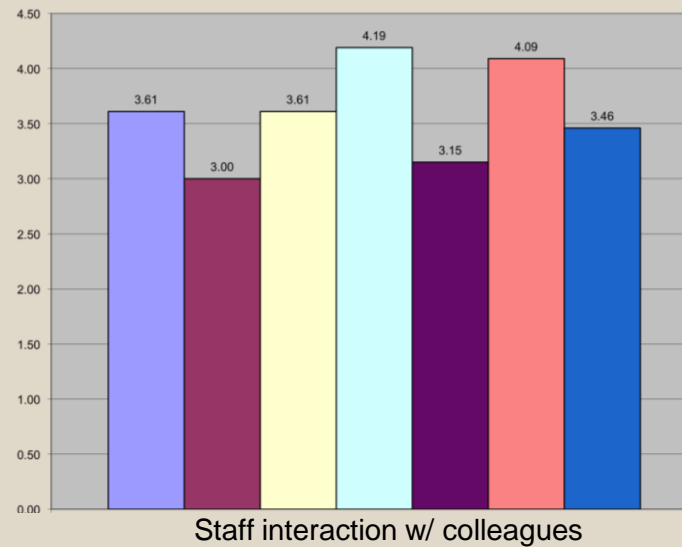
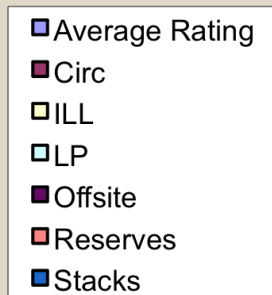
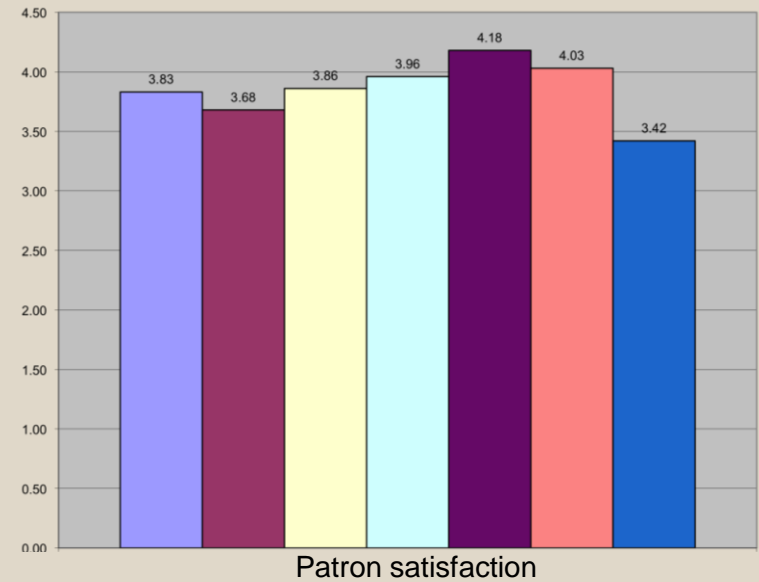
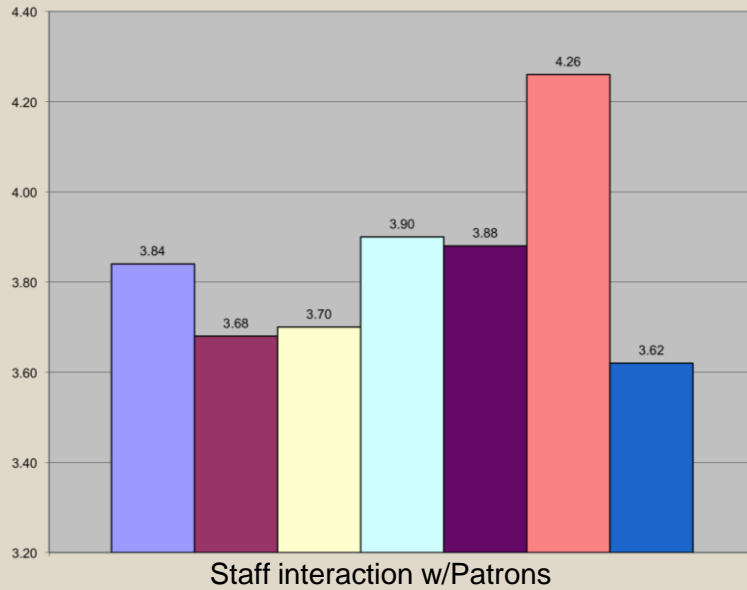
February



Activity 3: Self-assessment March



Activity 4: Staff departmental ratings April



Activity 5: Observations May



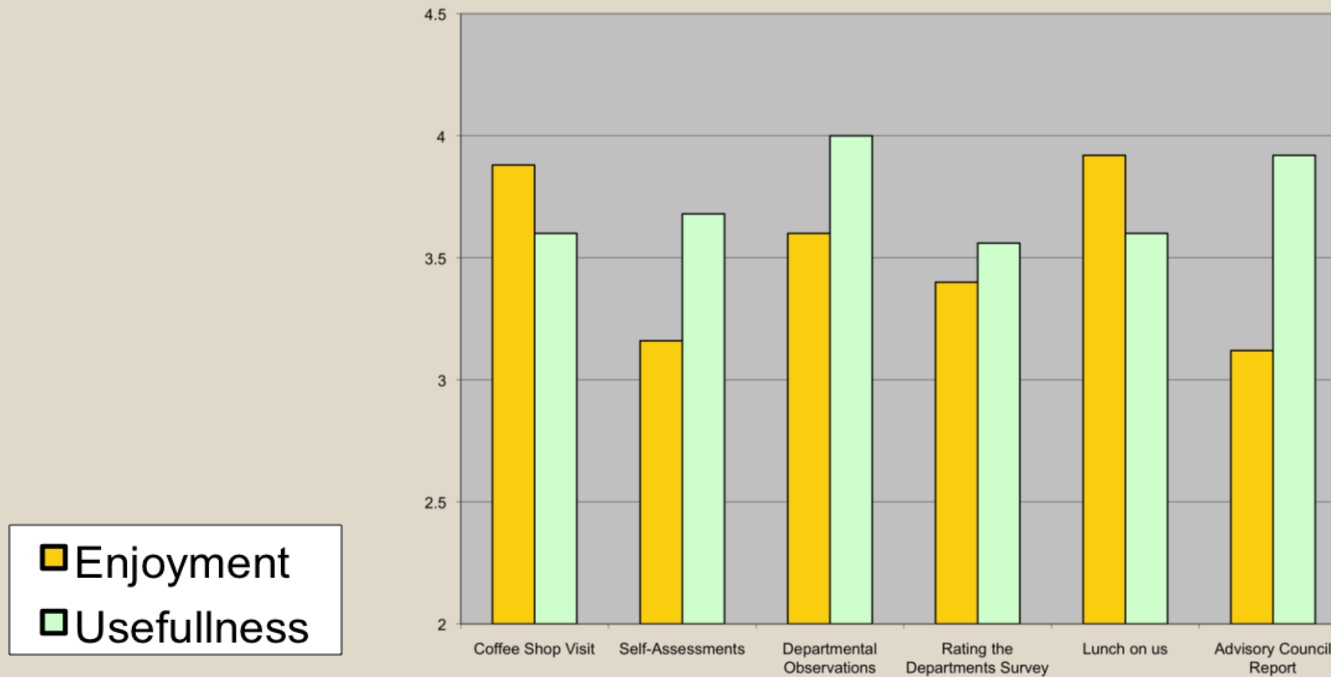
Activity 6: Roadblocks report June





- We had a conversation with staff at an all access meeting about the activities in the service excellence initiative. They expressed their thoughts about how they felt about each activity.
- “ It made me think about empathy.”
- “ Doing these activities made me realize what we did and how our service had changed.”

Staff Feedback of Service Excellence Initiative



Staff Feedback of Service Excellence Initiative



2. Do you think this initiative is addressing core issues in Access Services needing improvement? Explain why or why not.

		2010 4:50 PM	
12.	Employee customer-service skills are among the core issues of AS and were addressed, but the roadblocks to providing good customer service are also core issues, and it is too early to say if they are being addressed or not, since the report is still being finalized.	Thu, Jul 1, 2010 6:47 PM	Find...
13.	Yes. It is all about serving the public and also how we come across to them. This exercise makes us examine ourselves and think about how we can make the service better.	Thu, Jul 1, 2010 10:59 AM	Find...
14.	Yes, and I would like to know how or if services in Access Services is being measured or tracked before and after the initiatives.	Wed, Jun 30, 2010 11:03 AM	Find...
15.	Of course it does. We should never feel as though things are great and that we are doing a great job. In a work environment, there will always be room for improvement.	Tue, Jun 29, 2010 5:45 PM	Find...
16.	I feel that we suspected that there were far more issues of service excellence than we found to be true. The observations illustrated time and again that overall our staff are giving quality service but not everyone know all of the possibilities for each service transaction.	Mon, Jun 28, 2010 10:45 AM	Find...
17.	I think it is touching on core issues, but not getting to the root problems. I think the root problems are embedded in the culture here at Bobst and they will be tough to sort out. I think the activities we have done and the lessons we have learned will help us to approach core issues with more gusto in the future.	Sun, Jun 27, 2010 7:02 PM	Find...
18.	Yes, to an extent. Next we need to focus on internal communication and service.	Fri, Jun 25, 2010 9:52 AM	Find...

The future



SEI 2.0 coming in September 2011