

1. An issue is the communication for the MLS system of the things that are happening system wide. The system wide changes (Carl Connect, Programming, Opening Positions such as Leads, close at 9:15pm and closing announcements, etc.) are moving too fast and can overwhelm a number of staff. Some things are falling off radar like Carl Connect and kit for the programs' themes, which leave the staff to wonder what will happen next. Often the staff don't know who is/are in charge of deciding on the changes, which make it harder for the staff to follow.
  - a. Your Action:

I keep the staff at my location up to date and listen to their thoughts and opinions about the changes that are happening at our location and system wide.
  - b. Your Staff's Action:

They try to be positive about the changes even though some of them feel overwhelm or confuse by the changes.
  - c. Your Supervisor/Library Administration's Actions:

The Library Administration may consider to have the staff more involved in the decisions of the changes or well-prepared by having them well-informed ahead of time before the changes occurred.
2. Another issue is the staff feeling under-value. Two examples that I can come up include decision-making for the changes that are happening in the system and the inclement weather.
  - a. Your Action:

I listen to their thoughts and opinions to discuss with other Leads and my manager.
  - b. Your Staff's Action:

They try to be understanding and patient.
  - c. Your Supervisory/Library Administration's Actions:

The Library Administration and Supervisors may consider to have meetings with the staff and get their inputs instead of giving them a reason for them to settle on, which will not be supported by some staff.

Comment: X-Change meeting is very beneficial to the Leads and Managers when we have this kind of activity to share information and to learn from one another.