

Star Values: Our Pathway to Team Excellence

All employees are expected to role model the behaviors of our Star Values.

We are committed to these core values:

Creativity and Innovation

Examples:

- A team member plans a successful program and then shares resources with peers throughout the system.
- A team member comes up with a social media challenge that benefits the community, fellow team members, or HCPL as a whole.
- Team members take turns choosing and decorating monthly displays.

Open Communication

Examples:

- Managers hold regular team meetings, sharing branch and system information. Team members who cannot attend meetings are given written or recorded minutes.
- When uncertain of a procedure or policy, team members are encouraged to ask a co-worker or supervisor for clarification. Managers create an "open door" atmosphere, welcoming suggestions, and discussions.
- Team members share feedback from customers.

Celebrating Diversity

Examples:

- Team members create vibrant displays celebrating cultural heritage months.
- Team members are knowledgeable of the traditions of both the communities they serve and their co-workers.
- Team members are well informed about the diversity of library collections and can make recommendations for a variety of customers.

Integrity

Examples:

- Team members apply policies for holds, renewals and due dates to their own as well as customers' accounts.
- Team members work collaboratively, sharing the workload fairly.
- Team members practice good stewardship, using supplies and resources wisely.

Fun

Examples:

- All Team members are invited to collaborate on an art project or display.
- Team members celebrate birthdays, get together for lunch after meetings, or invite nearby branches or departments to share in a potluck meal.
- Team members dress in costume in support of programs and events.