Service Guidelines for Student Assistants

Helping patrons is your most important job.

1: Be approachable - make eye contact, smile and project a positive attitude.

2: Show interest: if talking to other staff members, stop immediately to offer assistance to the patron.

3: Listen respectfully to the patron’s request, and pay close attention to questions. Ask for additional information if necessary to clarify the patron’s needs.

4: Be knowledgeable about your job and provide correct information. If you are unsure about anything, ask a supervisor for assistance. During ‘slow’ times, try to familiarize yourself with library websites, ALEPH online catalogue, policy and procedure manuals, databases, etc.

5: Follow up, and confirm that questions have been answered.

Our goal is to make sure patrons receive the help they need.