Mapping, Managing, and Improving Staff Performance in Access Services

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YOU, THE MANAGER

http://icanhascheezburger.com/2010/08/24/funny-pictures-crazy-i-was-crazy/
EXPECTATIONS

Please don’t use Comic Sans—we are a Fortune 500 Company, not a Lemonade Stand.

PLEASE KEEP THE DOOR CLOSED!!! THANK YOU!!!


http://www.flickr.com/photos/passiveaggressive/4773512458/sizes/z/in/photostream
got mission?

got vision?
WHAT DOES EXCELLENT CUSTOMER SERVICE LOOK LIKE?

- Error rate in response to patron communication
- Satisfaction surveys
- Compliments vs Complaints (and the trouble with this)
- Service desk demeanor
- Claims returned rate
- Note: What’s in the annual evaluation? Is it useful?
- Base measures on actual work & department needs

Remember: measurables!
Are Your Staff Properly Armed?
CREATING OPPORTUNITIES FOR LEARNING

A MANAGER’S JOB IS TO LOCATE RESOURCES!

- RETREATS
- CLASSES
- UNI, IT, 3RD PARTY
- PEER-TO-PEER TRAINING
- SOFTWARE
- CROSS-DEPARTMENT
- INVITED SPEAKERS
Prepping for performance

The initial conversation

- Job Description
- Most successful
- Needs improvement
Services
Communication
Evaluation & Appraisals

MEASURES
• WHAT YOU WANT
• WHAT YOU GET

METHODS
• STRUCTURED
• INFORMAL
Cecily demonstrates her superior webcam abilities for her colleagues.
Performance Problems:
The Two Types of Stumbling Blocks

Lack of Knowledge

Lack of Execution
Punishment Does Not Work
(Or, Give Keanu Back His Cupcake)
Performance Improvement Discussions

- Know your organization’s process
- Serious and planned discussion
- Specific goals
- Structured
- Why Change is Needed
- Gaining Agreement
- Positive Expectation of Change

http://rickjafo.posterous.com/the-squirrels-wise-up
Real Library Examples

- Merging Service Points
- ILS/e-reserves migration
- Updates to staff clients
- Changing ILL workflows
- Website redesign
- Tech lending expansions
- New software installs
- Social networking presence
- Student assignments
- Professional Networking
- The Cloud
- Patron Outreach
- Experimenting (QR codes)
Thank You!

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http://icanhascheezburger.com/2007/10/31/11197/