Activity I

Describe three issues/behaviors you and your staff feel are positively impacting staff morale.

1. Our staff feel we have great rapport and teamwork within our department.
2. Spending time going out to libraries as part of their job has been a morale booster for the new Tech I position staff.

Activity II

Describe three issues/behaviors you and your staff feel are negatively impacting staff morale.

1. No respect for staff expertise.
2. Fear of speaking up/fear for their job if they do.
3. Very little encouragement; always plenty of criticism.

Activity III

In your group, discuss the issues/behaviors each of you listed. Identify the three (positive or negative) that you all agree should be resolved or enhanced.

1. Increase front line staff; decrease turnover.
2. Actually listen to staff.

Activity IV

Describe at least two actions that you, your staff, or your supervisor/Library administration should take to resolve or enhance the issue/behavior you mentioned.

1. Actually listen to staff
   a. Your Action: I plan to do my best to give full attention to anyone that needs to talk to me. I find that many times it's really easy to keep typing if I'm writing in a document but I'm going to make a concerted effort to stop that and listen. I'm also going to not make a snap judgement when I don't necessarily agree with what they're saying. I know that I don't feel listened too if someone does that to me so I'm going to try to use the golden rule when talking with library staff.

   b. Your Staff's Action: I'm going to ask that they do the same when working with other library staff and/or with things that affect customers. Try to give full attention to what is being asked/suggested and try to put themselves in that person or the customer's place.

   c. Your Supervisor/Library Administration's Actions: I think if staff don't agree with how we think things should be done, it's easy to dismiss what they're saying. Perhaps administration needs to do more listening and less talking sometimes. Everyone has

ideas that are worth listening too but we have to take the time to "hear" the idea, not just let them talk (make them think we're listening). Everyone wants to feel valued and if staff don't feel valued, it affects their happiness at work and how they interact with the customers. I believe that happy staff make happy customers.

2. No respect for staff expertise.
    a. Your Action: This came from my staff and it's not me that they think doesn't respect their expertise. I have and will continue to treat my staff with respect and how I want to be treated as I feel that at least makes them happy within their work area. I believe this is the reason we don't have a lot of turnover in our department because staff do feel like they're treated right by their supervisors. I will also treat all staff with respect. Everyone has their area of expertise and if it's mopping the floor or being the director, they all deserve respect.

    b. Staff's Action: I will encourage them to continue treating with respect those that they don't feel respect them. It doesn't do any good to reciprocate the bad treatment; it just makes the relationship worse.

    c. Your Supervisor/Library Administration's Actions: One of our core values is "Respect for Members and Each Other." We need to model this with every interaction we have with staff. This includes interactions where others can observe us and it also includes interactions in private. Like it or not, staff talk, especially when they feel they've been treated unfairly or disrespectfully. If we want staff to model these core values, then all of us have the responsibility to do the same.