X-Change Meeting

Morale Impact Initiatives

Activity 1

Positives

1. Improved top-down communication from Tim with Tim Talks and Ask Tim.
2. Exciting changes that people are engaged in.
3. Our staff loves the pilot project program.

Activity 2

Negatives

1. System changes put in place too quickly without input from front-line staff to help with buy in. Ex: Programming themes, New closing announcements/ 15 min.
2. Perceived lack of care from Admin when people give input which continues to keep them from trusting admin.
3. Feeling a sense of isolation with disbanded opportunities to meet/network with others from around the system.

Activity 3

Group 11

1. Losing Incentives/benefits for staff – devaluing employees
2. Losing training opportunities and opportunities – makes staff feel isolated
3. Fewer staff members doing the work of many as positions are dissolved or farmed out when a staff member resigns or retires.

Activity 4

1. Losing Incentives/benefits for staff – devaluing employees
   a. My action: Seek out how each of my employees likes to be shown appreciation and seek out ways to show appreciation for staff without having to spend money.
   b. Supervisor/Library Administration's Actions: If we can't spend budget money on incentives for staff, ask for a Friends grant for incentives, like useful MLS swag.
2. Losing training/networking opportunities – makes staff feel isolated
   a. My action – Explain that many of these opportunities are coming back but in different ways. Ask for ideas from staff on what kinds of events they would enjoy and actually attend.
   b. Staff actions – If they have interest, encourage them to join a committee or give input to the committee for staff recognition.

    c. Supervisor / Library Administration's Actions: Continue to make excellent training opportunities and ways for employees from different locations to Network possible. If we've outgrown the possibility for big, system-wide events, maybe consider possible regional mixers.

3. Fewer staff members doing the work of many as positions are dissolved or farmed out when a staff member resigns or retires.
    a. My action - Honestly I don't have much input on this morale issue since it seems to have come from a department and isn't something I've heard at our library. But I would answer any questions employees had and seek out answers where needed.

4. Since I don't have input for number 3. I'm going to add some thoughts for one of the big morale issues at our location: System changes put in place too quickly without input from front-line staff to help with buy in.
    a. My action: Address any rumors immediately, listen to staff concerns and see if there are any changes that can be made that will make people feel more comfortable with the quick changes and encourage people to ask questions instead of gossiping and complaining.
    b. Supervisor/Library Administration's actions: When system-wide changes are going to happen, bring public service staff into the conversation. Have a beta group of a cross-section of public service staff (from different size branches and different jobs that will be affected) as a committee who will give honest input to administration regarding changes so admin will either be able to work on a plan B or know ahead of time what kind of thoughts staff will have about a change before it's brought out system-wide. The staff in this group would need to know that their input is valued or we're doing the opposite causing them to lose trust in administration because they feel they aren't being heard.