Somerset County Library System of New Jersey partners with you to connect, to explore, to share, and to discover.

SERVICE STANDARDS

To provide personalized service we:

- Are APPROACHABLE AND WELCOMING.
- Give each customer OUR FULL ATTENTION.
- LISTEN ACTIVELY and use appropriate verbal and non-verbal language.
- RESOLVE PROBLEMS by seeking flexible interpretations of policies when possible.
- GUIDE CUSTOMERS to the appropriate service providers.
- THANK CUSTOMERS for their visit and/or use of service.
- INSTRUCT AND ASSIST CUSTOMERS in using resources, equipment, and self-service options.

To help customers transform information into knowledge we:

- Provide COMPLETE AND ACCURATE answers to questions.
- LOCATE MATERIALS and information.
- Are KNOWLEDGEABLE OF COLLECTIONS and services.
- INSTRUCT AND ASSIST CUSTOMERS in using resources, equipment, and self-service options.
- LISTEN ACTIVELY and use appropriate verbal and non-verbal language.

To create an environment that supports customer self-sufficiency we:

- MAINTAIN CLEAN AND ORDERLY SERVICE DESKS, shelves, displays, and public areas.
- ADAPT, UPDATE, AND MAINTAIN PUBLIC AND VIRTUAL SPACES to meet customer needs.
- MAINTAIN COLLECTIONS that are organized, relevant, current, and in good condition.