

When YOU are in Charge: Reflections on Managing Staff in the Library

The City College
of New York

Prof. Trevar Riley-Reid, Chief of Circulation & Interlibrary Loan
The City College of NY, Cohen Library, NY, New York

Abstract

There are times when we might find ourselves in charge, through no fault or motive of our own. Sometimes there might be an organizational shift; someone might retire or divisions may merge and then **YOU** are in charge. Sometimes even a simple situation, such as having an intern or a work-study student will still mean having to be responsible for the work outcomes and evaluations of another. Here are ten tips on how to navigate the choppy waters of management.

Are you a leader or a manager?

Ten Things to Know

1. **Be fair.**
2. **Be reasonably transparent.**
3. **Document both good and bad.**
4. **Set the tone by setting an example.**
5. **Listen and be open to suggestion.**
6. **Praise/criticize when appropriate.**
7. **Be supportive and pay attention.**
8. **Be clear of your expectations.**
9. **Communicate in all ways possible.**
10. **Be ready to repeat yourself often.**



Types of leadership:
Group-centered
Functional
Shared
Situational
Transformational

Leaders:

- transcend the everyday
- focus on long-term goals
- inspire trust
- focus on people
- challenge the status quo

Managers:

- handle the day-to-day
- focus on short-term goals
- rely on control
- focus on systems & structures
- uphold the status quo

Contact

Prof. Trevar Riley-Reid
Morris Raphael Cohen Library
The City College of New York
P: 212.650.7601
E: trileyreid@ccny.cuny.edu