

**Positives:**

- 1) Lines of Communication are better now. Cliques at upper levels seem to be eliminated.
- 2) Ask Tim is popular everywhere in the system.
- 3) All the new positions have helped share supervisory duties and have provided upward paths of promotion for employees.

**Negatives:**

- 1) The business atmosphere is not what library-type people signed up for. The focus of MLS is: policy first, members second, and employees a distant third.
- 2) Last minute changes or required responses create pressure and tension, particularly during busy times like Summer Reading.
- 3) Ask Tim comments give a few negative people a platform and make a complaint seem more widespread than it actually is.

**Resolutions:**

- 1) More public lip service given to caring about employees - perhaps metrics designed to "move the needle" on employee morale.
- 2) Provide opportunities for employees to bond. This x-change activity in small groups worked to do that, and other groups that meet for other purposes, such as the old Circulation Clerk committee, did the same thing, and half the value of that group may have been in the bonding it created. Other activities designed just for fun would also be welcomed.
- 3) Slowing down the changes, so employees can mentally "catch their breath".