

Pierce County Library System

Leadership Descriptors

March 6, 2008

1. Leadership Team members are the leadership of PCLS.

You are critical to the Library's success.

- Leaders model excellence in action and attitude
- Leaders are actively engaged in creating our future
- Leaders empower and engage every employee to be involved in helping the Library achieve its vision
- Leaders create a positive environment based on respect and fun
- Leaders give staff permission and support to grow, contribute and succeed
- Leaders hold themselves responsible and accountable for being the leadership of PCLS.

2. Leadership and ideas happen at every level at PCLS. Together we insure that we achieve our vision for library service to PCLS communities.

PCLS's leadership culture:

- Creates a customer-focused environment that insures delivering excellent service to every customer
- Values and fosters teamwork and respects the importance of everyone's role in the Library's success
- Fosters an environment where we continually learn, seek improvement, takes risks and accept and learn from failure
- Communicates and shares knowledge effectively and proactively, and expects two-way discussion, and listens to understand
- Encourages and supports innovation and creativity
- Empowers decision making and action at the appropriate level and minimizes top down control and gate keeping
- Coaches and mentors others and develops leadership and contribution at all levels
- Encourages and supports initiative in problem solving and organizational improvement
- Relies on judgment, not rules
- Is concerned with the entire organization's success