

# SERVICE PRINCIPLES

## METROPOLITAN LIBRARY SYSTEM

### WEEK ONE: SHOW OUR COMMITMENT SEPTEMBER 9, 2013

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:

What personal accountability have to do with teamwork?"

**"Everything!"** It has everything to do with teamwork. No team can succeed without each member asking, "How can I help the team reach its goals?" and "What can I do today to support the team?" Great teams get rid of blame, finger-pointing, and victim thinking.

Share a story about how your team worked together to achieve a customer's needs.

## *Something to think about...*

### **Personal Accountability**

In every organization, people lament about the lack of accountability. Specifically, things like: "They just don't seem to care enough, I guess." "Those action items never get done - I don't know why we even identify them." "I have trouble getting people to be committed to achieving the things they are responsible for." "Everyone wants to blame someone else - it is never their responsibility."

These comments come from every level, and they are referring to people both above them organizationally, as well as those that may work for them. In other words the concern is widespread and includes everyone.

People are concerned because a lack of accountability is frustrating, but they also know that tremendous productivity and efficiencies can be gained when more people are accountable for completing their tasks, commitments and expectations.

Accountability is an important thing. Unfortunately, inherent in most all of the comments above is that people think the accountability gap is about someone else. "They" aren't accountable. "They" need to improve. The focus is on fixing the behavior of others.

While this might be true, this is the wrong place to put the focus, at least at first.

**Take a Look in the Mirror.** If you want greater accountability around you, start by being more accountable yourself. Before you tune me out, I know what some of you are thinking...

"I'm just a middle manager - it's not my responsibility." "I'm just a supervisor - I can't change it." "I'm nobody - it doesn't matter what I do."

Maybe you are in one of these roles. Or maybe you are a senior leader. It doesn't matter what your role is or how long you have been in the organization. Let me say it again.

If you want greater accountability around you, start by being more accountable yourself.

If you want to engender and create greater accountability in those around you, you can start by being a good role model. You can be 100% accountable yourself.

Being accountable is about figuring out how you can make things better. Other people's actions aren't in your control, and many events aren't in your control either, but your response to these situations and events is completely in your control. You can choose to be 100% accountable and responsible for your response.

## DISCUSSION STARTER:

While thinking about the challenges you face with accountability in our organization, ask yourself the following questions:

What is my role in this situation?

What am I doing (or not doing) to promote the situation as it currently exists?

What about this situation is in my control?

What am I thinking?

What are my beliefs?

What can I do to have an impact?

What can I do differently to change the result?

Asking these questions takes courage, because it takes away your ability to blame others. Asking these questions may be a change of your habits. Asking these questions may be hard, because the answers may require work.

Courageous and difficult, perhaps, but these are the questions of a 100% accountable person.

### **Encouraging Words...**

**Compassion—Investing whatever is necessary to heal the hurts of others**

**Justice—Taking personal responsibility to uphold what is pure, right and true**

### *A Thought...*

**“Every day may not be good, but there’s something good in every day.” ~Unknown**

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

It is completely meaningless to complain about things. Negative people drain everyone around them—and complaining won't change your situation for the better either. You may think it makes you feel better, but it actually just keeps you down—and it's fruitless.

Don't waste your energy complaining. Use it more wisely.

You could complain for a lifetime about the leaking roof on your house but as long as you don't do anything about it, you're stuck in the situation.

Instead, ask yourself, "What can I do to solve the problem?" And if you can't solve it, where can you focus your energy more productively? What things can you control?

## ***Staff Recognition***

Do you have the necessary courage to exhibit personal accountability?

You may feel tempted to flippantly answer affirmatively, but you may want to examine the consequences associated with being accountable before answering. First, accountability means you are responsible to somebody or for something. Second, being responsible means that you cause something to happen. Third, exhibiting accountability, as seen through the eyes of your co-workers, looks like the following:

1. Accepting complete responsibility for your behavior
2. Meeting/exceeding agreed upon expectations.
3. Admitting mistakes.
4. Admitting limitations of knowledge.

What do your co-workers see?