Civility Agreement - Managers

1. I agree to follow the guidelines below to the best of my ability, understanding that these guidelines are an important part of service to my staff, my customers and my community.
2. I will be courteous at all times, meaning that I will greet everyone I encounter with a smile, knowing that I am representing the library not only in the way I deal with customers but the way I interact with my fellow staff members.
3. Everyone is treated like a peer by everyone else. Everyone will say good morning, please and thank you to everyone with good will, no matter what their relative position.
4. Everyone will get information at the same time regardless of his or her position in the library. Information hoarding is not acceptable. Minutes of staff meetings will be released within 48 hours.
5. Everyone has the opportunity to give input and receive feedback on their ideas. Keeping lines of communication open is a priority. Ideas and creativity are to be encouraged at all staff levels.
6. As a manager, I will not micromanage, but will allow employees to accomplish goals in their own way.
7. Communication will be my number one goal, so that everyone on staff understands who makes decisions, how decisions are made and what decisions they can make.
8. Everyone is expected to learn and grow. Accepting change and new ideas is a priority in the library.
9. I will focus on praising each one of my staff at least once a week.
10. Disagreements with staff will be addressed quickly with an emphasis on keeping staff informed on how the decision was made.
11. Gossip about other staff members is not acceptable. If you have a complaint, please do not talk with other staff members but openly discuss it with your supervisor.
12. The library as a whole is my priority, from how the library looks to the community to how customers feel while they are here. Just as I view other staff as my peers, I will not hesitate to lend a hand where needed.