

# Removing Barriers to Excellent Customer Service



## *Presenters:*

*Sandra Dies – System Circulation Manager  
Harris County Public Library*

*Nancy Torres – Circulation Manager  
Clear Lake City-County Freeman Branch  
Harris County Public Library*

*Katherine C. Green – Circulation Manager  
Tomball College & Community Library  
Harris County Public Library*

*your pathway to knowledge*

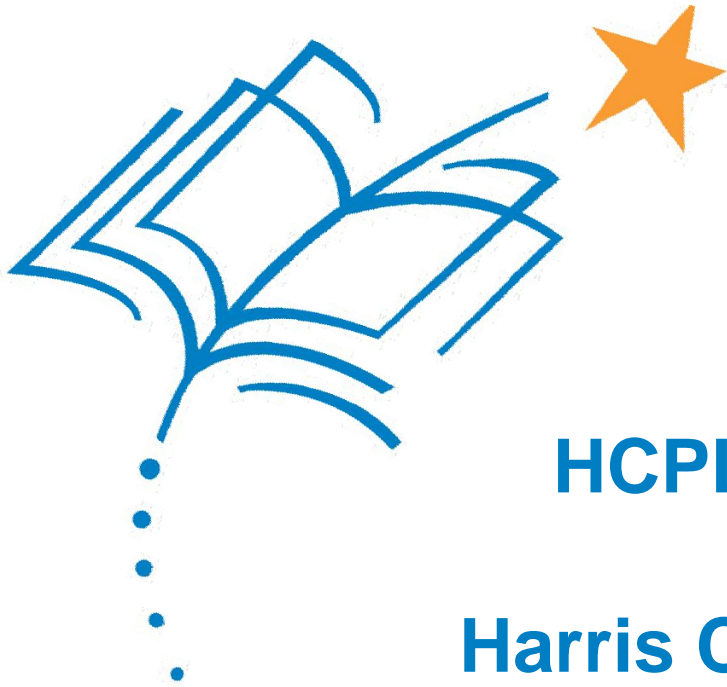


## Who are we?

The Harris County Public Library system has an annual circulation of over 10 million items.

We are located in Harris County which encompasses Houston, Texas and is one of the largest urban counties in the U.S.

Our network of 26 community-focused branch libraries is committed to providing excellent customer service, strong collections, and cutting edge information technology for the 21st Century.



## **HCPL Mission Statement**

**Harris County Public Library  
provides information and resources to  
enrich lives and strengthen communities  
through innovative services within and  
beyond our walls.**

# HCPL Internal Values



## Star Values Our Pathway to Team Excellence

We are committed to these core values:

- Creativity and Innovation
- Open Communication
- Integrity
- Fun

Our interactions will be characterized by:

- Mutual Respect
- Enthusiasm
- Open Mindedness
- Flexibility

When we disagree, we will:

- Actively Listen
- Mediate/Facilitate
- Be Non-confrontational

# HCPL External Values



At HCPL We C.A.R.E About Our Customers  
We strive to provide:

## **C – Comfortable and Clean Libraries**

Including:

- Well maintained buildings and equipment
- Comfortable furniture
- Good lighting and signage

## **A – Attention to Your Needs**

Including:

- Friendly staff
- Timely answers and referrals
- Respect for your privacy
- Suggestions are always welcomed

## **R – Reliable Resources in a Variety of Formats**

Including:

- Up-to-date collections
- The 24/7 HCPL eBranch website
- Technology-enhanced services

## **E – Exceptional Library Services**

Including:

- Well trained and knowledgeable staff
- One-on-one circulation and information assistance
- Community-inspired programs and displays

# HCPL 2.0

**In the year 2002 we decided to:**

**Add a Little Snap**

**Create a Bit of Space**

**Move Things Around**

**You know, Jazz Things Up!**



The Objective of HCPL 2.0

**Create a Library for the Future**

**NOW**



**How Did We Jazz It Up?**

# Developed an entrepreneurial mindset



# Created a Highly Effective "Library of the Future" Team



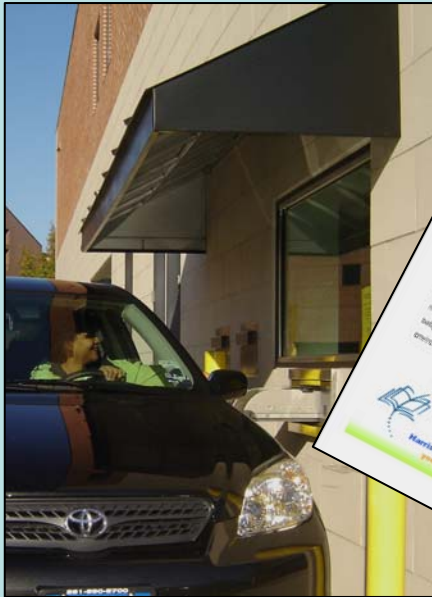
# Adopted Current Retail Trends



# Lowered Costs and Improved Services with Technology and Design



# Created New Value-Added Services



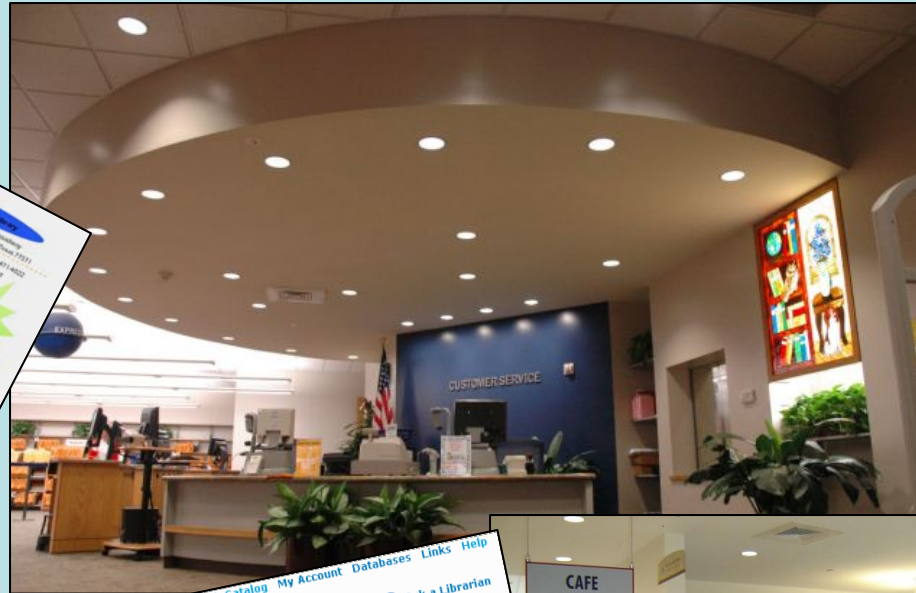
Looking for a fun place to go with your baby?

**Come Join us For Baby Time!**

This is our special story time! Baby Time is a story program featuring reading, songs and rhymes. Developed for newborns through toddlers, this program offers infants the opportunity to learn while interacting with other babies and their parents. You and your child will play songs and baby books in a relaxed environment.

**Every WEDNESDAY At 11 A.M.**

Harris County Public Library  
your pathway to knowledge



**Use your laptop at the library**

Harris County Public Library  
your pathway to knowledge

**eBranch**  
Harris County Public Library  
your pathway to knowledge

Home About HCPL Branch Information Books and Reading Reference Español

Catalog Search: General Keyword Search

Renew Internet Policy HCPL toolbar NetLibrary eBooks Events & Programs Jobs Go Wireless Book Sales Disabilities Info Contact Us

**What's happening at your library?**  
Find out with our new branch Events & Activities calendar!

- New Books, Audios, and DVDs/Videos
- New Branch Calendars, find activities & programs at any branch in our system
- Sign Up Now for Bookletters Newsletters
- Chat Reference, Mon - Fri, 1pm thru 5pm
- Playful, sleek and Bold: Modern Designs for Living
- HCPL Presentations

**Book & Movie Reviews at HCPL!**

**Kids Know it all**  
Kids Site

**Teen Know**  
Teen Site

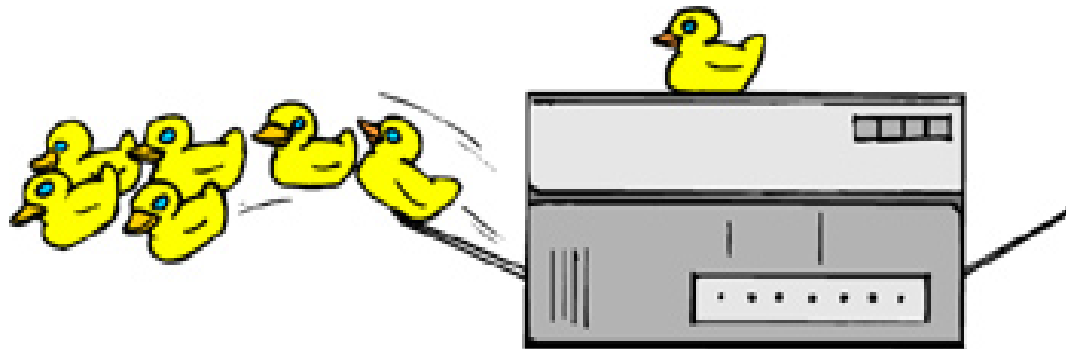
HCPL Catalog My Account Databases Links Help Ask a Librarian

# Why did we do it?

To build excellent relationships with customers by providing services they wanted and requested.

# How did we do it?

We had to get rid of those ducks!



# Acknowledgements / Credits

Clipart Credits

Clipart.com © 2006 Jupiterimages Corporation

Microsoft Office Online © 2006 Microsoft Corporation

## **Suggested Reading**

Leadership Challenge by James M. Kouzes and Barry Z. Posner

Leading Change and Heart of Change by John P. Kotter

Special Thanks

Catherine S. Park, Director of Harris County Public Library

Grace Lillevig, eBranch Librarian Harris County Public Library