

# PARCHMENT COMMUNITY LIBRARY - WHO WE ARE

We are passionate about making a difference in our community, one person at a time, by enriching lives and empowering people through relevant, accessible, high quality library services.

## **When you work at the Parchment Community Library,**

### **You really like people.**

- You warmly welcome all visitors into the library, ensure they have a great experience and leave with a smile.
- You eagerly assist visitors by making eye contact immediately, happily jump in when you see anyone waiting, and quickly call for extra staff if there is a line.
- You are approachable and friendly and help our visitors discover all the collections, services and programs the library has to offer.
- You're never satisfied with simply pointing visitors in the right direction; you walk them to the shelves, engage them in conversation, and make sure that if you aren't able to fully answer a question then you've provided a pathway to the answer.
- You refuse to allow any visitor to feel lost, or ignored, or a burden. You treat everyone courteously and calmly.
- You're a careful listener. You make sure you understand what people tell you and that they know you've heard them.
- You're the one patrons recognize and seek out to say hello to, and you know the regulars by name.

### **You love all libraries, and this one most of all.**

- You want the library to be appreciated by everyone as much as you do. You love hearing people say that this is the best library they've ever visited and that they can't wait to come back.
- You keep the library and everything in it looking bright, well-organized and clean. You make sure all shelves and displays are beautifully arranged and keep all library materials in perfect condition.
- You want our collection to be amazing in its quality and variety. You're always looking for wonderful new items to suggest for purchase and for sections that need to be weeded, reorganized or augmented.
- You think big. You understand that the library is a vital part of the community and look for seek new ways we can partner with local individuals and groups to improve and expand our service.
- You're excited by the idea that library service is ever-changing. Whenever there's something new at the library, you want to be the first to master it.

### **You're proud to be part of the PCL team.**

- You pitch in to answer phones, assist patrons, straighten shelves, and keep the workspaces clean and tidy. You're happy to lend a hand.

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- You're alert for potential problems and stop them while they're small. You alert the Director whenever an issue needs to be addressed.
- You make sure pens, pencils, scratch paper, forms and library brochures are always fully stocked at all desks so that work flows smoothly.
- You're there to help with programs and promotions.
- You support your co-workers. You're always ready for your shift on time and you never leave a mess for the next one. You keep the lunch room and work room tidy. You keep distractions like music and chatter in the workroom to a minimum. You cheerfully step in to cover shifts when a co-worker is unexpectedly absent.
- You love learning new things. You want to master all the services we offer.
- You do the right thing. Every decision you make and action you take is an opportunity to demonstrate our collective integrity.

### **You're joyfully obsessed with details.**

- 'A place for everything and everything in its place' isn't just a motto for you, it's a way of life. You're passionate about having every item in the library exactly where it's supposed to be. Neat freaks are treasured here.
- You aspire to perfection in everything you do, from ringing up a transaction on the cash register, to double-checking each barcode you scan, to preparing new materials for circulation.
- You embrace efficiency. You want to get new materials and reserves to our customers as quickly as possible.

### **You love the community.**

- You believe that anything is possible.
- You believe that the library is the gateway through which our customers find the critical services they need and the materials they enjoy.
- You believe that the library should provide high quality resources for everyone in the community.
- You will work to ensure the library is a welcoming and safe community center.