

APPENDIX F

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 a patron.
3. **LISTEN RESPECTFULLY** to each patron's requests, and pay close attention to questions. Ask for additional information if necessary to clarify a 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.**