To: Tim Rogers
From: Rachel Kopchick
Re: Morale Impact Initiatives: X-Change 07 2016
Date: 7/25/16

Our team identified two issues/behaviors that we had in common and believed that should be resolved or enhanced. The third issue/behavior was left as a "wild card" for each team member to identify one issue that may more directly impact their location or department.

The two, positive or negative, issues/behaviors that our team agreed upon:
- **Pilot Projects (Positive)**
- **Pace at which new projects or changes are implemented (Negative)**

The one "wild card" issue/behavior that I selected:
- **Communication through multiple channels (Positive)**

Pilot Projects (Positive): The opportunity for staff members across the System to share ideas, support others' ideas, and potentially work on a new initiative.

Staff's Action: Each staff member will be actively engaged with the information regarding proposed pilot projects and provide feedback and suggestions.   We can provide suggestions for new pilot projects at the local, regional, and system levels throughout the year.

Supervisors/Library Administration's Actions (includes my actions): We can create and maintain a platform at each level (local, regional/department or system) for staff to share their ideas for projects throughout the year. This platform could also include the opportunity for staff and supervisors to add updates and progress reports on current projects.

Pace at which new projects or changes are implemented (Negative): Concerns are often being voiced that the staff have not been provided enough time to fully understand, ask questions of, and provide feedback for new projects, processes, or changes before they are implemented.

Staff's Action: Each staff member will be actively engaged with the information regarding upcoming changes or new procedures. Provide feedback. Ask questions. Share ideas at the local, regional (or department), and system levels.   Be proactive and professional in our feedback and questions. The more information and perspectives that Administration has, the better equipped they will be to help coordinate and implement the changes. Also, we need to continue to provide feedback once the change has been implemented to allow for continued improvements as needed.

Supervisors/Library Administration's Actions (includes my actions): We can develop a platform in which staff are made aware of the upcoming changes and provide a timeline for staff to ask questions and share ideas. Then have a review process by a committee that gathers feedback and suggestions for

improvement after the change has been implemented for specified period of time (perhaps it is three months for smaller projects and six months for more detailed projects).

Communication through multiple channels (Positive):   Staff have reported that the various means of communication, such as Ask Tim, information sharing and feedback requests available on the intranet, and meetings that include members of Administration sharing information and answering questions has helped to improve communication across the system.

Staff's Action: Share concerns or questions at the local level with the supervisors at your location when possible. Also, share ideas for further communication at the location, regionally, or across the system with their supervisors.

Supervisors/Library Administration's Actions (includes my actions): Continue to provide various forms of communication at each level. Encourage staff to share information across locations and departments. Create a platform for staff to engage with other locations and departments (perhaps on the intranet) to be able to share information, ideas, and questions/answers.