

WORK EXPECTATIONS:

Library users have the right to privacy. Employees will not tell *anyone*

- what a person is reading, requesting, researching, or
- any other information about a library visit,
- including whether they are in the library or have been in the library.

Employees (unless they have been specifically authorized by the Director) may **not**

- order supplies, books, magazines, newspapers or any other items
- commit or hire anyone to perform any services or repair work
- verify shipping or address information for shipment of items

Law enforcement personnel are to be referred to the Director. Information or library records may not be released until the Director has approved the release.

Employees may not have extended personal visits on library time nor have extended telephone visits/calls with friends/relatives. If employee is scheduled for a break or lunch, employee may use this time for visits.

Employee is expected to work in a safe and appropriate manner. Supervisor must instruct employee in the safe appropriate work habits. Report of safety instruction is to be signed and placed in file.

Employee must treat everyone, all patrons, contractors, and coworkers in a professional manner. Visitor is greeted and assistance offered.

Never tell a library visitor or user that we cannot assist them. Always explain what we can do. If you do not know, call your supervisor.

Employee is expected to report any problems, safety concerns, or repair problems to designated staff immediately. Employee is expected to ask supervisor if they do not know to whom to report problems.

Employee is expected to report to work promptly, according to the work schedule. Personnel policies in the Employee Manual must be followed.

PERFORMANCE EXPECTATIONS: Yes! and No!

Flexibility:

YES! Coworkers who adjust their priorities with a positive attitude and without complaining *at length* when unexpected changes occur. Changes are to be expected and complaining only makes adjustment more difficult.

YES! Coworkers who plan ahead well enough to be able to effectively handle several projects/tasks at one time, adjust for unexpected interruptions and still get work done on time.

Problem Solving:

YES! Coworkers who attempt to arrive at a reasonable solution when *routine* problems arise. Also, noting when a non-routine problem occurs and tries to present a solution/idea to resolve the problem.

Interpersonal Skills:

YES! Coworkers who are teamwork oriented, willing to help others when it is appropriate: i.e., when the supervisor asks for help for someone, if you do not have something urgent to do and someone else is in need of help, please be willing to help.

YES! Coworkers who realize how their work impacts the work of others, who ensure that the workflow keeps going in a *smooth* manner.

YES! Coworkers who stop and think if they would appreciate being treated or spoken to like they are treating and speaking to others.

YES! The key to good working relationships is open and honest communication between *each other*. Strive to be open and ready for feedback without taking it personal. Also, when giving feedback, make sure it is to *help the person*, not judge.

NO! Coworkers who suddenly “explode” all over someone. This is very non-productive for everyone.

NO! Coworkers who always *assume the worst* possible meaning in the actions or words of others. Most people are well intentioned in what they do and what they say. We are all human, yet on occasion we may inadvertently say something that makes someone unhappy.

NO! Coworkers who are overly concerned about what they perceive others may be doing, or not doing, and then comparing their observations with other coworkers. Coworkers who spend their time “checking-up on others” are not productive, are not doing their own jobs well, and generate poor morale for everyone else.

Communication Skills:

YES! Coworkers who, after making an effort to solve a problem themselves, promptly inform the supervisor that they are experiencing a problem on the job so that action can be taken to resolve the problem.

YES! Coworkers who inform others of ideas or issues in a well-thought-out manner, i.e.. what is the issue, why is it important, and what are any possible solutions or plans. It is important to be clear, concise and accurate without unnecessary digressions or dramatization.

Customer Service:

YES! Coworkers who remember that everyone is a customer. Patrons justify our existence. The customers served include: each other and library patrons.

YES! Coworkers who respond quickly to requests for service. Even when the response is that the latest request must wait or cannot be done at all, this response must come quickly and with a cheerful attitude. The co-worker has no idea what your task load is or what your limitations may be at this time, so co-workers must be told in a non-defensive manner (clearly and concisely). If a request can be accommodated, then they need to quickly be told when it will be successfully completed. [This is also demonstrating examples of communication.]

Punctuality/Dependability:

YES! Be on time. Employees who contact the appropriate staff if they have an emergency and/or going to be late. If there is a need, submit for leave without prompting by the supervisor.

YES! Coworkers who deliver assignments, reports or other projects at the agreed-upon time, no excuses. If a problem begins to surface discuss with supervisor and appropriate planning can be done, then the problem can be resolved in a timely fashion.

Work Quality:

YES! Coworkers who turn out accurate work nearly all of the time so that others do not have to waste time repairing the damage later. This means attention to detail and rechecking.

Follows Policies/Procedures:

YES! Coworkers who follow the procedures for the job they are performing.

YES! Coworkers who make sure to check on all policies and procedures instead of assuming that something can, or cannot, be done.

Job Knowledge:

YES! Coworkers who make a concerted effort to know and really understand their job, what it entails, and exactly how to perform it to the very best of their ability. Quality work makes for quality customer service, a great staff, and excellent library image.

Productivity:

YES! Coworkers who take the responsibility of meeting their goals on time and produce work to be proud of.

YES! Coworkers who do as much work as they can during their work shift instead of slowing down to keep people from expecting too much from them.

Initiative/Judgment:

YES! Coworkers who understand what confidentiality means.

YES! Coworkers who stop rumor generation by refusing to participate and/or by appropriately seeking out the truth.

NO! Coworkers who share negative thoughts, talk or speculation (rumors, running others down). This behavior is easy to fall into, it is contagious, and very addictive. Many people do not even realize they are doing it, they just think everybody is in a bad mood.

Work Place Safety:

YES! Coworkers who think of safety before attempting to do something.

YES! Coworkers who notice ways to improve a situation and then take the initiative to suggest it.

YES! Coworkers who notice potentially unsafe situations and report them, or brainstorm with others as to how best to correct them.

***BEAUREGARD PARISH LIBRARY *POLICY AND EMPLOYEE MANUALS* CAN BE FOUND AT:

<https://staff.beau.org/manuals>