Xchange Meeting
July 18, 2016

Morale Impact Initiatives

ACTIVITY I (5 minutes)

Describe three issues/behaviors you and your staff feel are positively impacting staff morale

1. Project Kaleidoscope – reduction of direct reports

2. Beanstack

3. New online ILL

ACTIVITY II (5 minutes)

Describe three issues/behaviors you and your staff feel are negatively impacting staff morale.

1. Swift changes, no time to feel competent

2. 15 minute after rule

3. Shift to library as a business – corporate model

ACTIVITY III (10 minutes)

In your group, discuss the issues/behaviors each of you listed. Identify the three (positive or negative) that you all agree should be resolved or enhanced.

1. Losing incentives/benefits for staff – devaluing employees

2. ~~before~~ The lack of ~~better staff~~ training opportunities, ~~resources~~ + opportunities to network

3. Fewer staff members doing the work of many as positions are dissolved/farmed out when a staff member resigns/retires

ACTIVITY IV (20 minutes)

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:

1 Value employees

a. Your Action:

Kudos, pizza parties, thank you notes

b. Your Staff's Action:

Choosing to be positive, modeling respectful behaviors

c. Your Supervisor/Library Administration's Actions:

Kudos, thank you notes, other actions of appreciation

2 Training opportunities/networking opportunities

a. Your Action:

Encourage webinars, set goals, have staff parties

b. Your Staff's Action:

Look for additional training, set goals, attend staff parties

c. Your Supervisor/Library Administration's Actions:

Encourage webinars, set goals, take arrange for lunches

3

a. Your Action:

b. Your Staff's Action:

c. Your Supervisor/Library Administration's Actions:

1. Swift changes to and addition of procedures and processes to the point of being overwhelmed which causes stress and produces feelings of anxiety ; Can't keep up with all the vocabulary/terminology changes. Need a cheat sheet with definitions. For example: RFP is now RTO ; too many deadlines – email overload ; Feeling a lack of competency, not enough time/training to really learn how the new software/technology works, or what the best/most efficient procedures are to get things done.

2. Changing the entire library system's processes based on the negative performance of one library/agency (staying 15 minutes past closing).

3. Creating measures such as "themed" programming that prevents creativity in talented staff whose ideas could directly/indirectly "move the needle" in one of the library systems strategies and relationship growth cycles.

4. Devaluing employees (no staff appreciation lunches/dinners/staff bathrooms/t-shirts, or even snacks at trainings) because of how it "looks" to taxpayers (who are also employees and need, and are expected, to be valued.)

5. Fewer staff members doing the work of many as positions are dissolved/farmed out when a staff member resigns/retires.

6. Feeling a lack of competency, not enough time/training to really learn how the new software/technology works, or what the best/most efficient procedures are to get things done.

7. Needy/demanding/mentally ill customers and/or customers with unrealistic expectations.

8. The shift to running the library system as a business. For businesses, the bottom line is profit. If we run the library in such a way that we are only concerned with saving taxpayer dollars, we lose sight of adding to the public good by preserving information and making it accessible to the public, supporting and educating the citizenry, and strengthening democracy. Is this truly the direction that we are heading now? Do we really want to go there and why? Is it about remaining relevant? Getting customers in the door?