OUT – Rickey

I want to preface my response by stating that we have our a small office of 3 employees and the responses noted below are to the bigger picture of what was discussed at the X-change meeting system wide and not necessarily what is occurring in our department.

1.  There is copious amounts of information available to the employees on the Intranet. Communicating that information is not always imparted consistently to all employees.

- Supervisors should allow employees time to read the Intranet daily to become aware of updates and changes.
- Staff should take the initiative to ask clarifying questions or add comments regarding the content.
- New and noteworthy Items are currently pinned, but perhaps searching the Intranet could be easier.

2.  Staff feeling undervalued due to supervisor changes, employee turnover, and hierarchy of leadership.

- Supervisors should have weekly/bi-weekly meetings to talk about workflow and upcoming changes.
- Staff should be willing to share and participate in the meetings.
- Administration might be able to provide information proactively instead of reacting to complaints.

3.  Library system had become corporatized and is now data driven instead of people/assistance directed.   (No longer feels like public service)

- Supervisors can explain that every organization has to have a means to measure themselves so as to know what parts are working or not working.
- Staff should share stories about the "moments" working with members to maintain service feeling.
- Administration could highlight moments on Intranet weekly.