Describe at least two actions that you, your staff, or your supervisor/Library administration should take to resolve or enhance the issue/behavior you mentioned:

Issue 1: Some staff report a feeling of uncertainty/low morale.
Response: One thing the BI management team has recently implemented are monthly one on one meetings with our direct reports. This is time for the employee to discuss topics that are important to them, seek clarification, and ask questions. Supervisors use this time to make sure direct reports are in the loop, discuss performance opportunities, and give meaningful feedback. These one on one meetings are also a great time to build rapport, which in turn improves morale.

I also think it's important for us as leaders within our libraries to exhibit the behavior we expect from our staff. If we demonstrate a positive demeanor and model how to excel in times of change, our staff will be more likely to follow suit. This includes small things, like smiling! Positivity can be contagious too.

Issue 2: Some staff report a lack of communication surrounding changes, as well as feeling overwhelmed by the amount of change.
Response: The monthly one on one meetings with direct reports also address this issue. Additionally, we are making an effort to discuss changes with staff informally and solicit their feedback. When we discuss staff feedback during BI leadership team meetings, we make sure to identify staff concerns in our meeting minutes. The leadership meeting minutes are then distributed to all library staff. This demonstrates to the staff that we take their feedback seriously in our decision making process and promotes transparency. I'm also going to be better about helping staff connect the changes in policy and procedure to an alignment of our core values.