

## 2022.0208 Xchange Meeting Outline

- **Discuss outline of session**
  - Discussion Points
  - Questions
- **Discussion Points**
  - Celebrate the good you do
  - Organizational News / Activities
    - Major marketing campaign promoting use of the library
    - Covid response 1 in quarantine, 107 cases (4 SS, 2CS, 101 Community transmission) – no new covid cases in several days – local case counts dropping quickly – national case counts dropping quickly - no new variants of concern predicted
    - **Learning and Listening**
      - Vision for system
      - Implementing Core Values
      - Implementing Strategic Framework
      - Implementing Guest Experiences (GX)
      - Build relationships with the community – not so internally focused, more community focused, more future focused,
      - GX will be applied both to external and internal guests, so it will be used by both Public Services and Non-Public Service units
        - Build better relationships with Guests and community
        - Policies, procedures, practices, priorities
        - Provide greater flexibility at local level, decisions at the lowest level possible, accountability for decisions and actions
        - Impact to Access – Engagement
      - To support GX, Security is now under Public Services as of yesterday
        - New Security Manager starting 2/21/22
      - To improve communications, Marketing is being moved to Strategic Planning and will become the Communications Department to emphasize both internal and external communication and centralize the communications process
      - Operations Division will be closed, not filling
      - Facilities will be moving to the ED
      - Possible Chief Diversity Officer position
      - LT / SMG purpose being refined to support organizational efforts
    - RE 100 Year Commemoration

- Religious Programming
- BI construction wrapping up – no firm Grand Opening date yet
- AL project will be moving forward later this year
- WR renovation starting soon
- ADA improvements at Community Libraries
- CT getting new carpet
- WA getting new carpet and furniture
- Friends of the Library Booksale
- Juneteenth activities and programming
- Summer Reading
- Long Range planning: possible new locations / kiosks, staffing needs, technology needs, extended programming planning
- Improving performance across the board
- Accountability
  - Accountability of X-Change members
    - **Applies to everyone – ED on down, all the time**
      - If you don't hold folks accountable, expect to be held accountable for that
    - Communication
      - **Changing things means communicating them**
      - **Responding in a timely and professional manner**
    - **Doing the right things, the right way, at the right time, for the right reason**
    - Owning responsibility and not waiting for someone else to clean up the mess
- Leadership
  - Leadership – what it means and where it lives
    - **1<sup>st</sup> Rule of Leadership / Management: “IT IS NOT ABOUT YOU!”**
    - You are leadership – not just LT / SMG
    - Do what the things that need to be done to get the job done
      - Exempt status
    - Management is the critical component for getting things done and operating effectively
    - Leadership expectations
      - **Brave – don't be afraid of staff**
      - **Commitment – support MLS efforts**
      - **Communication**
        - **Changing things means communicating them**
        - **Responding in a timely and professional manner**
      - **Decisions**

- We make tough decisions
  - The word “no” is a problem for this organization
- Initiative
- Innovation / Change
- Learning
- Management / staff gap
  - Managers - understaffed / staff - have nothing to do
  - Managers need more time engaging staff
- Model desired behaviors
- Moral - support it, don't pile on the negative, don't trickle down
- Professionalism
  - Acting like a professional in meetings, trainings, interviews
  - Upholding core values in interactions (two way works best)
- Trust, like communication, works best when it is both ways
- Want the job, want to be a part of getting things done
- Working as a system
- Celebrate the good we do as a system
  - We make a great difference in people's lives
  - Don't concentrate on “everything is wrong”
  - Remind staff and yourself of the good you do
  - **Thank you (and your staff) for everything you do**
- Questions (See Questions document provided)