

Building Community among Staff through Engagement & Recognition

Kymerly Goodson, Director of Spaces, Lending, & Access Program

INTRODUCTION

The Spaces, Lending, & Access program (SLA) consists of 36 staff in 3 locations, working 2 shifts, and a variety of weekly schedules, who were formerly divided into 2 separate library units. This complexity impedes the building of a sense of community across all program staff.

With this in mind, SLA leadership launched a multi-pronged initiative to address the challenge of recognizing staff contributions, building staff morale, and creating a cohesive and effective staff community. Several key components are highlighted here.

Goals Included:

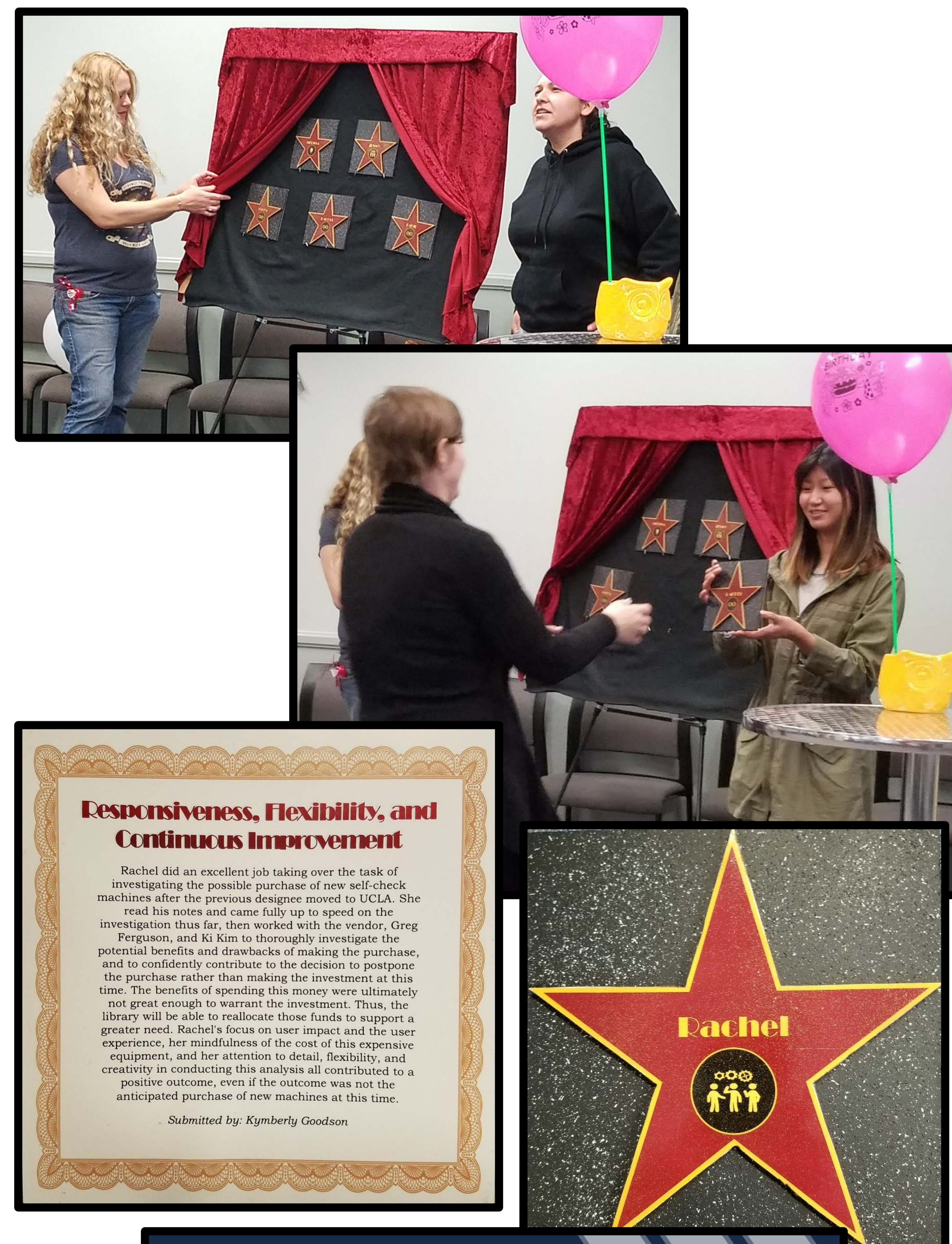
- Connect staff with program peers
- Enhance staff motivation and morale
- Encourage collaboration among staff
- Create an overall sense of community
- Strengthen staff's sense of shared purpose

BIRTHDAY RECOGNITION

- All staff get a card from program Leadership Team with a scratch-off lottery ticket and a card signed by all program peers
- Singing & recognition at staff celebration for those with birthdays in that quarter
- Poster at celebration with individual name keepsake for each birthday celebrant (*examples shown below*)
- Leadership Team members get gift card from program director for their birthday
- Staff may opt out of birthday recognition, if desired



STAFF RECOGNITION



- Program-specific initiative launched March 2018 to encourage peer-to-peer & supervisor-to-supervisee recognition
- Intranet form used to easily submit colleague names for recognition
- Coordinated by team of several staff, with leadership from program director
- Honoree names read aloud during quarterly Staff Celebrations; each honoree receives keepsake recognition plaque
- Quarterly drawing for \$10 gift card among all honorees (1 prize per 10 submissions)
- Annual drawing for all those who submitted recognition entries
- Submissions tied to themes reflecting program values (service excellence, community, user-focus, innovation)

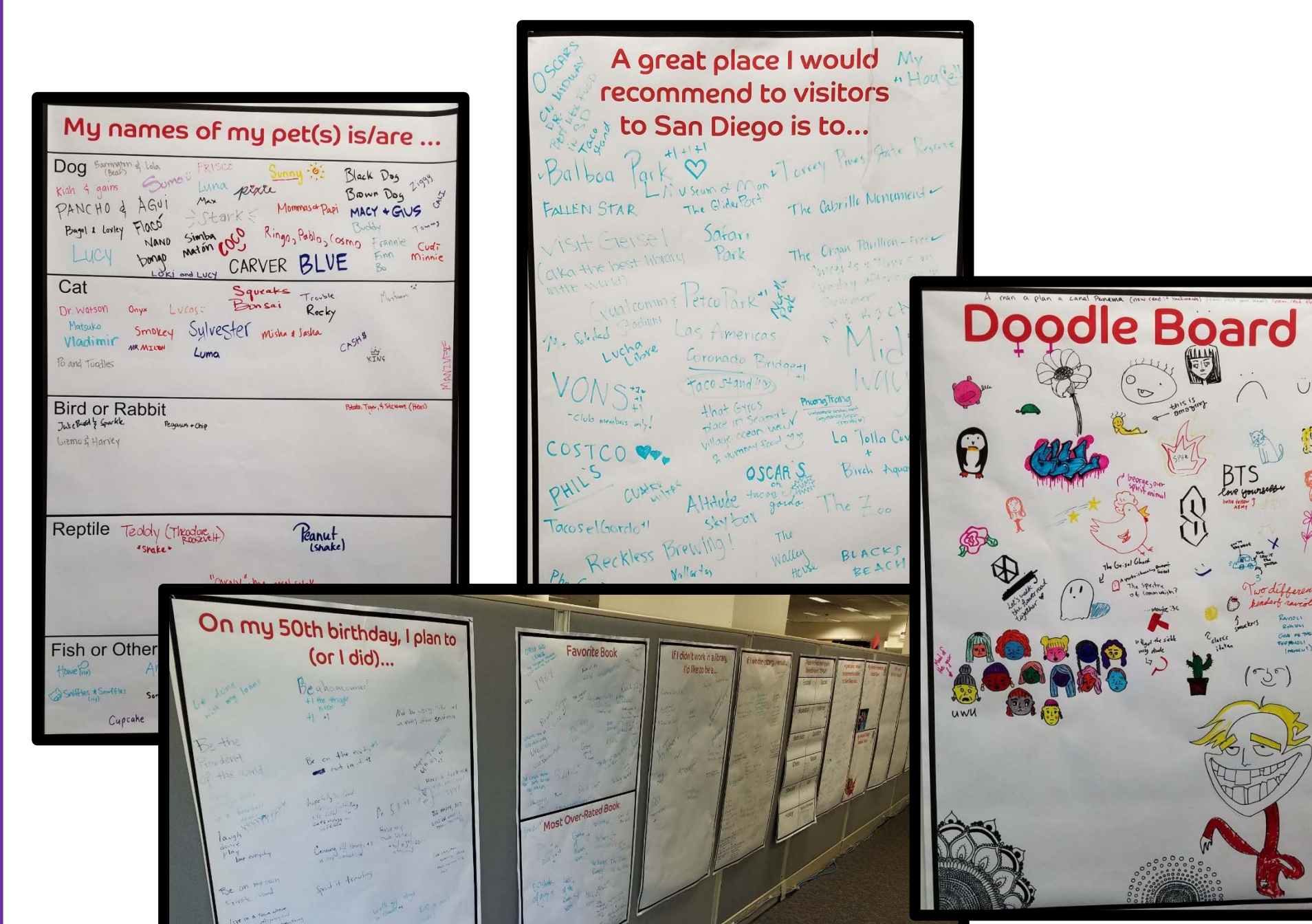
STAFF CELEBRATIONS

- Held quarterly; all staff expected to attend
- Encourage interaction among program staff
- Leadership brings cake and beverages
- Play games and get-to-know-each-other activities, coordinated by small team of staff
- Game to guess number of candy in a cup; closest guess keeps container and candy
- Student workers cover service desks, but challenging to schedule when all can attend
- Events evolved through staff feedback



STAFF ENGAGEMENT POSTERS

- New poster put out bi-weekly for staff & student worker comment on wide variety of topics; large whiteboard can also be used
- Heavy participation and enthusiasm; enables immediate & easy social sharing
- Examples include favorite sports/teams, pets, previous jobs, vacation plans, places to see in San Diego, passions, restaurants to try, New Year's resolutions, and so on
- Shared doodle boards and magnetic poetry also provided
- Lots of non-program staff visiting the area have positively commented on them



"REMOTE" BINGO



"I like it because it creates a greater sense of program cohesion, even on a modest scale; plus, you can win a little something."

"This is an awesome thing we're doing."

"Great technique to build community among two merging programs & staff with varying work schedules."

"Something to talk about with coworkers."

- Implemented in Summer 2016
- Director emails Bingo number Monday through Friday to all program staff
- Requires little time for coordinator or staff
- Reaches staff across days, shifts, and locations
- 3 program leaders buy prizes and don't play
- Takes 19-29 numbers to reach a winner(s)
- Winner chooses from inventory of prizes worth ~\$5 each
- Popular with and appreciated by staff
- 2017 staff survey showed positive impacts (*results of one question shown below*)
- 77% of 2017 staff respondents "love it" and "look forward to it daily"
- 2018 inquiry: All but 3 of 33 eligible staff play

