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| **PERSONNEL/MANAGEMENT****Creativity**Developing creative solutions to challenging problems*Example: Re-purposing furniture when there is no budget to buy new..* |  | **PERSONNEL/MANAGEMENT** **Risk**Experimenting, taking risks, and learning from failure.*Example: Providing a budget to pilot a new service point..* |
| **PERSONNEL/MANAGEMENT** **Change Management**Being aware of how change impacts people and taking steps to enact change.*Example: Have staff take a change management class or workshop* |  | **PERSONNEL/MANAGEMENT****Legal**Navigating campus, state, and federal law and establishing appropriate policy and training.*Example: Requiring “Safe zone” training for Circulation staff...* |
| **PERSONNEL/MANAGEMENT** **Empathy**Being aware of and sensitive to impact on others.*Example: Exercising compassion with a student in crisis.*  |  | **PERSONNEL/MANAGEMENT****Collaboration**Communicate & collaborate to ensure a range of perspectives are expressed that actively advance the Library’s mission.*Example: Seek and document input for multiple user populations in developing library goals.* |
| **PERSONNEL/MANAGEMENT** **Ethics**Approach work with a sense of morals and values.*Example: Investigate companies before creating partnerships or purchasing materials..* |  | **PERSONNEL/MANAGEMENT****Accountability**Participate actively and be accountable. Show results.*Example: Deliver projects on time with appropriate assessment targets.* |
| **PERSONNEL/MANAGEMENT****Diversity**Recruit and retain a diverse workforce.*Example: Develop a peer mentor program for student employees..* |  | **PERSONNEL/MANAGEMENT** **Professional Development**Actively participate in a scholarly community.*Example: Go to conferences and apply what you learn to your work..* |

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