

Compiled answers from staff input and X Change meeting.

Positive Impacts to staff

1. Efforts to reach out into the community
2. Push to Increase library usage
3. The core values as guiding principals

Negative Impacts to staff morale-Group work and staff input

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, meetings, 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 before another new system is put in place.
2. Changing the entire library system's processes based on knee jerk reactions to minor issue that may be happening at only one location or with one particular individual.
3. Needy/demanding/mentally ill members and/or members with unrealistic expectations and lack of respect for Library staff.
4. The shift to running the library system as a business where little regard is placed on workers and seen more as replaceable parts to system instead of valued individuals, which can lead to fear, anger, and resentment. If we run the library in such a way as a major corporation, we lose sight of what makes libraries unique and special.

Actions to take for improvement

Recognize and reward employees for outstanding service

Compliment when possible

Be positive and focus on the end goal.

Periodically have ask Tim sessions at staff meetings if possible, to clarify any confusion.

