Rewards and Recognition-

Notes-11.17.14

*Staff News Letter

*(Small) budget from NUL Administration to provide "Gifts"- i.e. $10.00 gift cards, etc. Need to incorporate an official Program-although Sarah P. inquired about "working around" what already exists.

*Staff recognition at a quarterly meeting with categories like:
  Culture Change Award
  MVP Award
  Cy Young Award
  Rookie of the Year Award

*Peer to peer conversations regarding what might help improve a person's job that they are not happy with

*People need to feel valued. As an institution, we need genuinely show appreciation

*Simply remember to say "Thank you"

*Do these/does this become meaningless?

*The notion of affording resentment to those that are unhappy at job and are recognized for their work...?..?

*Plethora of emails going out thanking and responding to thank yous causing "thank you fatigue"

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*Co-worker thank yous-do we need to expose the whole library to these?-This was mentioned in all the groups-mix of opinions-overall the feeling, as I interpreted it-was, yes

*Stress on managers acknowledging others work

*Can thanking someone be negative?

**"Equal" distribution of thanking people
*Being sure all the get recognition include, or is followed up by all players involved in project, presentation, event that prompted thank you.

*How do we keep program from becoming stale? -
Inherent in CCI hopes
Provide box of thank you notes in staff lounge, so it's not so regimented in terms of process
Be positive about the program

*Notion of "criteria" for acknowledgement needed for thank yous-this was mentioned in every group we spoke with

Display notice of rewards-i.e., Service Excellence Award-why not displayed in Library/on library monitors, or throughout library?

*Public thank yous can "remind" others (managers) to recognize staff accomplishments

*Years of Service acknowledgement-Do we just thank people for "sticking with their job"?
Why not point out details of work history and accomplishments?-This was mentioned by all of the groups

*Displaying thank yous adds value to recognition

*Is it "so easy" to thank that its meaning gets lost?

*Thank student employees!!

*Utilize managers' toolkit-this was mentioned more than once

*Recognition is appreciated on any level-promotes more positive culture

*Divisional-Departmental distribution of recognition vs all library distribution- overall agreement all library distribution would be most advantageous

* Why don't we have prizes/gifts for recognition?

*What about tying recognition/rewards to salaries?
Managers notified about their staff receiving recognition/thank you—translate into Performance Evaluations—this was mentioned by a couple different groups

*Perhaps there could be a "Rewards Point System"

*Notion of equity in number of thank yous—some departments are more public, have public events, thus afford more recognition. Some people/managers/departments are more likely to spread acknowledgements—this was mentioned in a couple different groups

*"Open House" for recognition of what people do in their jobs, like job shadowing, but not

*What about those that aren't on board with CCI?

*How can all be recognized "equally"?

*Rewards "Program" for specific criteria—i.e., Kellogg’s program, Weinberg’s program

*How long will pilot program be in place before it is determined a success or failure?