

Xchange Meeting July 18, 2016

Morale Impact Issues

Activity I

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

1. Filling staff positions. Staff seeing more help is coming gives them hope.
2. Having staff appreciation perks and functions. We try to do little things for the staff.
3. Trying to insure the secure pay raises. Money always helps morale.

Activity II

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

1. Not filling staff positions. The disparity of RE staff compared to other libraries
2. Not considering staff regarding building and weather concerns. RE staff was very upset no one came to see what the temp was like during the two weeks our air was malfunctioning. During winter weather, many RE staff felt they risked their lives trying to get to work.
3. Not seeking input from staff when implementing new changes or policy. The 0:15 rule is a good example of this among others.

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. Pace of change, discussion before implementing
2. Pilot projects..very positive..employee get ideas heard.
3. No micro-managing. Implementing new procedures without consulting the frontline people who do it.

Activity IV

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

1. 1. Staff members want to feel that their opinions matter and that they have input on decisions which directly impact them
 - a. Your Action: Continue to encourage staff to provide their input on the forums available and reassure them that retaliation will not be tolerated

b. Your Staff's Action: Participation in forums to express opinions about policy and procedure changes

c. Your Supervisor/Library Administration's Actions: Staff members would like a brief one-on-one with Tim, not regional directors, Kay, or other administrators, but a 'Talk with Tim Time' which can be a timed session that allows them to freely talk about the topics that concern them the most.

*MLS is at a critical point right now; dedicated, hard-working, long term staff members who have never voiced a complaint during their tenure at MLS are now becoming vocal about many of the issues that are starting to arise within the system.

2. Increase front line staff to meet library unbound and M&M. Not doing so will result in continued burnout of staff leading to a negative impact on M&M.

a. Your Action: Keep staff informed about where we are in open positions and what we are doing to try to get them filled. Cover the desk as much as possible in order to provide off desk time for staff—unfortunately this impacts time needed to conduct interReach and programming.

b. Your Staff's Action: Patience (as much as possible)

c. Your Supervisor/Library Administration's Actions: Listen to managers for staffing needs.