

ED – Suhrstedt

For Activity IV I'm highlighting one positive and one negative and a few ideas/suggestions for resolving/enhancing each:

Positive issue: New construction (Jones, Bethany) and big projects (our sorter and circ remodel) clearly indicate growth and a positive future for our library system and positively impact staff morale.

My actions: Continue to advocate for our libraries with members and colleagues; find ways to demonstrate to staff that they are a key part on our growth and success and thank them for their hard work.

Supervisor/administrative actions: Develop a staff appreciation plan that staff actually appreciates (i.e. - not an expensive dinner that staff feel obligated to attend), Share construction updates on MyMetro as well as publicize with local media

Negative: Staff see many of our systemwide changes such as new software or processes as arbitrary and frustrating. This leads to mis-interpreted messages and gossip that negatively impact staff morale.

My actions: Many of the changes are specific to only our location (or another location/department) but staff only see ALL the changes, so I want to look for clearer ways to differentiate between system and local changes, how to explain the "why" behind the changes to staff, and ways to tie the changes back to our core values.

Supervisor/administrative actions: "Ask Tim" is great, but I still find staff that are nervous/uncomfortable about asking questions in this format. Continue to create ways to convey to staff that open dialogue and idea-sharing is encouraged in our system.