BUSINESS-DRIVEN/PEOPLE-FOCUSED: A CASE STUDY ON VALUING LIBRARY STAFF AND IMPROVING SERVICE TO USERS

Marlena Rose, MLIS and Courtney Horns, MBA
Laupus Health Sciences Library at East Carolina University
GROUP FITNESS
BODYFLOW®
November 6, 13, & 20
Laupus Library 4th Floor
Evelyn Fike Laupus Gallery
12:05-12:50PM | Wednesdays
SOCIAL STAFF DEVELOPMENT

- July Ice Cream Social, Beehive sustainability presentation with Joyner Library
- A ping-pong tournament
- Chili Cookoff
- 50th anniversary events with students and staff
- Access Services department bowling outing at Mendenhall
- StrengthsFinder/Signature Strengths
TEAM SCAVENGER HUNTS
PING PONG
50TH ANNIVERSARY EVENTS
LAUPUS LIBRARY & JOYNER LIBRARY SOCIAL
CHILI COOKOFF
SIG NATURE STRENGTHS

How can understanding character strengths change your life?

When you know your best character traits, you can improve your life and thrive. Research shows that using your character strengths can help you:

- Improve your relationships
- Enhance health and overall wellbeing
- Buffer against, manage and overcome problems
HALLOWEEN EVENTS
HOLIDAY MORALE BUILDERS
WHAT’S NEXT FOR 2020...
COMMUNITY SERVICE YEAR LONG INITIATIVE

• Community Outreach Kitchen - cook lunch for homeless
• Habitat for Humanity - Sort donations for resell in restore
• Student move in day, volunteer as a team
• Ronald McDonald House - Cook dinner one afternoon
• Food Bank of CENC - sort and prepare thanksgiving deliveries
• Humane Society Gift Wrapping volunteer in Greenville Mall
ADDITIONAL 2020 PLANS

• Faculty meetings to focus on Re-thinking Mentoring: Building a network of mentors to enhance professional growth

• 2020 State of the Library presentation and team building activity hosted at River Park North museum and nature center

• Work-Life Balance program and presentation with ECU Campus Recreation & Wellness Department

• Annual Chili Cookoff
“I have been able to interact with my colleagues in more informal ways, allowing for better relationship-building. The events have helped cross departmental silos within the library.”
“I've learned something new about a colleague at nearly every activity I attended - sometimes these are people I've worked with for many years. This has helped me have easier interactions with them when I see them in the library. It has helped with relationship building.”
“The 50th anniversary events helped me engage with patrons as they came by to enjoy treats once a month. The signature strengths event helped me think about positive ways to use the strengths I have to relate to patrons.”
“The activities have helped me engage with patrons because if I find a patron that is lost or has a question, I am able to direct them to the right employee or department. There are many things we don't know about what our co-workers do, and having the dedicated time to interact with our co-workers that I do not ordinarily get to see has enlightened me to everything Laupus has to offer our patrons.”
“When you know and appreciate your colleagues, you are probably happier in your job and are more likely to provide better customer service!”
“I have enjoyed all of the events I attended and am grateful I have a workplace that invests in my growth and development. I would like to see more health-related events in the future.”
QUESTIONS?

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“Always treat your employees exactly as you want them to treat your best customers.”
- Stephen R. Covey