



Waukesha Public Library Service Standards

August 14, 2025

WE ARE PEOPLE-CENTERED

SERVICE VALUES: PEOPLE, COMMUNITY, INCLUSIVITY

- **PURPOSE OVER TASK**

- Every interaction is an opportunity to build trust and connection.
- We prioritize the human behind the request, not just the transaction. This means slowing down, listening actively, and showing empathy.
- People are not an interruption; they are the reason we are here.

- **RESPECT FOR PRIVACY**

- Patrons deserve dignity and discretion.

- **HIGH REGARD FOR ALL**

- Every person is treated as valued and important, regardless of background, ability, or demeanor.



STANDARD IN ACTION

- *Focus on the person in front of you—avoid multitasking*
- *Surveillance tools are used for safety, not monitoring behavior.*
- *Look available, be aware of patrons*
- *We avoid gossip, speculation, or unnecessary sharing of patron information.*
- *No “skunking” on desk*
- *We meet people where they are, with patience, empathy, and kindness*

WE CELEBRATE OUR SPACE

SERVICE VALUES: PASSION

- **SHARED OWNERSHIP**

- The library is a reflection of all of us. We take pride in providing a safe space by keeping it clean, welcoming, and functional — not because it’s our job, but because it’s our shared space.

- **PROACTIVE HELPFULNESS**

- Small actions like pushing in a chair or picking up litter make a big impact.



STANDARD IN ACTION

- *See something, do something*
- *If something is out of place or someone needs assistance, we act.*

WE ARE CONSISTENT IN OUR SERVICE

SERVICE VALUES: CREATIVE DISCOVERY, ACCOUNTABILITY

- **UNIFIED EXPERIENCE**

- Whether in person, on the phone, or via email, patrons should have a seamless, professional experience. Consistent greetings and processes build trust and reduce confusion.

- **TIMELY RESPONSES**

- Prompt communication shows respect for people's time and needs.

- **EFFECTIVE REFERRALS**

- If we can't help directly, we ensure the patron is connected to someone who can — not just passed along, but introduced or guided.

- **FAIR ENFORCEMENT**

- Consistency prevents bias and ensures all patrons feel safe and respected.



STANDARD IN ACTION

- *Email and voicemail response within 1 business day*
- *Answer phone within 3 rings*
- *Answer or direct questions to someone who can help*
- *The Code of Conduct is applied equitably*

WE RESPECT EACH OTHER

SERVICE VALUES: EXCELLENCE, CIVILITY AND RESPECT

- **POSITIVE LIBRARY CULTURE**

- A greeting sets the tone for a collaborative workplace.

- **PRESENCE MATTERS**

- This fosters trust, reduces miscommunication, and models the behavior we expect from patrons.

- **SELF-AWARENESS**

- Our mood, tone, and body language affect others. We take responsibility for how we show up and strive to uplift, not drain, our team.



STANDARD IN ACTION

- *We greet each other*
- *When engaging with coworkers, we give our full attention*
- *4 S's: See, Smile, Say, Suggest*
- *Take responsibility for how you show up*