

SKILLS/QUALITIES AND DEFINITIONS	WHAT THIS LOOKS LIKE AT WORK (GENERAL “DOS” AND “DON’TS”)	
	Do . . .	Don’t . . .
<p>1. Customer Focus We (PCLS staff) strive to understand and exceed our customers’ expectations. We treat all people with courtesy and respect and are welcoming and approachable. We are aware of cultural differences that may impact how people prefer to experience the Library and take our cues from the customer to adapt our styles accordingly.</p> <p><i>Note: “customer” always means both coworkers and the public, including both current and potential library users.</i></p>	<p>Consistently acknowledge all customers as soon as they enter the building/our work area. Let them know we are available (by greeting, smiling, offering to help – take the cue from the customer).</p> <p>Remember and show that the customer is more important than the rule or the task. Express empathy for customers and offer alternative solutions whenever possible.</p> <p>Save the time of the customer whenever possible. Look for ways to streamline our policies and procedures, to present materials effectively, to encourage customers to use the Library successfully on their own.</p> <p>Recognize that, and behave as if, our goal is a successful customer experience, not just the completion of our specific task.</p> <p>Express empathy for the customer and if difficulties arise offer alternative solutions. Follow up by exploring ways to prevent similar difficulties in the future.</p> <p>Anticipate customer needs and provide the right level of service for that customer (customize service).</p> <p>Demonstrate good listening skills.</p> <p>Promote Library services and programs by matching them to the customer’s interests.</p> <p>Seek ways to help non-English-speaking people and people with reading or learning challenges use our Libraries and access our services.</p>	<p>Ignore customers by focusing too intently on the task in front of us. Look up! Be aware!</p> <p>Forget to wear our name tag or other staff identification.</p> <p>Adhere rigidly to rules regardless of situation.</p> <p>Assume we know what is best for customers.</p> <p>Treat customers’ inability to use the Library as their problem, instead of ours.</p> <p>Say “that’s not my job” or otherwise refuse to help customers.</p> <p>Act or speak in a condescending manner towards customers.</p> <p>Allow personal distractions to compromise our willingness or ability to address customer needs and expectations when we’re on the job.</p>

	Do . . .	Don't . . .
<p>2. Teamwork We work effectively with our team, work group, and across organizational lines to accomplish the Library System's goals. We build respectful relationships within and between units and among individuals. We encourage and support other staff.</p>	<p>Offer to help co-workers in all positions as needed.</p> <p>Share information that others might find helpful in performing their own tasks.</p> <p>Contribute to achieving the organization's goals.</p> <p>Build rapport among co-workers and other departments.</p> <p>Respect others' ideas and abilities.</p> <p>Accept and consider suggestions from customers and colleagues for improvements in our work.</p> <p>Be dependable.</p>	<p>Say "that's not my job" or avoid offering assistance to others.</p> <p>Neglect our share of the work.</p> <p>Treat coworkers disrespectfully or dismiss differing opinions.</p> <p>Insist on our own point of view and/or refuse to compromise.</p> <p>Dismiss suggestions from customers or colleagues because "they just don't get it."</p>
<p>3. Professional Integrity We project a professional attitude and image and adhere to a high standard of professional conduct. We value and respect customer confidentiality.</p>	<p>Project a positive image of the Library to the community.</p> <p>Effectively explain and uphold the Library's policies on customer confidentiality.</p> <p>Show pride in our work, conduct and appearance.</p>	<p>Complain about the job and/or the workplace.</p> <p>Disseminate information that should be confidential according to Library policies.</p> <p>Act or dress in a manner that demonstrates a lack of respect for customers or is not conducive to accomplishing our work.</p> <p>Withhold or ignore information that affects the smooth operation of the library.</p>
<p>4. Leadership We accept responsibility and make decisions appropriate to our position and the situation. We contribute, support and encourage new ideas. We demonstrate grace under pressure.</p>	<p>Demonstrate a willingness to seek, explore and accept new ideas.</p> <p>Focus on the future instead of the past.</p> <p>Accept new decisions once they have been made.</p> <p>Stay calm in difficult situations such as handling angry customers and emergencies.</p> <p>Tell the truth and offer hope.</p>	<p>Meet new ideas with disdain or be unwilling to explore new ways of thinking and doing things.</p> <p>Replay or dwell upon past disappointments or difficulties.</p> <p>Defer all decisions to other staff.</p> <p>Lose control in difficult situations.</p> <p>Blame others or refuse to accept responsibility.</p>

	Do . . .	Don't . . .
<p>5. Communication We effectively communicate, both verbally and in writing. We listen to understand and use constructive approaches to resolving workplace issues. We freely share new ideas.</p>	<p>Actively listen to others and paraphrase what they say to check for understanding.</p> <p>Tailor our message and its delivery to the audience and situation.</p> <p>Write and speak in a professional manner; convey our expectations clearly so that others are not left to guess.</p> <p>Provide and willingly receive effective feedback: address the situation, behavior, and its impact.</p> <p>Use a pleasant tone of voice appropriate for the situation.</p>	<p>Assume that we understand without listening or asking for clarification.</p> <p>Forget to check our e-mail and the Staff Web Bulletin Board every shift.</p>
<p>6. Problem Solving We develop effective approaches to address customer needs and solve problems. We use good judgment to resolve conflicts. We address customer behavior and issues when necessary. We are solution oriented.</p>	<p>Rely on judgment over rules to help customers with special situations; use common sense.</p> <p>Always offer other service options to customers if we are unable to meet their specific need. Seek ways to be able to meet their needs in the future.</p> <p>Use actual data/evidence to support our recommendations and decisions.</p> <p>Look to non-library models as well as other libraries for possible solutions to library challenges.</p>	<p>Rigidly enforce 'the rules' even when exceptions are appropriate.</p> <p>Ignore or contribute to problems.</p> <p>Contribute to or ignore a disruptive or dysfunctional workplace.</p>
<p>7. Change and Learning We positively respond to organizational change and show a willingness to learn new ways to accomplish work. We are flexible. We take the initiative to look for ways to develop as individuals and to improve the Library System. We are strategic thinkers.</p>	<p>Actively seek opportunities to improve Library operations and customer success.</p> <p>Stay current with new Library and technology trends and developments that may affect our positions.</p> <p>Readily adopt new policies and procedures.</p> <p>Be open to new ideas from all sources.</p> <p>Take responsibility for pursuing learning opportunities within the organization.</p> <p>Share what we've learned with others.</p>	<p>Assume that things are "good enough" because "no one has complained."</p> <p>Fail to stay current with new Library and technology trends and developments that may affect our position.</p> <p>Insist on doing things the old way after being informed of new policies and procedures.</p> <p>Reject new ideas without due consideration.</p> <p>Ignore available learning opportunities.</p>

	Do . . .	Don't . . .
<p>8. Positive Attitude We are enthusiastic about our work and like to have fun. We are positive role models for one another and remember that we represent the Library and its mission in the community.</p>	<p>Greet customers (including coworkers) every day.</p> <p>Actively support the Library's programs and initiatives.</p> <p>Look for ways to make something work, not reasons why it can't work.</p> <p>Bring concerns to the person who can do something about them in a respectful manner and in the proper setting.</p> <p>Demonstrate enjoyment of our jobs; smile!</p> <p>Strive to make using the library a pleasant and productive experience.</p> <p>Respect the workplace as a "no gossip zone."</p>	<p>Ignore customers or fail to greet them.</p> <p>Refuse to try something just because we might not be good at it.</p> <p>Allow unhappy moods to affect our working environment.</p> <p>Complain about coworkers or job in presence of public or in otherwise inappropriate settings and ways.</p> <p>Act as though customers are bothering or interrupting us.</p> <p>Gossip!</p>
<p>9. Diversity We understand and are committed to the principles of diversity. We strive to understand the needs of all people in our community. We treat all people with courtesy and respect and are welcoming and approachable. We uphold the principles of intellectual freedom.</p>	<p>Know that EVERYONE is our customer and treat ALL people with courtesy and respect. Enable all customers to easily access and enjoy our services.</p> <p>Understand and effectively explain the Library's policies and procedures concerning intellectual freedom.</p> <p>Seek ways to help non-English-speaking people and people with reading or learning challenges use our Libraries and access our services.</p>	<p>Be discourteous, make disparaging remarks or otherwise treat anyone with disrespect. Don't pick and choose who we feel comfortable helping.</p> <p>Contradict Library's policies and procedures on intellectual freedom.</p>