

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. Devaluing employees by taking small benefits that don't hurt the bottom line. If public opinion of the system is positive, why must we lose staff parties and our entire merit increase?
  - a. (My action) – I'll make sure that my employees and coworkers understand that they're appreciated through my one-on-one meetings and daily interactions.
  - b. (My staff's actions) We'll begin a local level fund for staff appreciation purposes, such as annual t-shirts or a party.
  - c. (My supervisor's actions ) If possible, the higher up management might consider the possibility of reinstating a smaller merit increase, allowing other libraries in the area to catch up, while still providing a benefit and accommodation to Metro employees.
2. We have fewer training opportunities and chances to network. Our employees feel isolated.
  - a. (My action) –I'll continue to let it be known that I *want* my employees to succeed and encourage them to apply for open positions. I'll assure them that I'll serve as a reference, as needed.
  - b. (My staff's actions) – I want to see the staff take any and all opportunities to cross train and gain multiple levels of experience. I would also like to see any part-time employees, who are interested in moving up, attend FOCUS.
  - c. (My supervisor's actions) – I hope that, in time, we'll see the return of things like circ forum and other system networking opportunities. In years to come, it would be nice to have more advance information about FOCUS.
3. Shifting titles and responsibilities leaves fewer staff doing the work of many. It's difficult to get questions answered and problems resolved.
  - a. (My action) – I'll make every effort to find answers to questions asked of me, even if I don't have them.
  - b. (My staff's actions) – I would like to see the staff be more patient and look further into the future. These issues are mostly temporary and, though frustrating, I feel they'll be resolved in time.

- c. (My supervisor's actions) – I hope that future employees will get the training needed on a shorter turnaround, without being overwhelmed by training sessions. I also hope that someone will train all of Stacy's little extras (providing parking vouchers at a DN training, without requiring people to ask) into his replacement. In short, I just hope that management will focus on making this as short a process as possible.