

DRAFT

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 initiatives.

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.