UT Arlington Library Values and Organizational Culture

Our organizational culture is the way in which we actualize our organizational values through our day-to-day activities. In bold below are our eight proposed organizational values and below each are examples of the day-today activities that exemplify these values. These activities are how we live our organizational values on a daily basis in our professional interactions.

1. **We value community**: We thrive in an atmosphere of mutual respect, collegiality, and acceptance. We believe that the diversity of our students, faculty, and staff is a core strength of our University.

   *We demonstrate this value by:*

   i. Consistently conducting ourselves with professionalism by honoring commitments, assisting colleagues, showing regard for colleagues, and communicating respectfully.
   
   ii. Recruiting and developing a diverse staff.
   
   iii. Engaging with Library and University-wide initaitives.

2. **We value learning, discovery and knowledge creation**: We value and contribute to the University’s teaching and service mission. We value and support the engagement of all Library staff in life-long learning, professional growth and development. We offer excellent collections, spaces, staffing and services that encourage knowledge creation and discovery.

   *We demonstrate this value by:*

   i. Serving in professional organizations, authoring books and journal articles, speaking at conferences, offering in-house workshops for staff development, contributing to online forums, and/or participating in library-related social media.
   
   ii. Practicing continued staff development and learning to fully engage in ever changing roles of libraries, technology and our purpose in higher education.
   
   iii. Teaching students and faculty to create, identify, evaluate, and utilize information and technology in their research, coursework, careers, and daily lives.
   
   iv. Updating professional and technical skills in support of the Library and University mission.
v. Striving to improve performance by seeking and addressing feedback from supervisor and colleagues, attending instructional workshops, reading online discussions and professional literature to stay informed of best practices, trends, etc.

vi. Creating a variety of inspirational spaces and services that support multiple learning styles.

vii. (For supervisors): Consistently developing staff to enhance performance and competency, to take on leadership roles and prepare for career advancement.

3. **We value excellence**: We strive to create extraordinary experiences for our users and colleagues. We make data-driven decisions. 

    *We demonstrate this value by:*

    i. Exhibiting a high level of competence in our assigned areas
    
    ii. Demonstrating leadership in an area of specialization by serving as a resource for colleagues and customers, and being proactive in sharing that knowledge with others.

    iii. Continually evaluating services for improvement, replacement or discontinuation in the context of changing needs and evolving opportunities.

4. **We value risk-taking and innovation**: We believe that quality innovation can only happen in a climate that fosters and rewards creativity, experimentation and risk-taking.

    *We demonstrate this value by:*

    i. Developing and testing ideas.
    
    ii. Advocating for others’ ideas.

    iii. Celebrating and facilitating collaborative risk-taking.

    iv. Creating a safe environment for failure.

    v. (For supervisors): Rewarding risk-taking and experimentation; supporting staff in evaluating knowledge gained in experimentation regardless of results.

    vi. Supporting and empowering change agents.
5. **We value transparency of communication and integrity of action:** We engage in open discourse, disagree respectfully, and act with integrity and purpose.  
   *We demonstrate this value by:*

   i. Being accountable and trustworthy.
   ii. Acting with integrity and purpose in interactions with colleagues and customers.
   iii. Listening actively and sharing ideas respectfully.
   iv. Striving to resolve rather than avoid conflicts.
   v. Creating and engaging in an environment of open communication and candor.
   vi. Questioning the status quo and challenging norms in service to the organization.
   vii. Assuming a positive intent of colleagues, when we are in disagreement.

6. **We value service:** As information professionals, we offer user-centered libraries with prompt, responsive, and friendly service. We value our ability to grow and change through anticipating and responding to our users’ evolving needs.  
   *We demonstrate this value by:*

   i. Providing skilled, prompt, responsive, and, when possible, proactive service to both internal and external customers.
   ii. Motivating self and colleagues to provide excellent service.
   iii. Initiating and completing projects.
   iv. Elevating the behavioral elements of service.
   v. Valuing all users.

7. **We value collaboration:** Our commitment to idea-sharing, open communication, teamwork and collaborative partnerships enriches our work and drives our success.  
   *We demonstrate this value by:*

   i. Strengthening the organization through active, positive work on committees, projects, and activities.
   ii. Motivating and supporting colleagues to be goal-oriented.
   iii. Evidencing clear understanding of individual and departmental role within overall mission of the Library and University and holistically supporting broader missions.
   iv. Partnering to analyze and solve problems and mentoring colleagues.
8. **We value flexibility**: In an environment of accelerating change in higher education, technology and libraries, flexibility is a critical skill for organizational success. We must be user, data and mission-driven, understanding our roles in the broad mission, critically reflecting on and adapting our performance as we learn and grow.

*We demonstrate this value by:*

i. Willingly taking on new tasks.
ii. Embracing and learning from change.
iii. Defining our roles broadly in support of our mission.
iv. Solving problems.
v. Reviewing our own workflows critically.
vi. Exhibiting an ability to set aside ego to support the good of the organization.