Recognition Program

The purpose of the San Antonio Public Library staff recognition program is to encourage greater organizational health and acknowledge employee excellence throughout the system. The San Antonio Public Library staff recognition program recognizes staff on a quarterly basis to create a culture of appreciation and respect for one another.

The four areas of recognition are:

*Customer Service:* Honors an employee who strives for continuous excellence with external or internal customers.

*Innovation:* Honors an employee who seeks new or different ways to accomplish their work, meet their service goals and, ultimately, fulfill the organizational mission.

*Community:* Honors an employee who goes above and beyond to connect with the community, create a welcoming gathering place and develop partnerships.

*Leadership:* Honors an employee who demonstrates outstanding leadership and makes significant contributions to the Library’s services and organization.

Individuals will be selected for quarterly recognition. Up to three individuals may be selected in each category every quarter.

**Calendar**
- Jan – Mar
- Apr – Jun
- Jul – Sep
- Oct – Dec

All submissions will be entered into an online form recognizing colleagues in one of the four categories.
STAFF RECOGNITION AND APPRECIATION

Review and Selection
The review and selection of recipients will be evaluated by a group of five managers from the Library’s Management Team. The review and selection group will rotate annually. The group will review all entries and meet as a team quarterly to make selections. Selected individuals will be announced by the 15th of the month following each quarter.

Selected staff will be awarded:
- One discretionary day off by the Library Director
- A letter in their personnel file recognizing their contribution and award
- Commemorative pin identifying the area they were selected for (customer service, innovation, community or leadership)
- Acknowledgement in the staff newsletter
- Invitation to the annual award breakfast to celebrate all recipients for the previous calendar year. The event will take place in late January.

Staff Appreciation

Years-of-Service Event
All staff who reach the 20, 25, 30, 35, 40, 45 milestones in their career will be recognized at an annual reception during the month of December. Staff will have the opportunity to invite family to this event where their career will be acknowledged by the Library Board of Trustees and the Library’s Management Team.

Staff Thank You Cards
Custom thank you cards will be accessible to all staff. The purpose of the thank you cards is to encourage staff to show gratitude to coworkers and team members on an ongoing basis. We all need to hear we’ve done a good job.

Acknowledgement in the On the Same Page newsletter
The newsletter will be used in a variety of ways to recognize employees.
- Recognize employees “work birthdays” monthly
- Get to know coworkers through the staff spotlight
- Birth announcements, graduations etc.
- Hear about successful programs and project developments
- Annual longevity recognition
- Volunteer efforts

Teambuilding Funds
All branch/units will be allocated funds for each employee, with a minimum of $80.00 per location, for use at their discretion to during teambuilding activities throughout the year. Organizational Health Unit will be available as a resource to help when needed.