

# SERVICE PRINCIPLES

## METROPOLITAN LIBRARY SYSTEM

### WEEK ONE: SHOW OUR COMMITMENT AUGUST 13, 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:

Our team at work will be most successful if we know what our goal is and how we will get there. Take some time to discuss some of the common goals within your department and the library system. Identify one important goal that is a priority and ways the team will achieve the goal.

## ***Something to think about...***

### ***Team...Together Everyone Achieves More***

Don't underestimate the importance of being a part of a team. We as human beings are designed as relational beings. We're not meant to go through this life on our own; and in every area of our lives we'll find ourselves thinking, acting, and living like those we choose to surround ourselves with. In every area of life, we need to make sure that we surround ourselves with people who are going where we want to go.

Whether it's in your family, in your business or your job, in your social relationships, or in your spiritual life, you need to be teamed up with like-minded people who are going in the same direction that you want to go. If you're constantly associating and relating with people who are negative, you'll become negative. If you're surrounding yourself with those who complain about the way things are, the economy, their circumstances, their rotten boss, etc...you'll find yourself complaining about everything, too.

On the other hand, if you have a mind to continually look for ways to improve yourself, your home life, your career, your spiritual life, your business, and you surround yourselves with like-minded motivated people who also are actively improving their circumstances, you'll find yourself encouraged and motivated to reach your potential as well.

Look to the goose for direction.

Geese, as most of you know, are migratory birds. They fly north during the summer months and fly south to escape the cold in winter months. They fly for thousands of miles each season and, without being part of a team that's all headed in the same direction, they'd never be able to make the journey alone. I'm sure you've seen a flock of geese in flight. They travel in that V-formation with one leader out in front and the rest of the flock following in formation behind. The reason for this formation is that the flapping of the wings of each bird causes an updraft that helps the bird behind fly with less effort. It's like drafting behind a semi on the interstate to save gas or a racecar driver using the draft from the car ahead to effortlessly slingshot past. When the lead bird gets tired he falls to the back of the flock so that he may regain his strength and another, more rested, goose takes his place at the head of the formation. Sharing the workload in a combined effort helps the flock to travel hundreds of miles without stopping. Additionally, if one of the geese is sick or injured and drops out of the formation, two healthy geese accompany the injured bird to the ground to aid in his recovery and keep him safe. Now that's a model of teamwork we all need to embrace.

#### **T.E.A.M.**

Together  
Everyone  
Achieves  
More

Apply this team philosophy to each area of your life in which you want to grow. If you want to start a business, hang out with successful business owners. If you want to learn to speak in front of a group of people, hang out with active public speakers. If you want to be a millionaire, hang out with millionaires! It's our nature. You will become like those you spend most of your time with, so choose your relationships wisely.

## *Encouraging Words...*

### **Diligence**

Investing my time and energy to complete each task assigned to me

### **Endurance**

The inward strength to withstand stress and do my best.

### *A Thought...*

*The strength of the pack is the wolf,  
and the strength of the wolf is the pack  
~ Rudyard Kipling~*

## **DISCUSSION STARTER:**

### Focus Points:

- A successful team works together to achieve a common goal.
- Each person on team plays a part in achieving that goal
- Our commitment to our goal strengthens our team
- The outcome of teamwork is excellent service



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

*Putting the interests of others first comes across in our actions and attitudes. When we do this, we achieve our goal of ensuring our customers and co-workers know that we care.*

### ***Staff Recognition***

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

*Our team is made up of individuals who share a common goal. When the entire team agrees on the direction we are headed, we can all “row the boat” together.*