

Pilot Projects are a positive because staff feel that their ideas have value, are appreciated, and are being heard.

1. What I can do:
 - a. Continue to encourage everyone to share their ideas for new projects or ways to reach our community
2. What the staff can do:
 - a. Share ideas with each other, read and comment on each other's ideas
3. What my supervisor/administration can do:
 - a. Use this same model to get ideas about other potential actions, improvements, or changes

Pace of change is a negative. Staff at all levels feel overwhelmed. There is a feeling that we do not have the time to assimilate the changes before being given more changes. The things that are changing also often come out in multiple iterations causing confusion about what is changing, why, and how to proceed now.

1. What I can do:
 - a. Continue meeting frequently with direct reports to discuss concerns and questions
2. What the staff can do:
 - a. Ask! When they don't understand, when they need help, when they feel overwhelmed...
3. What my supervisor/administration can do:
 - a. Create a long term plan for addressing specific changes and make it public and keep it up to date. Allow plenty of time to communicate the specifics with frontline staff so that they can learn it and feel competent in completing the task. Also allow them time to express any potential hurdles in that might arise in implementing the change so they can be addressed before it is actually implemented.

Get feedback from frontline staff before making changes

1. What I can do:
 - a. Find ways to discuss upcoming topics in small groups and share their feedback with my supervisor
2. What my supervisor/administration can do:
 - a. As above, also allow staff time to express any potential hurdles in that might arise in implementing the change so they can be addressed before it is actually implemented. We all may interpret what needs to happen differently. Give us time to share the interpretations, hear what the other libraries are doing, and discuss what each library plans to do before implementing it. It causes resentment when staff hear that other libraries are "getting" to do things differently if they perceive they have the short end of the deal. Staff really want to do what is best for the member. Give them the chance to offer their ideas of how we can serve the public and meet the goals that administration sets.