Telephone

ANSWERING THE TELEPHONE

All staff and students are responsible for answering the Circulation Desk phones when they are ringing in a timely fashion!

- 1. When answering the telephone always be polite and use a pleasant, warm, enthusiastic and welcoming tone of voice. In many instances, your voice at the end of the telephone line may be the first impression a caller will receive of our University.
- 2. Welcome callers courteously and identify the department they have reached – LIBRARY CIRCULATION. How may I help you? During the entire phone call, focus your attention on the caller.
- 3. Take telephone messages completely and accurately. If there is something you don’t understand ask the person to repeat the question, or a name you are unable to spell, such as a person’s surname, ask the caller to spell it for you.
- 4. Listen carefully to what the patron is asking for and then as graciously as you can, do your best to answer caller’s questions. Be as helpful as you can. Sometimes you can’t solve the problem but you can always be courteous and respectful.
- 5. If caller is requesting a department or person other than Circulation Department, transfer the call to correct department or person. Be sure to let caller know you are going to transfer the call and the number which you are transferring to.
- 6. If you are cannot resolve the caller’s inquiry during the phone conservation, provide the caller with information of a person or department that may be able to help them.

BS 8/2/2009