

Core Competencies

- Customer Service: “Winning the customer every day.”
 - Takes initiative to greet patrons and coworkers
 - Approaches customer service in a positive and enthusiastic way
 - Manages interactions in a polite and professional manner
 - Manages interactions in a timely and efficient manner
 - Takes actions and demonstrates an attitude that enhances customer relations
 - Works to identify options for the customer, eliminates barriers whenever possible—looks for the ‘yes’ for the customer
 - Demonstrates awareness of customer needs and places primary importance on the impact a proposed action or decision will have on customers and advancing the mission of the Library

- Teamwork: “The whole is greater than the sum of the parts.”
 - Interacts effectively with managers and coworkers
 - Exhibits a cooperative spirit, and uses effective communication skills
 - Contributes to a positive work environment
 - Eagerly steps in and helps when it is appropriate
 - Responds to emails and phone call in a timely manner

- Adaptability: “Change is the new normal.”
 - Able to adjust to a variety of situations, maintains flexibility, and accepts change as a necessary and normal part of the job
 - Demonstrates willingness to embrace new policies and procedures
 - Approaches changes to policies and procedures with a positive attitude
 - Demonstrates willingness to learn new technologies and tasks
 - When in doubt about changes, seeks additional information, asks questions or talks to a manager or supervisor

- Respect and Communication
 - Treats and speaks to others in a respectful and professional manner, in the same way that they would want to be treated by others
 - Accepting of and eager to provide service to all patrons without distinction or difference, ensures friendly, professional service and access to Library services for all
 - Listens effectively, asks questions to seek clarification when dealing with something unfamiliar or vague
 - Positive in interactions, pursues complaints respectfully, in a constructive manner and through appropriate channels
 - Speaks and writes clearly, in a way that is easily understood
 - Avoids and discourages gossip and negativity

- Attendance and Reliability
 - Consistently keeps regular hours and works scheduled hours
 - Reports to work on time, and observes breaks on a punctual, dependable basis
 - Gives reasonable notice for time off requests, does not abuse time off benefits
 - Works independently as appropriate, and meets commitments
 - Maintains a professional appearance, observing good personal hygiene

- Job Knowledge and Quality of Work
 - Understands job duties and responsibilities
 - Works accurately, with minimal errors and requiring minimal supervision; attentive to details
 - Works in a timely manner and produces a quality result or product
 - Demonstrates mastery of technical skills and essential job functions, keeps current with new and changing job demands
 - Manages priorities and time well, completing assignments on time and to specification

- Initiative and Leadership
 - Self-motivated; takes action to resolve issues, ask questions, make suggestions and be productive
 - Acts quickly and independently when the situation demands it
 - Proactively recommends process improvements or solutions that add value
 - Takes on additional responsibilities as appropriate

- Positive and Enthusiastic Attitude
 - Friendly, respectful, courteous and supportive of both patrons and coworkers
 - Refrains from making negative comments about patrons, coworkers or library policies, procedures, services or innovations
 - Supports creative proposals for doing things a better way