

PSYCHOLOGICAL WELLBEING IN LIBRARY WORKPLACES

Preferred Improvement Approaches

Based on responses gathered from 2026 OLA Super Conference

ORGANIZATIONAL CULTURE

These are shared values of trust, honesty, fairness, and accountability.

Traits staff need to see from leaders include:

- **Human-centered leadership** - demonstrating vulnerability, admitting mistakes, prioritizing wellbeing, showing humility, and expressing genuine interest in others.
- **Integrity** - actively listening, following through, being present, demonstrating curiosity, maintaining consistency, and assuming positive intent.
- **Transparency, collaboration, and solutions-focused**



RECOGNITION & REWARD

I am recognized for good performance, and the organization celebrates shared accomplishments.

Strategies staff prioritize include:

- **Feedback** that is specific & intentional
- **Tangible rewards** of time & money
- **Social recognition** through events & gatherings
- **Leadership support** through mentorship, availability, & presence
- **Staff empowerment** through decision-making authority and autonomy
- **Professional development** opportunities



INVOLVEMENT & INFLUENCE

I have a say in how I will manage organizational changes that affect me. My suggestions are considered, and I am informed and encouraged to participate in decisions.

Activities & actions staff need to see include:

- **Collaboration** - leaders involving staff in decisions that impact their work.
- **Professional development** - providing staff with more opportunities for responsibility, leadership, and shared learning.
- **Transparency & openness** - providing rationale behind decisions and creating opportunities to ask questions and make suggestions.
- **Relationship building** - fostering a culture where staff feel safe to speak up and participate in their work. Activities can include team socials, regular feedback, and intentional trust-building.
- **Leadership & management** practices that include delegation, goal setting and one-on-one meetings.
- **Standardized decision-making** processes that include brainstorming, research, piloting, and iteration.

FINAL THOUGHTS

Library leaders need to **engage with their teams** to identify opportunities for improvement and explore the “how” behind meaningful change. Applying a **human-centred design** approach to problem-solving provides a collaborative pathway for shared **responsibility and accountability** when creating solutions.

