

Below are some of the issues that our Community Libraries staff brought forward to me, and how I plan to address them.

1. Staff feel devalued.
  1. My action: One of the reasons my direct reports feel devalued is that they resent a loss of some job duties. To keep staff interested and invested I want to create new, engaging opportunities for them, with lots of input from the staff themselves. These will be primarily focused on InterReach as we develop more partnerships throughout the CL communities. My hope is that if staff have a hand in developing programs and shaping their InterReach experiences, they will feel more empowered in their jobs.
  2. Library Administration's actions: Multiple staff members I spoke to feel that administration doesn't ask for, or care for, their input on decision-making. I think that to improve this, we should continue to create channels for staff to share ideas and weigh in on decisions; the policy review is a great start. I can also do more to make staff aware of those channels that already exist, like the policy review.
2. Lack of communication
  1. My action: I will continue to deliver information to staff and gather their feedback at my monthly one-on-one meetings with my direct reports. I will also continue meeting with those staff who are not my direct reports, but who have expressed that they feel disconnected from the system and their colleagues at the other Community Libraries. By keeping all staff up-to-date with informal weekly or biweekly meetings (depending on how often I see them), as well as the more structured monthly one-on-ones, I aim to keep all CL staff current on system developments and let those disenfranchised staff members feel more connected.
  2. Library Administration's actions: Many of the staff I spoke to said that they would like to see the return of Circ Forum or Connect. These meetings allowed frontline staff to share information and connect with colleagues across the system – something that those of us in XChange are able to do, and may take for granted. Bringing back these meetings or something similar would allow many staff to feel connected and better able to voice their ideas and concerns.
3. Staff at the Community Libraries lack a sense of community – with the system, and with each other.
  1. My action: Chris and I are going to hold more frequent CL staff meetings. Until now, scheduling issues have kept us from meeting regularly. Now that we are able to bring in relief staff from elsewhere in the Central Region, we can hold more frequent meetings without worrying about coverage.
  2. Staff's action: Some staff told me that they would like to have after-hours CL staff parties. I've asked one staff member to take charge of planning these,

because we want to give staff an opportunity to connect with each other without management involved.

3. Library Administration's actions: This is another issue that could be addressed through meetings for frontline staff system-wide.