Elevated Staff, Elevated Library

By: Jamie L Paicely
Director, Steger-South Chicago Heights Public Library District, Illinois
## Staff Turnover

- January 2015 – mailed 12 W2’s to former employees
- January 2016 – mailed 7 W2’s to former employees
- January 2017 – mailed 2 W2’s to former employees

I am the 6th Library Director since 2000

## Board Members

- Very involved
- No clear division of roles between Board and Director

## Staff Stats

- 10 Employees
- Pay Range: $8.50-$15.50

### February 4, 2017

- Same staff for 1 year, first time in 40 year history of library!
If you want your company to provide excellent customer service, you have to provide that same kind of attention and appreciation to your internal customers – your own employees. You can’t expect your employees to provide “service with a smile” if you don’t give them something to smile about.
KEYS TO STAFF SUCCESS

- Training
- Communication
- Engagement
- Recognition

https://www.reading.ac.uk/internal/staffportal/news/articles/spsn-476738.aspx
Key #1: TRAINING

WHY IT’S IMPORTANT

Providing training to employees is providing development opportunities

Serve as a mentor to your staff

Be a good example for the staff!

Show it’s important!

Part of our Strategic Plan
Organizational Health
Includes several components
WAYS TO TRAIN

Webinars

Usually free

Able to pick topics applicable to what you need

Free listserves that list various monthly free webinars

Able to be done from the library

https://gulfcoastjewishfamilyandseniorcenters.org/refugee/resources/webinars/
Cross Training

What’s it like in that department?

Able to better understand

No re-directing customers

Can allow for promoting from within

WAYS TO TRAIN

Conferences / Seminars

Networking

New ideas = Excitement

Change of scenery = Creativity

You never know what you don’t know
Key #2: COMMUNICATION
Clear Goals & Expectations
Open Door Policy
Keep Staff Updated
Be Transparent
Delegation
Don’t Sugarcoat Unpleasant Assignments
Criticize Constructively
Exit Interviews
Staff Blog

Whoooooo Knows?!?!?

July, 2016

There are two upcoming events that everyone should be aware of. The first is the annual movie in the park. Every year, the library partners with the city to bring a movie to the park. The movie is usually a family-friendly film, and it's a great opportunity for kids and families to enjoy some outdoor fun together.

The second event is the library's annual book fair. This year, it will be held on Saturday, July 8th from 10 am to 4 pm. The book fair will feature a wide variety of books for all ages, including new releases and classics. Admission is free, and there will be refreshments available. It's a great opportunity to find something new to read and support the library at the same time.

We hope you can join us for these events and take advantage of all the fun and educational opportunities they offer!
Key #3: Engagement
Employee Engagement Gap
Break out of Comfort Zone
Give them Responsibility
Give them Autonomy
Encourage Innovation
“Pet Projects”
“Happiness-Boosting Traditions”
Get Out Of the Library

Pet Projects

Staff Displays/Recommendations

Staff Teams
Key #4: RECOGNITION
A positive work culture
Acknowledging hard work/ accomplishments
Celebrate your staff
Employee motivator
Formal feedback
  Personnel file
Informal feedback
  Frequent & specific
Who wouldn’t want to work here?!?
WAYS TO RECOGNIZE

DONUTS
5 lotto tickets
Extra time at Lunch

Work-a-Shift Celebrate Birthdays
Praise in front of Peers
Random Gifts on Desk
Stock the Kitchen

Ice Cream
1. Big Pencil
2. Magnetic Tin filled with Candy
3. Plastic Case filled with Candy
4. Owl Mason Jar with Candy
5. Christmas Cookie
6. Owl Keychain
7. Owl Ornament
8. Pencil Pouch
9. $25 Gift Card (You Choose)
10. 48-count Gel Pens
11. Card from Director
12. DIY Ornament Kit
13. Note Pad / Journal
14. Stress Reliever
HOW TO GET STARTED

- Create a unique environment
- Give them a reason to believe
- Hire based on traits and attitudes
- Treat your staff like people
- Show you care
- Laugh at work
- Be consistent
- Be appreciative
- Trust
“People will forget what you said. People will forget what you did. But people will never forget how you made them feel.”

- Maya Angelou
Jamie L Paicely

jpaicely.director.ssch@gmail.com