

## **Morale Impact Initiatives from X-Change Meeting July 18, 2016**

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### **Staff will prioritize steps to implement Library Unbound.**

**Your Staff's Action:** Prioritize activities and events to best meet the needs of Library Unbound. Encourage teamwork to continue helping one another with the work load when special circumstances make it difficult to complete all projects. Develop teams for school outreach and community outreach to plan approaches, priorities and duties.

**Your Supervisor/Library Administration's Actions:** Additional staff is needed in some departments and library locations to cover the demands to go into the community, schools, businesses, and increase awareness of the library and its programs.

### **Staff should feel that supervisors and administration is listening to them and considering their suggestions.**

**Your Action:** Meet with staff on a regular basis to increase supervisor/supervisee communication.

**Your Staff's Action:** We continue to have monthly staff meetings with all staff and the manager to clarify issues and keep us updated on changes. The manager has also met with team leads, and all staff are encouraged to keep supervisors and lead librarians informed about questions and concerns.

**Your Supervisor/Library Administration's Actions:** Circulation Forum, Library Connect, FOCUS, and other opportunities to collaborate should be encouraged. Meetings need to allow more time for questions and answers or more time to work on a special task as a group. Communication and focus on

a group assignment should allow 2-4 hours for the group to share information, brainstorm solutions, and work on a plan to proceed with their task.

**It is difficult to manage & keep up with all changes.**

**Your Action:** We want to continue to foster the positive team spirit among our colleagues. All libraries in our group agreed that we make a **great team effort**, and team spirit helps us deal with changes. When there are changes in programs or procedures where we need assistance, we check with one another first. Then look for further help from other departments, if needed. This will help us get us more immediate help, and be respectful of our colleagues in other departments who also may be struggling with too many questions from each library in the system.

**Your Staff's Action:** We continue to participate in monthly staff meetings with all staff and the manager to clarify issues and keep us updated on changes. We e-mail all of our supervisory team, when applicable, to help keep others informed. E-mail communication and reading "Ask Tim" and other articles on the Intranet help with updates and changes. We are able to express questions to the supervisory team or communicate with other departments. We will continue our service principles discussion and staff update weekly, to make sure all of the staff is aware of current programming.

**Your Supervisor/Library Administration's Actions:** If we could slow down the number of procedures and software changes until staff feels more confident using one program and staff feels like they have learned how to help library members and colleagues, it would be very beneficial.

We have recently been working with new programs in Summer Reading's Beanstack, TLC updates, ILLIAD Interlibrary Loan requests, and budget INTACCT transactions. Only a few staff have been trained in Collection HQ and SignUp/Spaces. It has been left up to each library to share the information learned at the training with others. There has been some training for each of these areas, and we appreciate your efforts to inform us of the programs in advance. More frequent training for new staff would be very helpful.

When policies are changed before clear procedures are written or taught to the staff, there is confusion and uncertainty. Policies are clearly on a rotation for review, and there is a way now for staff to know about the reviews of the policies and have professional input. Thank you for your efforts.

Having a couple of months between changes would allow time to work on the procedures to implement the changes and time for training before the changes are implemented. For example, getting new Windows 10 machines recently, the staff needs some tutorials, training, or Windows 10 Cheat Sheets to help staff learn to use the new computers quickly.

**Loss of benefits makes staff feel unappreciated and unimportant.**

**Your Action:** Library members first will continue to be our focus. When meeting with staff, I realize that we are in a service profession where the focus is on other people. I will encourage other staff members to work productively and take the initiative to exceed expectations, so they can receive a merit increase. I will coach staff to use monthly reports to identify projects and communicate their special activities to their supervisor.

**Your Staff's Action:** Using monthly activity reports will give staff members a procedure to bring special projects and activities to their supervisor's attention, and help the employees feel more recognized for their contributions to the library team. We will utilize staff creativity, talents, and skills in new ways to make each team member feel appreciated.

**Your Supervisor/Library Administration's Actions:** Loss of cost of living increases, doctor/dental benefits, staff appreciation, FOCUS, and staff restrooms have all been mentioned as ways that the staff feels like they are not working for a library system that values the employees along with the library members. Whenever possible, reinstating all or some of these benefits would be a boost to the morale. FOCUS will be held again this year, and we are looking forward to that time together as a library team.