11.18.14 CCI Meeting

Attendees: Carolyn Caizzi, Liz Fraser, Caite Huggins, Lauren McKeen, Carly Mullikin, Ted Quiballo, Suzette Radford

Thoughts on the Forum
- The forum went well overall and we received positive feedback
- 21 attendees @ 10am; 33 attendees at 2pm
- Noise levels made it difficult to hear each other; perhaps arrange seating in circles instead of rows

Rewards & Recognition
- Possible $ for program
- Need a central hub for electronic thank yous
- Need managers to get the ball rolling

Communication
- SharePoint – would need lots of training and a proper rollout
- How will we evaluate SharePoint and a thank you program
- Scrum is used to evaluate the product & the process. Maybe use something similar?

Decision Making
- We shouldn’t have to reinvent the wheel each time; what already exists? Decision making toolkit
- Once new structure is in place, contact decision makers to find out what their process is
- Look to RACI model
- Crucial Conversations and Effective Meetings – can the whole library take these courses? Yes, but they are pricey and taking a course with those you regularly work with is not advised
- Other possible training? Negotiation
- Trust is a major issue – when donors and trustees are involved, it can become political and rules are sometimes bent. Warren Graham (black belt librarian) said do not bend the rules.
- People are not feeling empowered to make decisions because they’ve been burned in the past
- How can a toolkit be a mandatory part of our job? Perhaps including it as a part of the performance evaluation process

Homework:
Each subgroup will draft recommendations on their topics to present to the group next Monday, November 24th.