



Peter White Public Library

217 N. Front Street | Marquette, MI 49855 | 906/228-9510 | www.pwplinfo

Workplace Cultural Expectations: The Peter White Public Library strives to make its employees feel safe, respected, valued, and trusted. Since employees play a vital role in determining the library's culture, the following Workplace Cultural Expectations have been developed as a guide.

Customer Service:

- Provide prompt, attentive, and friendly customer service
- Respond to feedback from patrons to improve service
- Willingly assist patrons, making the extra effort when able
- Abide by the ALA Bill of Rights
(<http://www.ala.org/advocacy/intfreedom/librarybill>)

Teamwork:

- Cooperate and work together
- Maintain professional and respectful relationships
- Share learning and experience to facilitate positive teamwork

Communication:

- Express ideas and thoughts clearly, accurately, and respectfully
- Listen to and try to understand the perspective of others
- Be open to feedback and respond professionally

Adaptability:

- Show willingness to take on new responsibilities and challenges
- Be open to change and variety within the workplace
- Implement change (in areas of responsibility) that will improve processes
- Approach problems and issues in a proactive manner

Image:

- Promote the library mission and comply with library policies
- Portray a positive image of the library
- Dress appropriately for your workplace environment
- Understand we are all stewards of the library on behalf of the community
- Uphold the ALA Code of Ethics (<http://www.ala.org/tools/ethics>)

Updated: 1/20/2020