

RUSA Board of Directors Norms

Last reviewed and approved: 09-14-2020

Norm	Examples of behaviors	Coaching one another
Collective Action	<ul style="list-style-type: none"> 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 Trust and value individual experiences, while advocating for the whole / the Greater Good 	<ul style="list-style-type: none"> "Thanks for emailing me. Going to loop [x] in on this" "We each experience RUSA through different lenses, which contribute to our overall shared experience. Together, 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> "That sounds like a great idea. What is your timeline to get it done?" "It might not seem like it would cost a lot; nonetheless, a lot of time has to go into this" "I'm sorry, I'm not going to make that deadline next week. Can I get some help to finish on time or can we move the deadline?"
Focus on the Future	<ul style="list-style-type: none"> Constant environmental scanning Engage in challenging conversations Discussing the hard things Focus on the goal Solution seeking Vivid description of a desired future 	<ul style="list-style-type: none"> "Let's leave the past in the past, and use those experiences to move us forward" "I'm so sorry that happened. 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> "Have we thought 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	<ul style="list-style-type: none"> Empathy Reflection Dialogue Accepting failure as opportunity and growth Engaging in assessment and (for?) improvement as a means of learning 	<ul style="list-style-type: none"> "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?

	<ul style="list-style-type: none">• Constant growth is our norm and goal• Support each other through change and be flexible	<ul style="list-style-type: none">• How did I contribute to the success of...?
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