



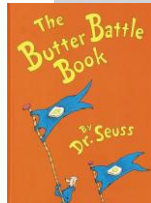
## The TREK for Civility at Norfolk Public Library

Virginia Library Association Conference 2017

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# Why Civility?





For improved Customer Service

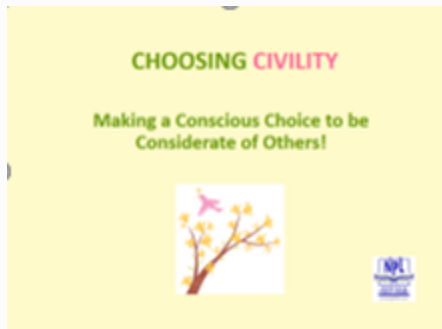
For a comfortable climate at work

For the community at large



THE CITY OF  
**NORFOLK**





## Improving Civil Behavior

NPL's "TREK" for Civility is a Norfolk Public Library initiative that encourages our staff to choose courtesy and consideration at every opportunity when interacting with others—at work and in their personal lives.

Inspired by Howard County Libraries

Dr. P.M. Forni

*Our goal: to learn, understand and develop the pillars of civility  
(Tolerance, Respect, Empathy, and Kindness) as **habits***



## The new 'Maker' effort

- Build Relationships – consider and re-consider others
- Design less stressful work spaces
- Create healthy habits – “work in”
- Establish strategies for efficiency-supply a menu of 'best result' options
- Assist one another



# Preparing Students for College and Careers in the Library

- Building Relationships on teams
  - Knowing who you are
  - Knowing who they are
- Design less stressful environment
  - Shared Well-Defined Responsibilities
  - Bright and easily accessible material
- Assist one another





It may not be easy...

But it is certainly possible....

And it is definitely worth it!







We will be glad to hear from you;  
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VLA evaluation:  
[tinyurl.com/fri2017vla](http://tinyurl.com/fri2017vla)