

VIII. OLD BUSINESS

B. Agency Culture - Information Item

The following is the compilation of descriptions of the culture of the Idaho Commission for Libraries contributed by the Management Team and supervisors (5), the staff (35), and the Board (5). After the descriptions were combined, a small group categorized the input based on the agency values as they appear in our Strategic Plan.

Library Ideals

We believe libraries exist for the public good. They are essential for an informed and literate democratic society. We affirm intellectual freedom, life-long learning, customer privacy, and public access to information.

Plus

- Atmosphere is devoid of political intent
- Attention and persistence to the stated goal of the agency
- Mission is understood and supported across ICfL
- State Librarian focused on the big picture

Customer Service

We deliver high quality customer service to internal and external customers.

Plus

- Customer service decision making is well-reasoned and conscientious
- Support of importance of customer relationships
- Focus on our impact helps us understand our value
- Communicate well
- Regional offices
- Accommodating of needs
- Invested into work environment
- Confident that tools to do the job are provided
- Employees don't feel they need to be protected...safe environment
- Salary strategies-equity pay matrix

Delta

- Better use of intranet

Relationships

We achieve organizational effectiveness through mutual support, trust, value, and respect.

Plus

- Family first/support
- Lack of micromanaging
- Respect among all staff
- Value personal needs (appointments, family, pets)
- Management Team members are approachable
- Board members approachable and accessible
- Allow staff to question rules, statutes, etc. on both the state and federal level, after following them first.
- Limited “entitlement” attitude
- Open door policy/servant’s attitude
- Atmosphere of acceptance; welcoming of new employees
- EMT/Staff celebrations
- Personal relationships
- “Enabling” attitude
- Congratulate/Praise...aloha’s
- Lack of office gossip
- We have fun and it’s ok
- Flex time
- Telecommuting option

Delta

- Consistent recognition
- Isolation of N+E field offices
- Interact with Board more
- Always be kind; you don’t know what someone else is going through

Collaboration

We accomplish goals using shared leadership, teamwork and consensus.

Plus

- Include lots of staff in new orientation
- Everybody’s viewpoint matters
- Open meetings/transparency
- Teams of interest/collaboration
- Building relationships with other state agencies makes us stronger
- We have productive meetings
- Ground rules and respect for them
- Present a united face of the agency
- No one is too big for the little jobs; no one is too little for the big jobs
- State, national recognition opportunities supported

- Open communication/shared information
- Staff accept responsibilities

Delta

- Communication; when to use direct vs. email
- Afraid to speak up at meetings
- Conflict avoidance
- We hesitate to correct – too nice
- Meetings could be more efficient - communication
- Meetings to “work on things”- communicate differently
- Slacking off on meeting organization – procedure
- No cell phones in meetings. Be “in” the meeting, not on a device.
- Assuming too much responsibility or not enough

Learning Organization

We continuously improve services by creating, gathering, and transferring information and modifying behaviors to reflect new knowledge and insights.

Plus

- Open-mindedness
- Open to new ideas
- Support of MT for professional involvement
- CE is supported
- ROJD
- Creative work environment
- Opportunity to lead from anywhere
- Professional development opportunities
- Adapt and change quickly

Delta

- Change opens up to trend changes that may not last
- No transfer of knowledge history from retirees to new

Other

Plus

- Flat structure
- Hiring to culture
- MT [management team] complementary skills
- Long retention of employees

- Laid-back
- “Can do” attitude

Delta

- More diversity in the management team (generationally)
- Email control
- Lack of internal opportunities
- Retirements
- Parking
- Too much food that is not healthy
- Don’t take loud, crunchy food to meetings