The background of the slide features a close-up, slightly blurred image of a person's face in profile, looking down at an open book. A semi-transparent map of the United States is overlaid on the book's pages. The overall color palette is dark and muted, with a blue bar at the bottom.

Employee Engagement @ CPL

OCTOBER 2022



Timeline - 2021

June 2021 –Employee Engagement survey conducted by Employers Resource Council

October 2021 – Survey results shared at Town Hall with all CPL employees

November 2021 – Employee Engagement Committee convened

- Brainstorming sessions

Employee Engagement Committee

Angelina Bueno, Accounting

Amei Hu, Tech Services Librarian

Kenneth Redd, OLBDP

James Clardy, Materials Hand.

Bianca Jackson, Shelf Division

Yari Rodriguez, HR

Lan Gao, Youth Services.

Forrest Lykins, Rockport

Summer Salem, Property Mngt.

Melinda Graves, HR

Jean McFarren, Property Mngt.

Lisa Sanchez, GLGH

Brooke Hodge, Marketing

Delshun Peterson, Property Mngt.

Tristan Wheeler, 3E/OPS

Survey Highlights

- 67% participation rate
- 69% - overall engagement/satisfaction score
 - Exceptional (75% or higher) subscales included: Supervision, coworker cohesion, value & innovation, performance & alignment, and employee engagement
 - Good (60-74%) subscales included: Job design & challenge, training, organizational support, and autonomy
 - Possible Need for Improvement (50-59%) subscales included: Leadership & inclusion
 - Needs Improvement (49% or lower) subscales included: **Recognition & rewards, and development & growth**

Timeline 2022

April 2022 – Employee Engagement Committee shared interim report at Town Hall (All Staff Meeting)

- Narrowed focus on key initiatives derived from brainstorming sessions

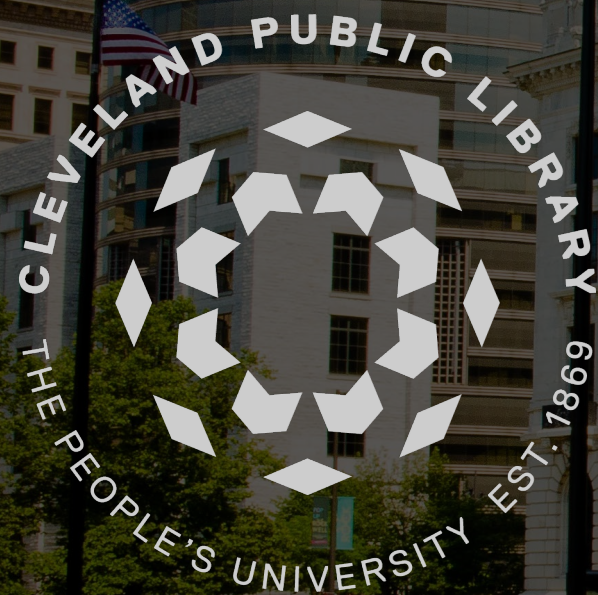
May 2022 – Board of Trustees approved receipt of the Stevens Fund and dedicated it to be used toward Employee Engagement activities

August 2022 – Employee Engagement Committee provided update at Town Hall on priority initiatives

September 2022 – Launch 2022 Employee Engagement survey

October 2022 – Board of Trustees Update with policy recommendation

Rewards and Recognition



Culture of Appreciation and Recognition

1. **Socialize and Celebrate** - Continue opportunities for employees to socialize and celebrate.
2. **CPL Showcase** - Implement program to showcase employees and functions.
3. **Easy, informal recognition** - Provide branches/departments the resources to show appreciation and provide informal recognition
4. **Formal and frequent with a little competition** - Develop and implement a more frequent recognition program to highlight staff and departments – with a tinge of competition - to replace WOW.

1. Socialize and Celebrate

Examples:

- Game nights (trivia, in-person or remote)
- Outings (sporting events, team activities (softball, bowling, etc.)
- Recognition activities
- Reward ceremonies
 - Service awards celebrations

Stevens Fund

2. CPL Showcase

- Assist employees in understanding and appreciating the work of one another
 - Many employees do not understand the functions outside of Public Services
 - Increase knowledge and understanding of types of jobs
 - Supportive of Career Development efforts (another priority of Employee Engagement Committee)
 - Create opportunities to highlight Public Services branches/departments and their uniqueness.
-
- **Start Small – Target 2-3 CPL Showcases for 2023.**
 - For example – Highlight Woodland and AMH.

3. Easy and Informal – Resources to Show Appreciation

On the Spot - peer to peer – or manager – “Shout Out” cards:

- Can be completed by anyone
- Displayed in break room, bulletin board, entrance to department.
- Or digital – use Office 365 “Kudos”, Yammer, etc.

Manager discretionary “appreciation” resources to support recognition activities

- Nominal gift cards
- Resources for pizza, donuts, ice cream, etc.

Stevens Fund

4. Formal and Frequent Recognition Program

Periodic nominations (brief explanations) from anyone (peers, managers, etc.) for either individual work or group work. Encourage at least one submission from each department.

- “Shout Out” cards
- Mission Moments

Short review/voting period – Intranet or Survey Monkey

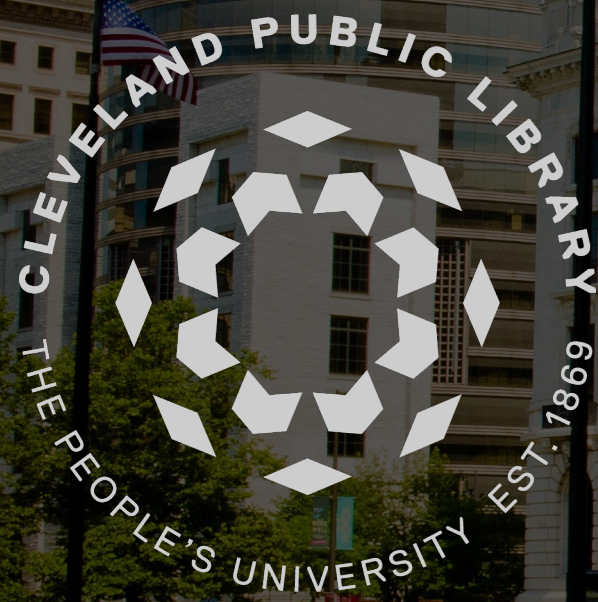
- Opportunity to highlight and communicate all the great work being done for all to see
- A tinge of competitiveness

Top winners get to select from menu of rewards.



Development and Growth

PRIORITY INITIATIVES



1. Career Development Support

- Mentorships/Coaching
 - Self-driven to enhance one's professional development.
 - Voluntary
 - Opportunity to connect less experienced employees with more experienced colleagues – mutual learning and mutually beneficial.
- Job Shadowing
 - An opportunity for CPL employees to shadow a specific position or location/department.

2. Educational Assistance

Education Assistance Program

- October 2022 – **Policy and plan document to be presented to the Board of Trustees**
- Effective January 2023; \$25,000 allocated.
- \$2,500 per person annual maximum
- Supports traditional college courses as well as certifications
- Structured so no tax consequences for recipients (complies with IRS Section 127)
- Eligibility:
 - Full time and part-time regular – 1 year of service with CPL
 - Substitutes and pages – 18 months of service with CPL

2. Educational Assistance (continued)

College Now

- All Staff educational session(s) to familiarize employees with College Now services.
- Type of assistance:
 - Educational advising
 - Developing plans for completing degrees and certifications
 - Helping with debt and financing.
- One-on-one sessions conducted on personal (not work) time since sessions may include spouse, children, etc.
- No cost to CPL; no cost to employee

Questions???