

Recap of last months topic

Talking Change Agent in your department even if you are NOT a Department Head, or a full timer

If something goes wrong, its ok because mistakes can be learned from

Change Agents are people who you see positively and who contributes positively

What is a Change Agent

Person who helps the organization transform in one way shape or form

Most people focus on their department but if there are idea people, then it can drive change agents

How to Identify the Change Agent

-After going to a meeting, person who is excited about it goes to the bosses and sometimes it is shot down

-People who just try to try! They do it to help

-Get people to "buy in" to the change or at least the idea

Change Agents look both in the micro and the macro

Break barriers to service

-make it as easy as possible to get the patron what they need and not say "no"

-bringing in a fresh perspective can assist with change

Discussed the "positive deviant" who starts the discussion about change with colleagues and starts the discussion that becomes a ground swell of change

Negative change agents are those that are setting the tone for negativity

Keeping "heads up" at the desk is a structure

The negative "water cooler" talk people are NOT the change agents and are actually negative change agents

Being an agent of change can be as easy as being positive

Show that you are positively in control of things.

Its a good idea to document how to fix things and make sure that the staff knows about it. Being positive about the steps can help.

Targets of Change

Communicating with the staff about informing them the how, when, what of the project can be positive

Being positive with patrons can advance patron communications and help them to love the library as a whole

## Discussion of the formal vs the informal structure

### Multigenerational Influence

- Don't fear the younger generation, nurture them and help them as they help us
- embrace the new energy and passion to act

### discussion of Moving library email from Suffolkweb to another service

- gmail, microsoft etc
- Cost
- Services
- GODaddy is used at South Country and it has not been a positive experience
- Northport used Google and Office 365 (because its free for them not being 501C3)
- Google is easier to administer at Northport and not a fan of Outlook Servers
- LILRC went with their domain registration and its \$60 per year for 10 yrs
- Smithtown uses Google and utilize the calendar
- \$5,000 a year for 100 accounts with Google for non 501C3
- Middle Country has an internal exchange server
- There is a question about how long Office 365 will be around (Microsoft is pushing it as their commercial enterprise so it will probably be around for a while)

### Email policy for personal use vs official use only

- Northport is implementing an email policy regarding personal use
- Define what you want someone doing with it (creating a facebook account, coupon clubs etc)
- Some people use their personal email for library use (especially with libraries that use Suffolkweb)
- People using personal email for library business may actually become library property and can be subpoenaed
- There is no expectation of privacy with email
- People using personal emails for library work, the contacts can be gathered and brought to a new organization
- Backups of email accounts with Office 365 is a pay service with Tier 3 and Google Vault will charge a fee (emma has a Cache archive account and has to move because the archive is filling up memory)
- unless there is a policy in place, you can't have an expectation of privacy
- The google archive is saved domain wide and not user email specific
- Google really filters the spam very well
- Some libraries give a 30 or 60 day window to save emails or contact people that the email is changing before it is deleted

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