Meeting of Facilitation Team/ Staff Development Committee/NULSA
October 9, 2014

In attendance: Dru Parrish, Mary Bradley, Cunera Buys, Jan Hayes, Tom McMahon, Carly Mulliken, Theresa Neef, Ted Quiballo, Helenmary Sheridan, Jill Waycle, Marley Haller, John Dorr, Anne Marie Sticksel, Elvia Heneghan, Deb Fenwick, Katie Risseeuw, Liz Fraser, Jen Young, Tomoko Shibuya, Catie Huggins, Suzette Radford.

After introductions, Catie gave a progress update on the work of the Facilitation Committee’s subgroup (Catie, Carolyn, Suzette) which is researching the topic of Decision Making. In addition to researching this topic, they will delve into the area of empowerment.

Jan gave a progress report on the work of the subgroup (Jan, Ted) that is looking into the topic of Communication. They went back and took a look at the recommendations from the Culture Change Initiative as well as the raw data from post-it notes from the culture change all staff meetings and staff concerns by topic. There is a lot of overlap between Communication, Decision Making, and Recognition and Rewards. One idea that is being considered, is creating an intranet Convenience Center where events and calendars are easily displayed.

Carly and Lauren gave a progress report on the work of the subgroup (Lauren, Carly, and Liz) that is exploring the topic of Rewards and Recognition.

Some of the general principles for R&R:

- Should be tied to the overall goals and values of the organization
- Start small and don’t reinvent the wheel
- Should be meaningful to staff
- Should be timely.

Carly talked with Katie Melody and Roxanne Sellberg about university policies and the subgroup took a look at existing NU programs such as employee of the year, length of service and service excellence awards. They also researched rewards and recognition programs at some other university libraries. Some ideas proposed by the subgroup:

- Pairing with other library groups for an awards ceremony.
- Establishing a thank you card program, similar to the Owlet program at Rice University.
- Creating an R&R Manager’s toolkit that would contain links to resources, and easy tips for managers to foster recognition within their department.
- Starting an R&R fund (similar to the NULSA membership drive).

Questions posed to the entire group about Rewards and Recognition included, “How do we determine what is meaningful to staff?” “What types of Rewards and Recognition activities would work best?” “How can the Facilitation Team partner with SDC and NULSA on this?”

Responses:

- Acknowledgement by at least the people within your department if you’re taking extra initiative would be appreciated.
- Gift cards are a nice reward.
- It doesn’t seem equitable to ask staff to contribute money to a rewards and recognition program.
- A verbal acknowledgement and thank you would be great.
- In the long run, it would be best if the university would get behind a recognition program. There would need to be reports and research regarding the benefits of having a funded R&R program before the University would consider it.
• People want recognition from the Dean, their manager, and other University personnel.
• A&RT students have a digital compliment form (Google form) where people can acknowledge the good work of an individual and it’s seen by the entire group.
• Program has to be sustainable.
• Once the library begins using SharePoint, we could have a virtual bulletin board where staff members could be recognized for their work.
• Need to create a culture of recognition.
• There could be a recognition “moment” in department meetings.
• Promote great teamwork by recognizing and applauding great work.
• Add new awards to length of service awards.
• Recognition could be a way to spread knowledge of the work going on in other departments.
• Add “Recognition of staff” to the agenda for library staff meetings.
• Some departments on campus such as Kellogg and Weinberg have donor funded awards, such as the Dean’s Excellence Award. They have very specific criteria as well as a selection committee.
• We could piggyback with NULSA and the Staff Development Committee to come up with our own awards (silly and serious).
• Could have a mixer type event to introduce new staff members.
• We could start with thank you cards and then ask staff if they have other ideas for staff recognition. The cards could be compiled for a month and then published on a digital bulletin board or a real bulletin board in the admin corridor or staff lounge. We could post them during donut day.
• It’s easy to add things to the staffweb calendar. Since staffweb is already in place and we don’t know when the library will be transitioning to SharePoint, this may be the way to go for now.
• There are benefits to SharePoint – Outlook calendar can be linked to SharePoint. There could be a link to staff birthdays and e-recognition.
• The thank you program would be available to everyone in the organization. It would not necessarily be top down.
• Performance evaluations are so formal and aren’t always meaningful.

A future meeting of the Facilitation Committee, NULSA, and the SDC will be scheduled to talk about the topics of Decision Making, and Communication.