Discussion Points:

• Who am I & Why am I qualified to talk about this?
• State of affairs pre-merger
• Merging units
• Current status
• Lessons learned
• Even more merging & new services
• Questions
Access & Delivery Services Department, NCSU Libraries
Reserves Butterfly

Circ Butterfly

Too different to mingle?
Theory versus Reality: Making the Merger Work

- new management structure
- new scheduling system
- large scale cross training effort
- revamped circ manual and moved it to the web
- physically and virtually merged spaces
- do not underestimate the power of food and parties
Two Years Later:

- reserves processing time
- less of the silo effect
- better communication
- willing and open to change
- effective use of time
- accountability
- staff turnover
Lessons Learned:

• accurate, performance-based evaluations are your friend
• accurate skills assessments make life easier
• hire for success
• prep for change
• do not underestimate the impact or effect of history
• allow managers to manage and lead
• take risks and have an open mind
• failure is not a bad word
Staff Retreats are Golden Opportunities
Another Merger & New Services

- Summer 2009 budget cuts
- Closing of Media/Microform Center
- Technology device lending
- Transitioning staff to new roles
- All hands on deck
- Re-visionsing service points
A Plan for the New Year

2010 The Year ADS Kicks Ass

MANAGEMENT

Communication
Visibility
Empowerment
Recognition

Vision Outstanding Service

Goals:
- Better service
- Better procedures
- Better team
- Better client

How do we get there?

More meetings
1 central web presence cell
Keeping staff better informed
Staffing desk aligned
86 task schedule
Constant training
Staff self-assessment
Annual assessment strategy

Recognition
Recognition
Recognize
Recognize

David 2/hr. mtg w/ADS
Conference by Dec 2010
ADS weekly newsletter
Fun/kudos bulletin board
Dinnerонтly luncheon by department
Supervisors on deck
Standing schedule of desk hours
Annual all staff refresher
Annual holiday retreat
Active participation in sales seminars
Include fun for quality care
Award nominations
Improve staff performance
Questions?
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