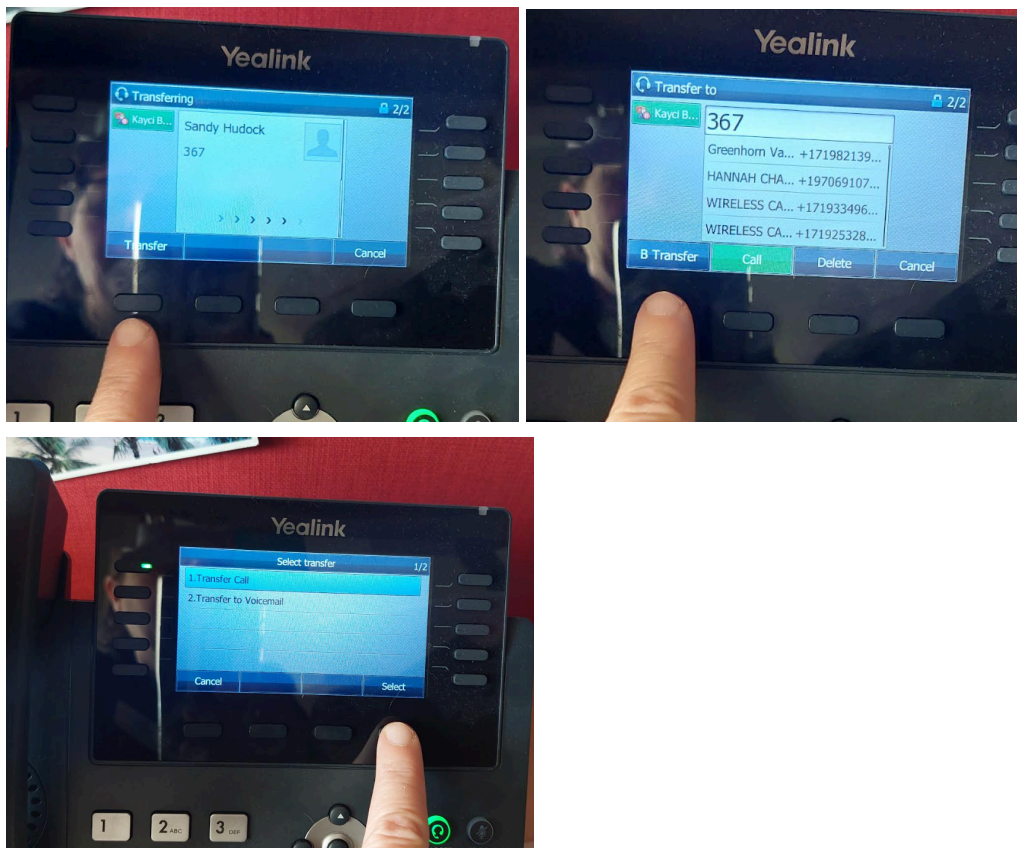


Call Center Guide

Official Greeting: “Thank you for calling Pueblo Library Call Center, this is _____, How may I help you?”

How to transfer a call- (Portal link to [phone extensions](#))

- Choose Transfer
- Dial extension
- Btransfer, transfers immediately



- Soft transfer, stay on line until someone answers hit transfer

- Soft transfer, but no one picks up, can hit End Call, and then resume call on hold

Ask clarifying questions, i.e. the reference Interview:

In order to avoid unnecessary transfers, if a patron immediately asks for a specific branch, ask them a few questions to verify that it's not something the call center could assist with.

-ex. "In order to better assist you, can you provide me with some additional information regarding what you need assistance with?" If it is something branch specific, such as a meeting room reservation, the call can be transferred. If the call is regarding something simple, such as placing a hold on library materials, it can be handled at call center level.

If they ask for Rawlings, ask what department or service they need:

- Tech Services: 630
- Interlibrary Loan: 607
- Adult Literacy: 837
- Reference Librarian: 636
- Tech Assistance: 695
- Library to You (formerly Homebound Services): 233
- Fees, Collections, or account help outside of normal circulation problems (Circulation Manager): 213
- Local History and Genealogy- 626
- Makerspace Services- 222

Meeting Rooms & Study Rooms:

If they ask for a meeting room, please ask the following questions:

1. Would you like a meeting room or study room?
2. Which location would you like to use? (Transfer if it is to a branch)
3. Would you like a meeting room or study room at Rawlings? If a study room, transfer them to extension 601. If they would like a meeting room, move to:
4. How many people are in your meeting? If less than 40, transfer to the Rawlings meeting room coordinators at extension 638. If more than 40, transfer to the Ryals Room Coordinator at 202.

Please let the customers know that the Rawlings coordinators are not always available and to PLEASE leave a message- they are returned quickly. Please do

not transfer them to desk staff as they are unable to assist in meeting room bookings at Rawlings. They can also email with any questions at meet.rawlings@pueblolibrary.org

*Other meeting room information- sometimes the public will call to ask about public bookings that outside organizations have booked in the library meeting rooms. If they have a name of the organization and a time, we can confirm if a meeting is taking place. However, due to confidentiality we are unable to look up meeting rooms for private individuals or give out any information other than a confirmation that yes, a meeting is taking place, or no, we do not see one. *

Language Barriers - [Quick Access Language Resources for Staff](#)

Borrowing Rules -

For most up to date on what we have circulating and for how long visit <https://www.pueblolibrary.org/borrowingrules> FYI 5/2025 - community passes are being phased out.

Privacy and Calls -

Don't give out schedules of employees, transfer to department or extension and they can leave a message if not there.

Confidentiality FAQ (when do you need a card number over the phone)

- No card - can tell due date, if hold is ready, how many checkouts have, but can't tell any of the titles, or amount owed.
- Don't know PIN? Have them try their 8 digit DOB again. You can try their card and 8 digit DOB on our website. Can reset to 8 digit date of birth, after verifying card # and DOB. Advise them to go into a branch with ID to reset.

- Do not give a person's library card number over the phone. They need to come into the library with a picture ID. They could also sign up for a new digital card if they need immediate access, and then resolve later.
- If they ask for a manager, ask which branch they use.

Dealing with Caller Issues:

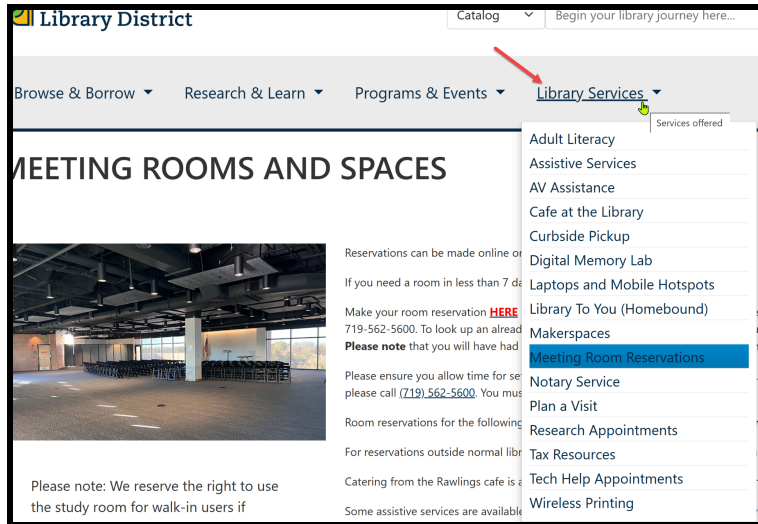
-Rules of conduct are expected over the phone as well as in person and harassment of staff is not appropriate. Handle like in person using empathy and reflective listening to help de-escalate the situation. If needed can refer to the manager of the library where the issue occurred or ELD manager if it involves collections.

-If harassment over the phone continues then stop answering calls from that number and report the issue onto the [Call Center Communication Log](#) to see issues that have been submitted you can view the [Log Responses](#).

-If a customer is excessive with the number of calls and/or length you can let them know that you need to end the call to assist other customers. You might have to let them know they've met their call limit/time for the day as we need to be available to assist multiple customers.

Library Services -

You can assist the customer with appointments and services, but utilize the same web forms they would use on our website, or direct them to the section of the website for them to fill out. Customers can book [meeting room](#), [study rooms](#) (at some locations), and [notary appointments](#) online through Library Services Menu



FAQ for Call Center

Proctoring - The Public Library doesn't offer proctoring services.

<https://pueblocc.edu/Testing-Center>

<https://www.csupueblo.edu/extended-studies/independent-study/proctoring-information.html>

Notary services - Available at all locations, must make an appointment for the following day [here](#).

When someone asks to reverse look up a number can use this website -

<https://www.whitepages.com/>

Nicknames for Branches:

Barkman - Belmont/Bonforte, Jerry Murphy

Lamb - Southside/Pueblo Blvd

Pueblo West - White Branch

Rawlings - Abriendo/ Downtown

- LHG - Local History/Genealogy, 3rd Floor-Special Collections
- ELD - Experiential Learning - 1st Floor
- USD - User Services - Reference and Youth - 2nd Floor

Lucero - 7th Street/ East Side

Giodone - Mesa/The County

Passport Acceptance Facilities:

<https://iafdb.travel.state.gov/>

Previous 20 Next 20						
Facility Name	Street Address	City	State	ZIP Code	Public Phone	Distance
USPO - BELMONT STATION	1025 E US HWY 50	PUEBLO	CO	81001	7195437163	4
USPO - SUNSET STATION	3000 WEDGEWOOD DRIVE	PUEBLO	CO	81005	7195643147	19
USPO - FOWLER	34191 COUNTY RD 3.5	FOWLER	CO	81039	7192635260	27
USPO - SECURITY STATION	5755 KITTEERY DRIVE	COLORADO SPRINGS	CO	80911	7193903192	36
USPO - FLORENCE	121 N. PIKES PEAK AVE.	FLORENCE	CO	81226	7197843818	37
USPO - WALSENBURG	204 E. 6TH ST.	WALSENBURG	CO	81089	7197386093	41
USPO - MAIN OFFICE	201 EAST PIKES PEAK AVE.	COLORADO SPRINGS	CO	80903	7195705336	44
USPO - SUGAR CITY	208 COLORADO AVENUE	SUGAR CITY	CO	81076	7192673333	46
USPO - BRIARGATE STATION	8585 CRITERION DRIVE	COLORADO SPRINGS	CO	80920	7195987516	51
USPO - CALHAN	655 CASCADE ST	CALHAN	CO	80808	7193473269	52

