

BPL Values in Action

FOCUS 2021 <<<<

>>>> CLARITY, COMMUNICATION, COLLABORATION



An engaged and sustainable community advanced by curiosity and discovery.

OUR CORE VALUES

These core values represent deeply held beliefs that guide our day-to-day behaviours and decision-making.



OUR MISSION

To inspire imagination, collaboration, and compassion to support an informed and literate society.

CORE VALUE	WHAT IT LOOKS LIKE IN ACTION	WHAT IT SOUNDS LIKE IN ACTION	WHAT IT IS NOT
Accountability We cultivate a culture of trust, responsibility, and authenticity.	<ul style="list-style-type: none"> > Owning personal performance, work quality, and productivity > Taking responsibility for own words and behaviour > Being a positive role model > Setting S.M.A.R.T goals and achieving results through collaboration > Delivering on own commitments and promises consistently > Speaking up and holding others to account > Actively listening with empathy > Continuously striving to self-improve 	<ul style="list-style-type: none"> > I will make it happen > I will get it done > I did that / I said that > That is my responsibility to take care of > I am accountable for that task / error... > I will be/do better in the future... > I am sorry I said / I am sorry I did... > Let's deal with the root of the issue > I am accountable for how I perform and how I behave > I will give clear feedback and recommendations through the appropriate channel 	<ul style="list-style-type: none"> > Blaming others > Refusing to apologize > Having others do work you should be doing yourself > Failing to deliver on promises/words > Focusing solely on tasks, not on how else to add value > Talking about a problem without trying to find a solution > Gossiping; taking part in the rumour mill > Dealing only with symptoms of problems, not root causes

Collaboration We are better through collective effort	<ul style="list-style-type: none"> > Collaborating with team members in a productive manner > Promoting teamwork and building on the ideas of others > Offering help and asking for help from others > Speaking positively about their team members and BPL > Taking a win-win approach > Asking for and respecting the opinions and ideas of others 	<ul style="list-style-type: none"> > I have an idea > Can I help you? > How can I grow, learn and develop? > What can I do to contribute? > I need some help with this > Thanks for helping me get this done > We are a great team because... > Can you teach me how to ...? > Can I show you how to...? > What do you think...? > I speak up when I have questions or concerns 	<ul style="list-style-type: none"> > Working independently to the detriment of collaboration > Making disparaging comments about customers, leadership, policies, team, colleagues etc. > Keeping silent when you have ideas, questions or information to offer > Taking a win-lose approach when dealing with conflict/issues > Criticizing others' ideas verbally, making inappropriate gestures/facial expressions > Avoiding conflict and issues to the detriment of work
---	--	---	---

Inclusion We welcome everyone and encourage respectful sharing	<ul style="list-style-type: none"> > Welcoming and involving everyone at the library > Applying policies and procedures respectfully, fairly and equitably to everyone > Identifying and addressing any physical or systemic barriers immediately > Taking actions that support diversity and inclusion > Making best efforts to contribute to a positive and productive work environment 	<ul style="list-style-type: none"> > I am equal to everyone else > I seek to understand my own privilege > I will actively listen to others > I will respect others' beliefs, perspectives and points of view > I will apologize, in a genuine manner, if I misstep or make a mistake > I will speak up against bias and discrimination > I will stand up to injustice > I will learn more about BPL's HR policies and procedures 	<ul style="list-style-type: none"> > Ignoring/negating another's personal lived experience > Dismissing the opinions, beliefs, concerns, and questions of others > Condoning or allowing inequity, disrespect or mistreatment > Ignoring discrimination or any form of harassment observed or heard at BPL > Behaving or speaking in a way that creates a toxic or poisonous work environment > Deliberately ignoring reasonable the requests or efforts to interact from others
--	---	---	--

Innovation We embrace creativity and experimentation	<ul style="list-style-type: none"> > Aspiring to continuously improve personally and professionally at work > Using and promoting technology for efficiency, effectiveness and impact > Identifying possibilities for continuous improvement by asking "What if?" > Adopting a "Try-It!" mindset > Keeping current on what is happening beyond the walls at BPL > Seeking out new information and looking for ways to lead change 	<ul style="list-style-type: none"> > I embrace new ideas > I foster creativity > I will embrace technology in my daily tasks > I am okay with trying and failing > I will be constructive with feedback and questions > I will actively seek other viewpoints > I will learn how to communicate assertively > I will look for ways to perform my work more efficiently and effectively 	<ul style="list-style-type: none"> > Rejecting change outright verbally or through inaction > Refusing to learn or adapt to new approaches > Berating or belittling the ideas of others > Bringing up past "failures" of others > Disengaging when experiencing failure > Making disparaging comments that discourage team members to embrace change
--	---	--	--

Intellectual Freedom

We uphold the open exchange of information and ideas

- > Supporting the interests of everyone in the community
- > Providing collections on a wide range of issues with ideas on all sides
- > Maintaining relevant and popular historical works
- > Keeping an open mind and perspective when interacting with others
- > Always looking for ways to facilitate and encourage open dialogue / conversation

- > I am comfortable with difficult conversations and content
- > I accept there are many sides to any issue and argument
- > I can separate my personal beliefs while I am working
- > I am open-minded when serving the information needs of the community
- > I will not filter out information that makes me uncomfortable
- > I will not judge the information or leisure interests of our community

- > Taking sides instead of remaining impartial or neutral
 - > Allowing personal feelings or an emotional response to overtake a reasoned approach to work issues
 - > Using language or behaviours that do not align with BPL's values or Voice of BPL
 - > Making derogatory or subjective contentious comments when interacting with others
-

Learning

We foster the lifelong pursuit of skills and knowledge so everyone can fulfill their potential

- > Proactively seeking opportunities to improve and learn
- > Willingly adopts new ways of working
- > Continuously looking for opportunities to work better and smarter (efficiently and effectively)
- > Encouraging natural curiosity
- > Supporting the learning needs and interests of our community

- > I will keep an open mind to a new way of doing something
- > I am continuously learning
- > I can admit what I don't know
- > I integrate what I learn into a new daily practice
- > I want to progress in my career at BPL
- > Can I suggest a resource for you?

- > Continuing to do the same thing just in a different way
 - > There is nothing left to learn in this job
 - > Being content with the knowledge I have to do the tasks of my job
 - > Pretending to be an expert in everything
 - > Taking little interest in knowledge pursuits
-

Love of Reading

We nurture the joy of reading in people of all ages

- > Actively interacting with all parts of BPL's collections
- > Promoting what's new and popular
- > Promoting and celebrating accessible formats
- > Being naturally curious about the world
- > Seeking opportunity to learn new things and develop new skills

- > I read and access various BPL physical and digital collections
- > I engage the community in conversations about the scope of BPL collections
- > I help all individuals with their reading needs across abilities and ages
- > I actively borrow from the library
- > I am not an avid reader, but I use other parts of the collections regularly
- > I can talk to collections that fall outside of my personal interests
- > I continue to learn new skills and technology

- > Having no knowledge of the collection because that's "not a part of my job"
 - > Taking no interest in books of different genres
 - > Focusing only on job rather than contribution to community
-