Civility Agreement - Staff

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.

1. 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.
2. 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 positions.
3. Everyone will get information at the same time regardless of his or her position in the library. Information hoarding is not acceptable.
4. 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.
5. Communication will be my number one goal, so that everyone understand what decisions I am making.
6. I am expected to learn and grow. Accepting change and new ideas is a priority in the library.
7. Gossip about other staff members is not acceptable. If I have a complaint, I will not talk with other staff members but openly discuss it with my supervisor or the library director.
8. 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.