Respectful interactions between patrons, co-workers and supervisors are the foundation for a healthy work culture. Although you may not be able to change a person’s attitude toward a situation, you can change your own attitude, and you can take personal responsibility to behave according to the principles of respectful interaction.

- Treat everyone ethically and with respect, regardless of race, gender, religion, sexual orientation, age, disability, military status, ethnicity, or socioeconomic differences.
- Be a careful, attentive, excellent listener.
- Consider the needs of others, and engage in active empathy.
- Remain positive and professional, even when working with others whose attitudes appear to be negative.
- Acknowledge mistakes and misjudgments rather than hiding them, and offer a solution if possible.
- Build and maintain open and healthy working relationships with everyone in the workplace.
- Permit others to restore a damaged relationship with you; don’t hold a grudge.
- Ensure actions and behaviors are consonant with the campus Business Conduct Policy, and the Library’s Mission, Vision and Values and User Rights & Responsibilities statements.