you are not alone*

managing change in user/access services with compassion and commitment.

Access Services Conference
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What is a Gap Analysis?

A process by which you examine your organizations by asking two essential questions:

- Where are we?
- Where do we want to be?
Gap Analysis

current performance \rightarrow performance required
First things first

• What were we all doing?
• What were we not doing?
• What skills did we need?
• What skills did we have?
• What was not getting done?
Current Situation

- Ill work only happening between 8:30AM-4:00PM
- Ill work done by one person
- Training for night not as thorough as daytime
- Reserves work only happening between 8:30AM - 6PM
- Streaming video project getting larger
- No consistent documentation
The gaps?

- Need consistent student training
- Ill work needs to happen at night
- Reserves work needs to happen at night
- More staff needed to help with streaming video
- Must create consistent documentation for succession planning & training
Find a solution

Create full time position that works 3-11PM
- Sunday through Thursday
- Will work with students during evening shifts
- Will staff and manage evening ILL work
- Will help with reserves work load in PM
Solutions cont.

- Create staff position that is responsible for student training and management
- Add five hours a week to current part-time staff to work on creating consistent training materials and documentation
Maintain?

Talk

Tweak  Assess

Change  Big Picture
Katherine Furlong

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I’m a middle manager....
sustaining change
change is hard
changing
yourself
is harder.
Case study: ILLiad @ Lafayette
Bibliography


