



# Our Core Values

**Our core values define who we are and how we will work as a team within the Community Services Department through the Divisions of Library Services, Senior Services and Youth and Family Services.**

Our core values are more than just words. They are core principles that guide our behavior, decision making, performance and define who we are.

## Our Core Values:

### Excellence

We take pride and ownership in ensuring the highest quality standards of afterschool academic assistance, senior services programs and library programs. We aim to enrich the lives and maintain the safety of all our participants and patrons.

### Equality and Fairness

We are committed to eliminating discrimination on the basis of gender, age, disability, race, religion, sexuality or social class. We aim to provide accessible programs and services, delivered in a way that respects the needs of each participant/patron and does not exclude anyone.

### Collaboration

We work respectfully, cooperatively and in partnership with each other, our participants and their families and the wider community to create strong and successful working relationships.

### People-Centered

We value all participants and clients, recognizing that what we do provides for a better quality of life for all the residents of Santa Fe.

### Integrity

We conduct our business in accordance with the highest standards of professional behavior. We are transparent, honest and ethical in all our interactions with co-workers, participants, clients, users, their families and the greater community.

## Principles of how we live our values:

- Strive to be the best in all that we do
  - Always striving to improve the quality of our work
  - Learn and work from a best practice approach
  - Encourage innovation and creativity and be forward thinking
  - Openness to new ideas and embrace change positively
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- Uphold high professional engagement standards
  - Treat all participants, staff and users equitably based on their merits and abilities and display consistent throughout all our interactions.
  - Treat participants, staff, clients and users with dignity and respect
  - Never blame or discipline participants, clients or library users for what they did not do, and appropriately address those who violate the afterschool's rules and expectations, senior services "Code of Conduct" or library's "Rules of Conduct"
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- Provide a team-centered environment where communication and collaboration are valued
  - Discussion, dialogue and decisions are made openly and valued, without undue favoritism or prejudice
  - Proactively lead by example
  - Listen to the voice of the greater community to best provide programs and services to serve their needs
  - Strive to provide a supportive and caring environment for all
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- Value each other's contribution and the diversity that this brings
  - Celebrate success and work towards balancing each other's strengths
  - Constructively challenge behavior not supportive of our values
  - Listen to each other and give constructive feedback
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- Take responsibility and are accountable for our actions
  - Strive to be open and transparent in what we do
  - Role model the behaviors we expect in turn
  - Support our community and each other in order to develop, learn, and work together successfully