

Core Skills and Qualities of all Pierce County Library System Employees

Following are the skills and qualities Pierce County Library expects in its staff to provide outstanding service.

1. Customer Focus

We (PCLS staff) strive to understand and exceed our customers' expectations. We treat all people with courtesy and respect and are welcoming and approachable. We are aware of cultural differences that may impact how people prefer to experience the Library and take our cues from the customer to adapt our styles accordingly.

Note: "customer" always means both coworkers and the public, including both current and potential library users.

2. Teamwork

We work effectively with our team, work group, and across organizational lines to accomplish the Library System's goals. We build respectful relationships within and between units and among individuals. We encourage and support other staff.

3. Professional Integrity

We project a professional attitude and image and adhere to a high standard of professional conduct. We value and respect customer confidentiality.

4. Leadership

We accept responsibility and make decisions appropriate to our position and the situation. We contribute, support and encourage new ideas. We demonstrate grace under pressure.

5. Communication

We effectively communicate, both verbally and in writing. We listen to understand and use constructive approaches to resolving workplace issues. We freely share new ideas.

6. Problem Solving

We develop effective approaches to address customer needs and solve problems. We use good judgment to resolve conflicts. We address customer behavior and issues when necessary. We are solution oriented.

7. Change and Learning

We positively respond to organizational change and show a willingness to learn new ways to accomplish work. We are flexible. We take the initiative to look for ways to develop as individuals and to improve the Library System. We are strategic thinkers.

8. Positive Attitude

We are enthusiastic about our work and like to have fun. We are positive role models for one another and remember that we represent the Library and its mission in the community.

9. Diversity

We understand and are committed to the principles of diversity. We strive to understand the needs of all people in our community. We treat all people with courtesy and respect and are welcoming and approachable. We uphold the principles of intellectual freedom.