RUSA Board of Directors Norms 12-10-2018

Norm	Examples of behaviors	Coaching one another
Collective Action	● Email and share broadly ● Celebrate and share success throughout the association ● Strategic planning and new directions are consulted broadly ● Use official tools and processes ● Document with an eye toward institutional memory ● We work to advance our profession ● Striving for proaction ● Assessment for improvement	● "Thanks for emailing me. Going to loop [x] in on this" ● "You might feel that way, but we are all RUSA" ● "We know Connect can be difficult to use, but it needs to go in there." ● "How does that advance reference and user services?" ● "Who else needs to know this?"
Respect our shared resources	● Plan actions within the constraint of resources (people, time, money) ● Acknowledge the hidden labor of volunteers and staff ● Thank freely and often ● Be respectful and open about internal and external deadlines ● Strive in our efforts for sustainable and repeatable practice and services	● "That sounds like a great idea but do you have a timeline on how it's going to get done?" ● "It might not seem like it would cost a lot, a lot of time has to go into this" ● "I"m sorry, that deadline next week, I'm not going to make it. Can I get some help to finish on time or can we move the deadline?"
Focus on the Future	● Constant environmental scanning ● Engage in challenging conversations ● Discussing the hard things ● Focus on the goal ● Solution seeking ● Vivid description of a desired future	● "Let's leave the past in the past." ● "I'm so sorry that happened. But what can we do now?" ● "How can we work towards a positive experience this time?" ● "How does this fit in to our mission?" ● "How does affect our users?" ● "How does this support our members?"
Develop an inclusive culture	● Respect each other and our varied professionalism (public, academic, and special) ● Seeking to develop an environment of inclusion, diversity, and equity ● Assume positive intent ● Users are the center of our work ● We are user-centered	● "Have we thought of to bring in _____?" ● Maybe we could use another perspective on this. ● "Yes, and…" ● "Who else is interested in this? Maybe as a partnership?" ● "Whose voice is missing?" ● Who needs to know this; who would be interested in knowing?
Culture of Learning	● Empathy ● Reflection ● Dialogue ● Accepting failure as opportunity and growth ● Engaging in assessment and (for?) improvement as a means of learning ● Constant growth is our norm and goal ● Support each other through change and be flexible	● "How does this affect you? or your library? Or your Users? ● "What does success look like for …?" ● What went well? ● Where could we grow? ● What could we do better? ● What did we learn from ….? ● How did I contribute to the success of...?