

## Xchange Meeting Activity

### 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.) **Issue:** Staff is not feeling valued by Library system as a whole. This appears to be coming from a lack of communication and input. In addition, some are feeling that we are putting our members first, but forgetting that employees should always be our first customers.
  - a. **Your Action:** For me personally, I am going to strive to spend significantly more time saying thank you, and specifically telling my employees (and all employees at my branch) why I appreciate something that they have done. It is easy to just rush through a task, and run off to the next thing, but I am specifically going to work harder on stopping, and saying more than just a quick thanks. For example, I might say, "Thank you *employee* for cleaning the tables that you noticed were dirty. I appreciate you taking initiative, and it really helps us to make a better impression on our members!"
  - b. **Your Staff's Action:** We're hearing a lot about feeling undervalued, but aren't getting a lot of feedback on *how* we can change. I need my staff to speak up more. I need them to take the initiative to approach me, reach out to me, and engage with me. If I don't know where the issues lie, I can't find ways to improve things.
  - c. **Your Supervisor/Library Administration's Actions:** We need to alter how we communicate, but we also need to be cautious to not become so overly communicative that employees lose out on valuable information. Library administration needs to find what information employees value. What has been successfully communicated in the past? How can we replicate that with other important information? In addition, we need to take a hard look at what we're offering our employees, and how we can offer them more that is valued by more. For example, the scholarships are incredible, and should be retained! But, they are likely not usable by at least 50% of staff for a variety of reasons. What can we offer that covers a broader range of staff, and makes working here more valuable?
- 2.) **Issue:** The second issue I discussed was the speed of change, but I feel pretty strongly that the issue isn't so much the speed at which changes are occurring, but the lack of good communication surrounding the issues.
  - a. **Your Action:** I am not going to try to alter the speed of change, rather, I am going to work on altering how I communicate changes with my staff. When I find out about a change, I am going to weigh (and possibly discuss with my fellow leads) how and when to tell the staff. I am also going to weigh who to share changes with. In addition, for most changes, I will strive to tell my staff in person and give them the opportunity to speak with me and each other about the changes.
  - b. **Your Staff's Action:** I think our staff members need to understand that the changes aren't going to stop or slow down, and sometimes, that means we will be unhappy or uncomfortable. I want my staff to know that it is okay to be unhappy or uncomfortable with a change, and they can vocalize that. However, if the

vocalizing becomes repetitive with every change, it will be time for a conversation about whether or not our system is the best fit for them.

- c. **Your Supervisor/Library administration's actions:** The Library administration needs to have one person sharing the changes. Maybe this is a newsletter, an ongoing document (that can't be edited by anyone other than one owner), or a monthly email. I think that there may be too many voices coming from administration, and that may be causing confusion. We also need to be cautious about sharing changes before they're set in stone. However, once something is definitely being done, we need a space for employees to ask questions, get clarification, etc. It would be ideal if a member of the administration was solely responsible for communication.