

# SERVICE PRINCIPLES

## METROPOLITAN LIBRARY SYSTEM

### WEEK ONE: SHOW OUR COMMITMENT APRIL 23, 2012 SERVICE PRINCIPLES NEWSLETTER

This week our focus is on the Service Principle "Show Our Commitment"

We are all members of a team and we need to make sure that we are all working together towards the common goal of providing excellent customer service.



<b>1. I Proudly Represent MLS</b>  I am an ambassador for the MLS by actively:  -Displaying a positive attitude  -Talking enthusiastically about my Library System and its services  -Contributing to an inviting environment	<b>2. I Show Respect for Others</b>  I treat everyone with respect by:  -Being sincere & Kind  -Being considerate of individual differences  -Acknowledging contributions  -Practice acceptance of everyone	<b>3. I Practice Teamwork</b>  I am a team player working with my MLS teams to achieve:  -An inviting, innovative link to the world  -The goals of our Strategic Plan  -Customer satisfaction  -Personal accountability	<b>4. I Practice Safe Work Habits</b>  I show I care about my own and others' safety by:  -Working safely  -Responding appropriately in an emergency  -Reporting any unsafe condition	<b>5. I Show Respect for the Library and Community</b>  I...  -Use resources wisely  -Practice preventive maintenance  -Report problems and/or defects immediately  -am aware of resources for diverse cultural interests
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### DISCUSSION STARTERS:

It is important for every employee who has any contact with a customer to realize that at any given time, they represent the company. They are the brand, the image - they are everything about the company. While they may not be in a position to make the next sale, they are very capable of losing it. Every dollar the company spends on marketing, advertising and PR is potentially resting on one person's shoulders. A building and a sign do not make a company. People make a company. And, they can make a business successful - or in some unfortunate instances, very unsuccessful.

Accept the responsibility.

## *Something to think about...*

by Brian Mattocks

### Personal Accountability: Who can stop you?

Accountability can be defined as actions toward or involving others that reflect the integrity of the person you want to be. This definition engenders what it is to be accountable, accountability is an expression of integrity.

Chances are you have had a mentor or hero figure that you looked up to at one point in your life. What was a defining characteristic? Heroes are not chosen for their hairstyle, or their material possessions. We believe in heroes because they act in times we can't, don't or won't. They do the things we can't do, and yet, they represent a potential in each of our lives. How did they get to be heroes? What separates a hero and a regular person? A hero takes accountability for themselves and others, and learns and grows along the way.

There are many excuses and rationalizations that prevent accountability. These excuses can easily be seen for what they are upon reflection. Excuses for not being accountable are rationalizations. Here are some things you may hear around the next water-cooler break:

That's not my job:

People will often tell you what their job is and isn't the moment you ask for some help. For some people, it seems, their job is such a thin wafer of accountability that you wonder what they do and why they are still around. What if it wasn't anyone's job? Who would do it? Your hero would, you betchya! Your hero wouldn't think twice about it.

That issue is too big / hot / political:

People will often say that an obstacle is too big or too difficult. Apart from the millions of examples of big things getting done by a single person, this response suggests that "I don't want to be accountable for trying and failing." Your hero failed once, or several times, and learned everything you love about them from it.

I don't know how to:

Surely if you don't know how to do something then you can't be accountable for doing it. Sadly this is wrong. This excuse doesn't work with taxes and the government, it surely shouldn't work in the workplace. Internally when you say I don't know how to, you might be saying, "I don't know enough to do it best, and if it's not best it's not enough so don't try." You didn't know how to walk, but you learned. Your hero wasn't born a hero.

S/He made the mess, s/he should clean it up:

You may be right, but being right doesn't release you from accountability. Accountability does not stop with you and your actions. Issues and adversities arise that are caused by all sorts of things. Be it a person, place, thing, or event, blaming the event and not facing it is running from accountability. It may not be fair, but it is reality. Your hero doesn't run from reality, they face it directly or indirectly and triumph.

The decision to be accountable must be backed up with energy. It is not sufficient to say that you are being accountable you need to act in accordance with real ownership of a problem. Tenacity is what accountability looks like to outsiders. People who are accountable look tenacious and determined. If you are not tenacious about the resolution of your problem or the achievement of your goal, then you are not truly being accountable.

Accountability also means knowing when to leave a challenge, or move on, and how to do so. Preparing your successor in a job, or closing the loop in a relationship are ways to demonstrate your accountability and respect towards a problem or challenge that is outside of your current ability. Certainly, don't leave a situation worse than you found it if you can avoid it, and don't leave after the first try. Every time you try something you are learning ways to do it better.

When you think about the times you were and weren't accountable in your personal and professional life, which were more rewarding? Which do you wish you did more of?

Your heroes represent the best in you, and in many ways represent the integrity you have when you aren't afraid of what will happen. Being accountable is what makes actions your own; it is an expression of your personality, and your integrity. You can be accountable at any time, even if you choose to remove yourself from a situation. Accountability is the first and toughest decision when situations and challenges arise. Next time you are faced with a problem what will your answer be?

### **DISCUSSION STARTER:**

Everyone has a bad day from time to time, but it shouldn't interfere with your job.

When a customer is in front of us, we are "on stage" – like a theatrical performance. Once we are in front of the audience – make that the customer – we should put on the best performance possible. We want to "wow" them. We want a standing ovation, which isn't about clapping, but instead comes in the form of complements, referrals and repeat business.

So, no matter how bad your day is, remember that when you are working with a customer, you are on stage. Be the best you can be. Make a conscious effort to be even better than the day before. This is what heroes do.

## ***Did you Know?***

### **What Stops You From Achieving Success?**

These are common mental roadblocks and excuses that stop people from pursuing their visionary goals.

- **Wishful thinking** – When you fall into that rut of wishful thinking, it will get you into trouble. Dreaming big is not bad, but a strategic dream/visionary plan is even better. The biggest detriment with a wishful thinking attitude is that it's passive and not active. It also comes with regrets about past decisions. You wish you had taken that job and made more money. You wish you had sent your kids to an Ivy League university. Stop thinking about the past and turn the "I wish" into "I can and will."
- **Fear** – Fear is the biggest mental roadblock that stops you from achieving success. It's simple – you have two choices. You can give into the negativity, skepticism and other's fears, or you can choose to ignore the dream stompers. Fear can be so overwhelming it can paralyze you. Remember to start small – there is always a way to get around fearful thoughts. Take low-risk steps and build up to bigger risks.
- **Need for approval** – It's normal for people to want to feel accepted by others. No one wants to rock the boat. When you think outside the box and take a different path, it can be scary. The "play it safe" attitude has been pounded into your brain since birth. If Gates had played it safe, would he be a huge success? Probably not. Taking a huge leap into the unknown may be the best way to jumpstart your path to success

Personal accountability determines the levels of success you will achieve. A woe-is-me attitude and negative thought patterns won't help either. Stop blaming others for why you aren't successful and look within – what's stopping you from success?

## ***Staff Recognition***

### ***Our service Principles at Work***

Praise for a job well done should be timely, direct, personal, and specific. If you are a manager, don't wait until performance appraisal or salary adjustment time rolls around to pass along some positive feedback. Tell the individual exactly what he or she did well and why you appreciate it. Though many people feel awkward when they receive a compliment, they appreciate that someone took the trouble to say how pleased he or she was with their work. Recognition says, "I appreciate your effort," "Congratulations on your accomplishment," or simply, "I noticed what you did."

A group becomes a team when each member is sure enough of himself and his contributions to praise the skills of others.