Service Attitude/User Satisfaction

- Meets & greets LITC users employing highest standards of quality service
- Listens to understand, anticipate and meet users’ needs.
- Proactively and professionally questions to seek necessary information to assist and satisfy users with highest standards of quality service
- Takes reasonable risks in customer service, satisfying user needs while balancing policies, expectations and needs of stakeholders with organizational policies.

Communication Skills

- Demonstrates ability to identify & communicate critical issues in complex situations.
- Listens effectively, transmits accurate, factual information;
- Seeks and receives constructive feedback.
- Considers diverse audiences and cultures in communication; seeks open communication.
- Writes clearly, logically, and concisely; observes and practices excellent workplace rules of communication.

Interpersonal/Group Skills

- Builds strong work relationships and demonstrates respect for colleagues and partners across the institution and those external to the institution.
- Practices sensitivity to reactions and functions of a diverse community.
- Participates in group discussions; gives and accepts feedback openly and constructively; supports group decisions and outcomes (even in the absence of consensus).
- Commits to meeting goals and objectives on time.

Flexibility/Adaptability

- Performs a wide range of tasks, responds to changes in direction and priorities; accepts new challenges, responsibilities, and assignments.
- Accepts change as a healthy and normal part of organizational growth and responds appropriately.
- Seeks new responsibilities and assignments and agreeably works outside of ordinary routine.

Analytical Skills/Problem Solving/Decision Making

- Recognizes patterns, draws logical conclusions, uses a focused and well-ordered approach to solving problems and practices sound judgment in making decisions.
- Recognizes and articulates need for assistance or additional training to carry out assignments to a successful conclusion.
- Identifies variables and relationships in complex problems; demonstrates ability to anticipate problems.
- Develops action plans that anticipate challenges; makes decisions that reflect realistic goals consistent with library needs and protocols.
- Considers risk, benefit, and impact of decisions on library environment before taking action.
Creativity/Innovation

- Seeks challenging assignments, opportunities to learn and opportunities to apply new & evolving ideas and technologies.
- Identifies, articulates implications of issues or problems; willingly seeks information, experts, or resources to resolve issues or develop new ideas.
- Views failures as an opportunity to learn, to self-assess and to seek supplemental training.

Expertise and Technical Knowledge

- Actively seeks opportunities to use & expand knowledge, skills, and experience.
- Keeps up-to-date with new practices, trends, and standards in libraries and customer service by reading journals, attending professional meetings and conferences.
- Transfers information from manuals and training sessions into personal assignments.
- Embraces new technology and implements practical applications.
- Shares new technology and acts as a resource to colleagues.

Organizational Understanding and Global Thinking

- Demonstrates understanding of institution in its entirety; supports working towards results across disciplines, departments, and functions.
- Seeks opportunities to learn about other functions, expand perspectives and overall ability to provide valuable contributions in the workplace.
- Shows ability and willingness to work in a fluid environment across departmental lines or units.
- Supports and facilitates cooperation between others.

Ownership/Accountability/Dependability

- Takes responsibility for self-development, self-assessment and self training; actively and continuously learns through self training or through supplemental training; effectively manages time and priorities.
- Accepts accountability and responsibility for assignments, actions, and results.
- Takes appropriate action to meet challenging goals, schedules, or needs.
- Willingly takes action to ensure accuracy and completion of assignments on time.
- Formulates personal goals and objectives consistent with library goals, strategic directions, mission and values.

Resource Management

- Demonstrates a consistent focus on minimizing consumption while maximizing results; manages and appropriately allocates resources.
- Looks for methods to increase personal and departmental efficiency and avoids inappropriate use of time or resources.
- Identifies obstacles and potential delays to implementation of initiatives.
• Balances reasonable risks against potential gain in making decisions and proposals.