

# SCPL Teamwork Standards & Core Values

We recognize that each employee plays a role in creating a healthy, supportive workplace. Therefore, I strive to...

- support the mission and goals of the County of Schenectady and Schenectady County Public Library
- consistently apply and implement library rules and policies
- recognize that everyone plays an important role in achieving our common goals
- work to make everyone on the team's job easier
- respect the contributions of all staff and volunteers
- speak supportively about our County, customers and our co-workers
- look for ways to help everyone succeed
- look for solutions, not fault
- take responsibility for my actions and move toward solutions
- accept feedback and act on it
- ask questions and listen carefully to make sure I understand
- communicate my thoughts and feelings clearly
- address issues directly with others
- remember QTIP ("Quit Taking It Personally")
- recognize the attitude I bring to my work affects those around me
- treat others with respect
- act in a way that demonstrates professionalism, serves the public and reflects well on SCPL
- remain adaptable and support the concept of change
- contribute to discussions and support final decisions
- prioritize the good of the whole (team) over my individual preferences and responsibilities
- work toward self-development through accepting feedback and updating my skills
- achieve a healthy work-life balance

## Core Values

### Kindness

Be friendly, helpful and kind to all. We demonstrate kindness and helpfulness in every interaction and to everyone we come into contact with as a function of our organization.

### Privacy

All people, regardless of origin, age, background, or view, possess a right to privacy and confidentiality in their library use. We advocate for, educate about, and protect people's privacy.

### Equity

We actively work to dismantle barriers and create spaces that are accessible, welcoming, and beneficial with equal opportunities to access library services for all those we serve.

**Teamwork**

Demonstrate teamwork through working together to make SCPL better. Share goals and hold ourselves and each other accountable. Take ownership of the team's work and personally commit to finding solutions. Be proactive in identifying tasks, problems, projects or service needs, and act on them appropriately. Reach across teams for better outcomes. Support the growth and development of all members of the team. Share and celebrate success by valuing and recognizing each contribution.

**Communication**

Demonstrate open and honest communication. Approach communication with kindness and positive intent, always. Focus on over-communication to ensure effectiveness; relationship build with all stakeholders. Pro-actively report on the status of projects and assignments, keeping others in the loop on progress. Actively listen and ask questions to increase understanding; listen to learn, not to respond. Communicate in ways that make sense to the listener and choose the most effective method based on the audience/topic and check for understanding.

**Professionalism**

Produce high-quality work and deliver exceptional service to internal and external customers. Exhibit pride in professional appearance, language and behavior. Assume responsibility for a clean and safe work area. Maintain composure in challenging situations. We respect others, express sincere appreciation, and positively influence those around us.

**Integrity**

We behave ethically and with integrity. This means being honest (avoidance of a lie is not the same thing as honesty). Admit mistakes and apologize. Be truthful (and kind) in reporting, in meetings, with other departments, customers, vendors. Do not lie by omission or implication. We do the right thing, always. We appropriately question actions inconsistent with our CORE Values. We make honesty and transparency the foundation for all actions. We are accountable at all levels. We avoid the appearance of impropriety.

**Innovation**

We are driven by continuous improvement. We find ways to make things better. We optimize results by working smarter. We are empowered to take risks, learn and grow. We learn from our failures and our successes. We continually re-imagine operational processes for better results.