



# Standards of Performance

## Work Ethic

- Demonstrates initiative; seeks out opportunities to make a positive difference for patrons and coworkers. Uses time productively, considering the overall workload and helping out where needed.
- Is dependable and manages time efficiently; delivers quality work on-time, prioritizes work effectively, honors and follows through on commitments. Requests for changes in schedule or tasks are made early and negotiated proactively.
- Demonstrates honesty, integrity, and effective self-management; accepts responsibility for own behavior and well-being, respectfully addresses issues and makes a plan for improvement when needed. Admits mistakes and treats them as learning opportunities.

## Job-Related Knowledge and Skills

- Remains current with job-related knowledge, including updates and messages from throughout the district. Reads SharePoint updates, email, and Teams communications at least once per shift.
- Demonstrates working knowledge of policies, procedures and rules to successfully perform job duties, and seeks to align all actions/outreach/programming decisions with TRL's Strategic Direction, Mission and Values.
- Completes required trainings on time and applies training and experience to perform essential job functions. Takes responsibility for pursuing opportunities for learning and self-improvement, such as training or expanded job duties.
  - Protects patron and staff privacy and confidentiality.
  - Does not compromise safety; reports accidents, patron incidents, and other unsafe situations promptly.

## Adaptability

- Embraces continuous change and remains open to new ideas from all sources. Looks for ways to make something work, not reasons why it can't.
- Readily adapts to new policies and procedures and positively communicates changes to the public. Willing to consider and accept hard decisions when best for the department or organization.
- Demonstrates resiliency and a forward-facing attitude. Able to overcome unforeseen occurrences and adjust quickly to changing situations.

## **Service to the Community**

(Note: Includes service to the TRL community and public communities – staff and patrons)

- Makes all people feel welcome when using library services and remains aware of cultural and individual differences that may impact how people experience the library.
- Looks for ways to help, and treats everyone with empathy, respect, understanding, and patience. Makes every effort to resolve issues, offering alternative solutions or referring people to other departments and local experts as appropriate.
- Seeks out ways to benefit our communities and patrons.
  - Appears approachable and avoids distractions; uses eye contact, smiling, and/or verbal greetings, as appropriate to the situation.
  - Uses positive phrasing in interactions with patrons and colleagues (tells individuals what we can do for them, rather than what we can't) and avoids library jargon.

## **Interpersonal Skills**

- Creates a supportive teamwork environment by treating all people with understanding, courtesy, fairness, honesty, and respect. Builds and maintains healthy professional relationships with colleagues.
- Considers the impact of their words and actions on others. Uses leave responsibly and is mindful of how their physical and mental state affect others.
- Supports colleagues in their professional goals and development. Highlights others' roles in team success.
  - Offers to help coworkers as needed. Keeps colleagues informed about problems and updates.
  - Provides and willingly receives effective feedback.
  - Communicates professionally through all mediums with tact and diplomacy; tailoring messages and their delivery to the audience and situation. Keeps in mind that all documentation may be subject to public records requests.
  - Listens to understand, providing others with their full attention; is aware of verbal and non-verbal messages.

## **Critical Thinking**

- Uses good judgment and common sense to resolve issues, problem-solves with little direction or supervision. Makes decisions appropriate to their position and the situation, and knows when to ask for help or move up the chain of command.
- Remains calm during stressful situations, seeks out assistance when needed, and follows up with colleagues and/or supervisors afterward.
- Uses data and evidence to support decisions and

recommendations. Seeks out information and considers the impacts and future ramifications prior to making decisions.

- Brings concerns and contributes suggestions in a respectful manner and through the appropriate channels.
- Accepts and considers suggestions from patrons and colleagues for improvements in our work or the library.