

PLP Innovation and Technology Opportunity Grant Program Application

Library Name: Santa Cruz Public Libraries

Project Title: Engaging Employees Through Onboarding and Performance

Select category you are applying under:



Category A: Innovation and Technology Opportunity Grant



Category B: Grant Replication Program

If Category B is selected, enter the name of the grant you are replicating:

1. Please provide a one paragraph project summary.

Santa Cruz Public Libraries (SCPL) seeks to boost employee performance and engagement through improved onboarding and performance evaluation processes using the NEOGOV Onboard and Perform modules. The increased turnover brought on by the global pandemic resulted in a need to provide more effective and efficient onboarding in a safe and hybrid environment. At recent strategic planning sessions, staff identified a lack of knowledge about the evaluation criteria and path for career advancement as significant concerns. Santa Cruz Public Libraries will utilize the NEOGOV Onboard to develop and deploy custom onboarding checklists with synchronous and asynchronous learning based on each job classification to ensure new staff receives the training needed for success. The Perform module will enhance engagement by allowing each staff member to journal their accomplishments and achievements and interact with their supervisor throughout the year rather than just when the performance evaluation is due. The software notifies supervisors and team members of evaluation due dates to ensure they are submitted promptly and coincide with any scheduled merit increases. Team members and their supervisors can track training, adjust goals and communicate the role of the team member and their value in the organization.

2. Explain how this project fits with the library's strategic directions.

SCPL is finalizing a new strategic plan. Ensuring the team is supported and prepared to successfully meet the community's needs is a primary goal. Objectives include supporting constructive communication, measuring impacts, and providing high-quality tools and training to promote well-being and professional development. From day one of employment, automated onboarding will provide a template for what is needed at every level to be successful. The Perform module keeps that engagement and success going by allowing team

members to journal their accomplishments and those captured by the supervisor. When team members get kudos from internal or external customers, these are easily added to the journal by the library director, the supervisor, or the team member. The employee participates in their journey with the organization rather than being a passive bystander. Employees who feel engaged with the SCPL organization's goals will be more productive. That engagement translates directly into improved organizational performance and the ability to accomplish our mission to connect, inspire and inform our communities.

3. Please provide a detailed description of the proposed project including the population served and the demographics of that population.

Santa Cruz Public Libraries has a diverse demographic of staff consisting of approximately 93 full-time and 37 part-time team members. SCPL staff serves a population of over 268,000 throughout the County of Santa Cruz, and the cities of Santa Cruz, Scotts Valley, and Capitola at ten library locations. According to the U.S. Census 2021 data, the population of the County is 56.2% Caucasian, 34.4% Hispanic or Latino, 5.3% Asian, 1.9% Native American or Alaska Native, and 1.5% black.

SCPL proposes adding the NEOGOV Onboard module to automate onboarding tasks with a clear checklist for team members to complete. It increases productivity and engagement by allowing new hires to complete paperwork online from anywhere and receive confirmation of receipt. The onboarding system will utilize uploaded videos created by staff to help familiarize new employees with the organizational culture and provide job clarity based on the vision, values, and mission. Customized templates will direct employees to meaningful health and wellness options, including access to the Employee Assistance Program, healthcare benefits, and organizational information. The portal will provide new staff direction on what training they need to complete and promote self-directed learning. The system automatically sends email reminders to staff and supervisors on what tasks remain and the deadlines for completion.

The Perform module allows staff to journal important goals, upload certificates of completion for training during the evaluation period, and make notes on their progress to supervisors. Supervisors can track performance issues, efficiently documenting conversations on kudos or needed improvements. The system includes a writing assistant that helps guide supervisors through the performance evaluation writing process for clarity in following the guidelines and standards, ensuring precise, professionally documented performance. Journal entries and success stories from throughout the period are easily uploaded into the final evaluation, ensuring team members get credit for their outstanding work.

The initial kick-off involves working with the NEOGOV team for three weeks to set timelines and establish expectations. Project resources, including staff and project management, are assigned. Implementation takes place in four phases over the next eight to nine weeks. In phase one, an implementation consultant trains the SCPL administrators. Phase two (5-6 weeks) involves configuring the system using templates to create forms and checklists and

building the employee portal with customized content, including the standards identified by the human resources department based on the performance evaluation form. Phases three and four (2-3 weeks) involve uploading active data for existing employees and validating the system by testing before going live. The final piece is to ensure successful adoption through end-user training for human resources users, supervisors, and staff. NEOGOV provides post-implementation check-in at 30 and 60-day intervals to determine any additional assistance needs.

4. What are the goals and objectives of the project?

Goal: This project aims to reduce employee turnover by engaging staff as knowledgeable and valued members of our organization with a clear path for advancement and succession.

Objectives:

1. Establish onboarding checklists to ensure new hires understand their job duties and have the appropriate training and resources to succeed.
2. Increase employee participation in the performance evaluation process through self-appraisal and journaling.
3. Communicate how team members are doing throughout the year and identify areas of improvement, highlighting successes, and training needs.
4. Complete employee performance evaluations and compensation increases as scheduled.
5. Enable staff to guide their professional development.
6. Prepare staff for advancement by setting clear goals and paths to promotion and succession.

Goal: Pilot NEOGOV Onboard and Perform for the use in libraries and the City of Santa Cruz.

Objectives:

1. Use qualitative and quantitative data collected to determine the success of the project.
2. SCPL will share the framework and project outcomes with the City of Santa Cruz, PLP, and interested libraries.

5. Please include your project timeline (include detail of activities).

Activity	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Pre-Implementation										
Issue Staff Surveys	X	X								
Review HR Statistics	X	X								
Kick Off Perform Module	X	X								
Phase 1 & 2										
Administration Training		X	X							
Configuration		X	X							
Phase 3 & 4										
Data Connections			X	X						
Testing and Review			X	X						
Train			X	X	X					
Post Implementation										
Issue Staff Surveys					X	X				
Review HR Statistics					X	X				
Kick Off Onboard				X						
Phase 1 & 2										
Administration Training				X	X					
Configuration				X	X					
Phase 3 & 4										
Data Connections					X	X				
Testing and Review					X	X				
Train					X	X	X			
Post Implementation										
Evaluate surveys								X	X	
Review HR Statistics								X	X	
Complete PLP Report										X

6. Please indicate how you will evaluate success of your project.

We will evaluate our project through staff surveys distributed at the beginning of the project and then again post-implementation. We will survey new staff about the onboarding received when hired and after NEOGOV to determine if there was a difference. After the team has time to work within the modules, we will conduct follow-up surveys to determine engagement levels. The survey questions will probe how satisfied they are with the ability to find information needed for professional development, the use of their journal, and how confident they are that they can create a training plan for success. SCPL will review human resource statistics to determine any impact on hiring, vacancy rate, and attrition.

7. Please detail your project budget. (Note: Indirect costs are not allowed).

Service Description		Term Price
Perform Setup		\$4,800.00
Onboard Setup		\$3,600.00
Perform Year 1 Subscription		\$4,761.35
Onboard Year 1 Subscription		\$2,777.50
Total Project Amount		\$15,938.85

SCPL will cover costs above grant funding and all staff resources utilized to implement the project and train the team.

8. Please indicate how the project will be sustained after the grant term is over.

After the initial setup and subscription costs, we are confident we can sustain this program with our software operating budget. Minimal staff time is needed to update and maintain the platform. The project's success could demonstrate the value of the software to the larger City of Santa Cruz organization resulting in discounted annual ongoing subscription costs for SCPL should the City adopt the platform.

Complete Only for Category B Grants:

9. Explain what grant was selected to replicate and why.
10. If there are changes or enhancements to the original grant, including budgetary changes, please detail the changes and your rationale for making them.