



CORE BEHAVIORS FOR ALL LPLS EMPLOYEES

Core behaviors are part of the knowledge, skills, and abilities of all LPLS employees and are required for employees to be successful members of the LPLS Team. Core behaviors are important because they ensure the LPLS Team remains true to the Library's Mission, Vision, and Values, and they form the foundation of the Library's culture.

LPLS has determined the following ten core behaviors to be essential for all LPLS employees:

- I build relationships.
- I seek and share knowledge.
- I approach every situation with an open mind.
- I treat everyone as if they are someone.
- I engage in active communication.
- I prioritize the customer experience.
- I lead from where I am.
- I focus on solutions.
- I foster positivity.
- I show up ready to serve.

Core behaviors have numerous benefits that are vital to employee and organizational growth:

- Establish the importance of a value-driven mindset.
- Create and communicate clear expectations to all employees.
- Form the basis of performance evaluations.
- Improve customer service.
- Strengthen the Library's position in the community.
- Create organizational unity through culture.

Along with the ten core behaviors that every employee must exhibit, each job description has different knowledge, skills, and abilities that are specific to that job. Job specific competencies combined with core behaviors will allow each employee to maximize their contribution to LPLS and the community.