

# SERVICE PRINCIPLES

METROPOLITAN LIBRARY SYSTEM

## WEEK ONE: SHOW OUR COMMITMENT DECEMBER 3, 2012 SERVICE PRINCIPLES NEWSLETTER

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

**Show our commitment means putting the interest of others first. The goal is to make our customers and co-workers feel safe and cared for.**



<p><b>1. I Proudly Represent MLS</b></p> <p>I am an ambassador for the MLS by actively:</p> <ul style="list-style-type: none"> <li>-Displaying a positive attitude</li> <li>-Talking enthusiastically about my Library System and its services</li> <li>-Contributing to an inviting environment</li> </ul>	<p><b>2. I Show Respect for Others</b></p> <p>I treat everyone with respect by:</p> <ul style="list-style-type: none"> <li>-Being sincere &amp; Kind</li> <li>-Being considerate of individual differences</li> <li>-Acknowledging contributions</li> <li>-Practice acceptance of everyone</li> </ul>	<p><b>3. I Practice Teamwork</b></p> <p>I am a team player working with my MLS teams to achieve:</p> <ul style="list-style-type: none"> <li>-An inviting, innovative link to the world</li> <li>-The goals of our Strategic Plan</li> <li>-Customer satisfaction</li> <li>-Personal accountability</li> </ul>	<p><b>4. I Practice Safe Work Habits</b></p> <p>I show I care about my own and others' safety by:</p> <ul style="list-style-type: none"> <li>-Working safely</li> <li>-Responding appropriately in an emergency</li> <li>-Reporting any unsafe condition</li> </ul>	<p><b>5. I Show Respect for the Library and Community</b></p> <p>I...</p> <ul style="list-style-type: none"> <li>-Use resources wisely</li> <li>-Practice preventive maintenance</li> <li>-Report problems and/or defects immediately</li> <li>-am aware of resources for diverse cultural interests</li> </ul>
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### DISCUSSION STARTERS:

Luckily for us, accidents and emergencies don't happen often. When they do, there are usually no warning signs and resulting situation can be very stressful. **BE PREPARED.** In advance, think about situations that could occur. Then, know your responsibilities. Each day this week review the MLS Safety Procedures. Do you know what to do to take care of our customers in case of an emergency?

*Something to think about...*

## R-E-S-P-E-C-T: 25 Ways To Show It

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Everyone wants to be treated with respect, but respect means different things to different people. It also means different things in different cultures, so treating others with respect often becomes a serious problem. If you want to avoid offending someone by being disrespectful, you must think about both what they need and how you act.

Respect sometimes means

1. Look at me  $\neg$  make eye contact!
2. Don't look at me.
3. Listen attentively when I speak
4. Respond to what I mean instead of to what I say. That often means respond to my emotions as well as to my words.
5. Ignore my emotions when I am supposed to appear strong.
6. Keep the agreements you make with me.
7. Keep time agreements with me. Don't keep me waiting.
8. Notice what seems to be important to me and comment on it.

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9. Remember what I like and dislike.
10. Don't force me to encounter things I hate.
11. Allow me my privacy.
12. Don't ignore me.
13. Acknowledge everything I do well.
14. Don't demean me by commenting on my expected work.
15. Offer to shake hands.
16. Never disagree with me.
17. Challenge my thinking.
18. Don't interrupt me
  
19. Interrupt me, it means you are listening and you care.  
(New York)
20. Protect me.
21. Challenge me ... give me tough things to do.
22. Always speak in a calm way.
23. Match the energy of my excitement.
24. Always use my title.
25. Use my first name.

Yes, it is contradictory! How can you sort it out? First and foremost, recognize that people are different from you and from each other.

Be mindful of the Golden Rule, "Do unto others as you would have them do unto you."

Be even more mindful of the Platinum Rule, "Do unto others as they would have you do unto them."

Pay attention to how others respond to you and, when possible, when you can do so without violating your own principles, treat them as they expect and wish to be treated.

## *Encouraging Words...*

### **Endurance**

**The inward strength to withstand stress and do my best**

### **Patience**

**Accepting a difficult situation without giving a deadline to remove it**

### *A Thought...*

*We believe our customers are central to everything we do,  
making each of us caregivers.*

### **DISCUSSION STARTER:**

Making the commitment to our customers means caring for our facility as well as knowing our responsibilities in an emergency. What role do you play in an emergency? What role do you play in preventive maintenance of your facility?



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

### **Maintaining a Positive Attitude in the Workplace**

With the current American economy in a recession, it can be difficult to maintain a positive attitude in the workplace. In fact, sometimes it can seem like Mission Impossible. Instead of falling victim to the negative work attitudes that surround you, make an effort to buck the trend. Look for the good in your coworkers and your workplace. By learning how to communicate with coworkers effectively, you will gain recognition as a force of positive attitude in the workplace. Here are some beginning steps for how to communicate with coworkers effectively:

- **Be appreciative**
- **Recharge yourself**
- **Volunteer your time**

### **Stay Positive Checkup Questions:**

- **How often do you show appreciation at work?**
- **Are there opportunities to energize your coworkers?**

**What is the key to increasing a positive attitude in the workplace?**