

February 2017

Recommendation	Action	Responsibility	Update	Complete (C) and/or Underway/Ongoing
Hire a qualified Internal Communication Strategist	Reviews job description and post	Chris Rice & Andrea Kaufman	Position filled	C
Task force to overhaul Rufus	Form a task force/make simple changes now Address in connection with social network platform recommendation	Chris Rice	Task force formed	C
Practice an open door policy	Communicate to staff how to meet with members of SLT	Kim Fender	<ul style="list-style-type: none"> • Open Door pledge in Rufus Update • Available on Rufus SLT page 	C
Continue with Let's Talk sessions	Continue scheduling sessions	Kim Fender	<ul style="list-style-type: none"> • Several Let's Talk sessions have been held • Session will be scheduled for April 2017 	C
Adopt project management guidelines	Review of existing project teams to ensure they have a page on Rufus with team members, charter, action plan Review of current applications for serving on a project team Review of project team application	Paula Brehm-Heeger	Project Teams page updated to include active and recently complete project team information	C
Create an ongoing Staff Morale Team	Form the team & appoint team leader. Interested individuals contacted Paula or Chris by July 8	Chris Rice & Paula Brehm-Heeger	Staff Morale Team project page created on Rufus; recommendations released by end of October	C
SLT to support staff cookbook project	Refer this to the newly formed Staff Morale team	Elizabeth Hartlaub	Morale Survey indicated this was not a priority for majority of staff	C
Modify focus of manager meetings to be idea sharing	Require regional managers to develop agendas that include time for idea sharing.	Greg Edwards	Implemented in September, ongoing	C

February 2017

Publish the document on June 20	Complete			C
Regular working visits to locations by SLT	Provide clarification about the role of SLT and communication avenues/opportunities for staff to share thoughts and information with SLT members	Kim Fender	<ul style="list-style-type: none"> • SLT Rufus page created • SLT will continue to investigate options for two-way communication with all staff 	C
Add staff liaison to SLT	Provide clarification about the role of SLT and communication avenues and opportunities for staff to share thoughts and information with SLT members	Kim Fender	<ul style="list-style-type: none"> • SLT Rufus page created • SLT will continue to investigate options for two-way communication with all staff 	C
Restructure Staff Association questions	Refer this issue to Staff Association	Andrea Kaufman	Response from Staff Association received and shared with staff on Rufus	C
Promote and modify staff awards and recognition	Encourage staff to nominate co-workers for awards	SLT	<ul style="list-style-type: none"> • New members appointed to Staff Recognition Team • Several RUFUS Awards presented 	C
Provide staff with paid time to do volunteer activities		Kim Fender	We will continue to provide select volunteer opportunities for staff	C
Modify the personal appearance guidelines to include dark denim and athletic shoes		Kim Fender & Andrea Kaufman	Personal Appearance guidelines modified in early September	C
Create a benefits committee		Andrea Kaufman	A committee has been used in the past and will be formed again when changes to our benefits are considered	C
Modify professional organization policy and guidelines		Kim Fender & Greg Edwards	This actually refers to the Conference/Meeting/Training Attendance Policy. Recommended change implemented and guidelines updated.	C

February 2017

Allow scheduling time for quarterly teen and children's librarian meetings		Greg Edwards	Meetings are being held	C
Hire a full-time certified social worker		Paula Brehm-Heeger	Investigated; not being pursued at this time	C
Hire a full-time social needs coordinator		Paula Brehm-Heeger	Investigated; not being pursued at this time	C
Maintain task force members through the completion of a second survey in July 2017	Bring the Task Force back together to measure progress	Kyla Hardin	Meeting to be scheduled.	C
SLT to commit to evaluating how changes in compensation schedule impact all staff		Molly DeFosse	Any compensation change requires Board approval and is thoroughly vetted for impact on staff before being proposed to the Board. The most recent change in December 2015 included information in the Human Resources Committee report as well as in the Rufus Board Update. No staff lost pay in this change and many saw their salaries increase.	C
Provide budget & flexibility for agency meetings to include presenter		Greg Edwards	Library Smarts program started and features both internal and external presenters on relevant topics.	C
Modify Tomorrow's Managers program		SLT	A review of graduates of the Tomorrow's Managers program finds that nearly all have assumed a management or leadership role in the Library. No changes to the program are planned at this time.	C
Advertise the Library's mission via banners		Chris Rice	We considered this and decided to spend our limiting marketing funds on materials promoting events, services and successes, like Summer Adventure and our 5-Star rating.	C
Draft statement tying the mission with the internal communication norms		Chris Rice	Added to the recommendation concerning communication norms.	C

February 2017

statement				
Educate managers on the merit based system		Andrea Kaufman	Managers are annually provided with a refresher on the PMP process which includes merit raises	C
Implement several changes to PMP process and raise distribution		SLT	The recommended changes would return the Library to its former review process and will not be implemented. We are planning to look into other PMP tools as a possible replacement for the existing tool which has been in use for many years.	C
Develop process for employees to provide feedback on managers		SLT	This will be addressed as part of the investigation of other PMP tools.	C
Implement safe child guidelines		Greg Edwards	The numerous policies, guidelines and training already provided were detailed in a Rufus Update.	C
Promote flexible scheduling and timely PTO approvals		Greg Edwards	Manager survey found that this is already happening to the extent agency schedule can accommodate the request.	C
Re-evaluate branch staffing based on workflow changes and expectations	A system-wide review of staffing levels, with the understanding that there are financial constraints	Greg Edwards	Time study completed. No changes were identified as a result of the study.	C
Expand National Library Worker's Week to include customers	Refer this to the newly formed Staff Morale team	Elizabeth Hartlaub	<ul style="list-style-type: none"> • Discussion took place at Staff Morale Team and Staff Recognition Team meetings in February and early March. • Rufus Update in early March with details expected. 	C
Encourage and support system wide team building social activities	Refer this to the newly formed Staff Morale team	Elizabeth Hartlaub	Staff Morale monthly campaigns	C & Ongoing
Partner with outside organizations to provide needed services to customers		Andrea Kaufman & Paula Brehm-Heeger	Suggestion for a Social Services Resource page on Rufus referred to Rufus Redesign Team. Brochures from DCI distributed.	C & Ongoing

February 2017

Implement mentor system for all professional staff	Establish team to work on new orientation/ onboarding process	Andrea Kaufman & Paula Brehm-Heeger	Onboarding Team established to address this recommendation	Underway
Implement buddy system for nonprofessional and part-time staff	Establish team to work on new orientation/ onboarding process	Andrea Kaufman & Paula Brehm-Heeger	Onboarding Team established to address this recommendation	Underway
Implement internal social network platform	Select a platform Address in connection with Rufus redesign recommendation	Chris Rice	<ul style="list-style-type: none"> • Rufus Redesign Team formed • Implementation of social network planning pending 	Underway
Draft Internal Communications Norms and Strategies Statement, including connection to mission statement or arrange for members of SLT to receive communication training	Draft of Internal Communications needed; recommendation associated with hiring a qualified Internal Communication Strategist	Chris Rice	Writing Underway	Underway