

you are not alone*

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

Access Services Conference
November 12, 2009
Mary Evangeliste
Katherine Furlong
Maureen O'Brien Dermott

Maureen O'Brien Dermott

- Assistant Director of Library Access Services
- Dickinson College

Mary Evangeliste

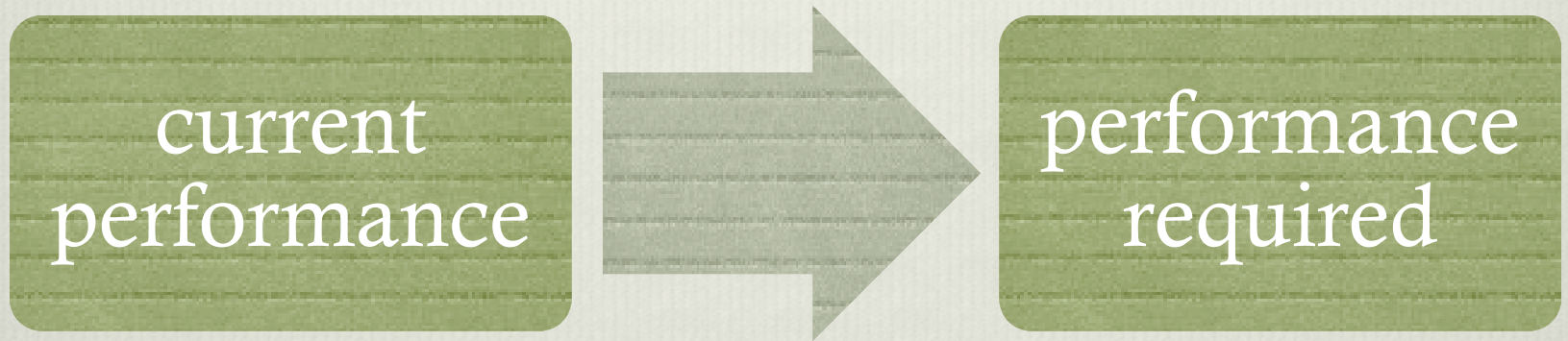
- Director of User Services and Outreach
- Gettysburg College

What is a Gap Analysis?

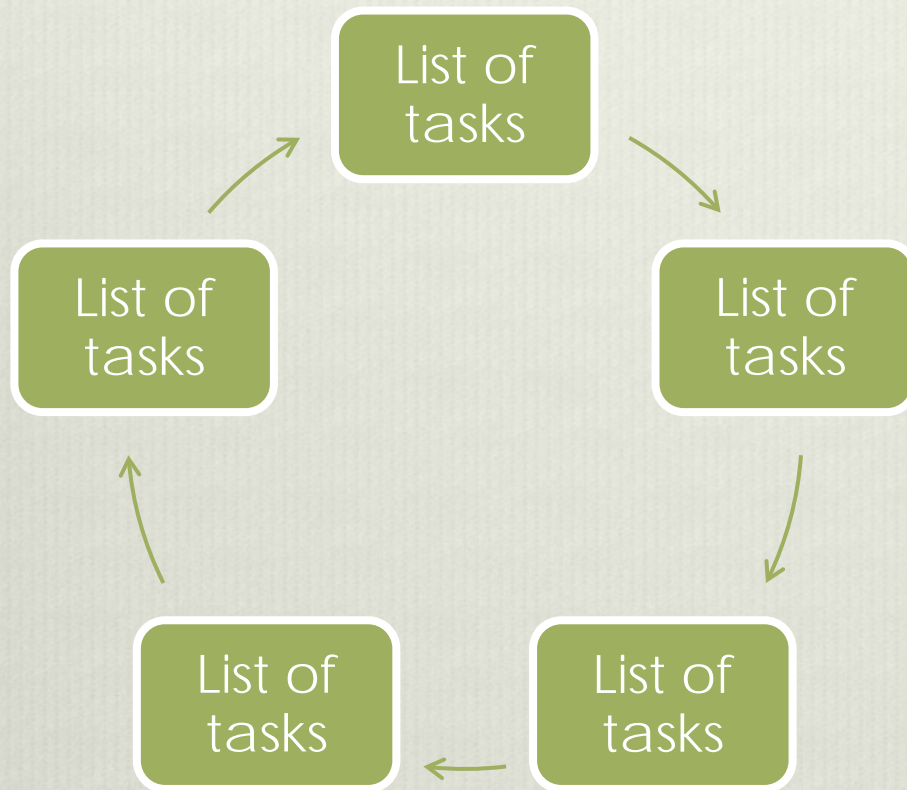
A process by which you examine your organizations by asking two essential questions:

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

Gap Analysis



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

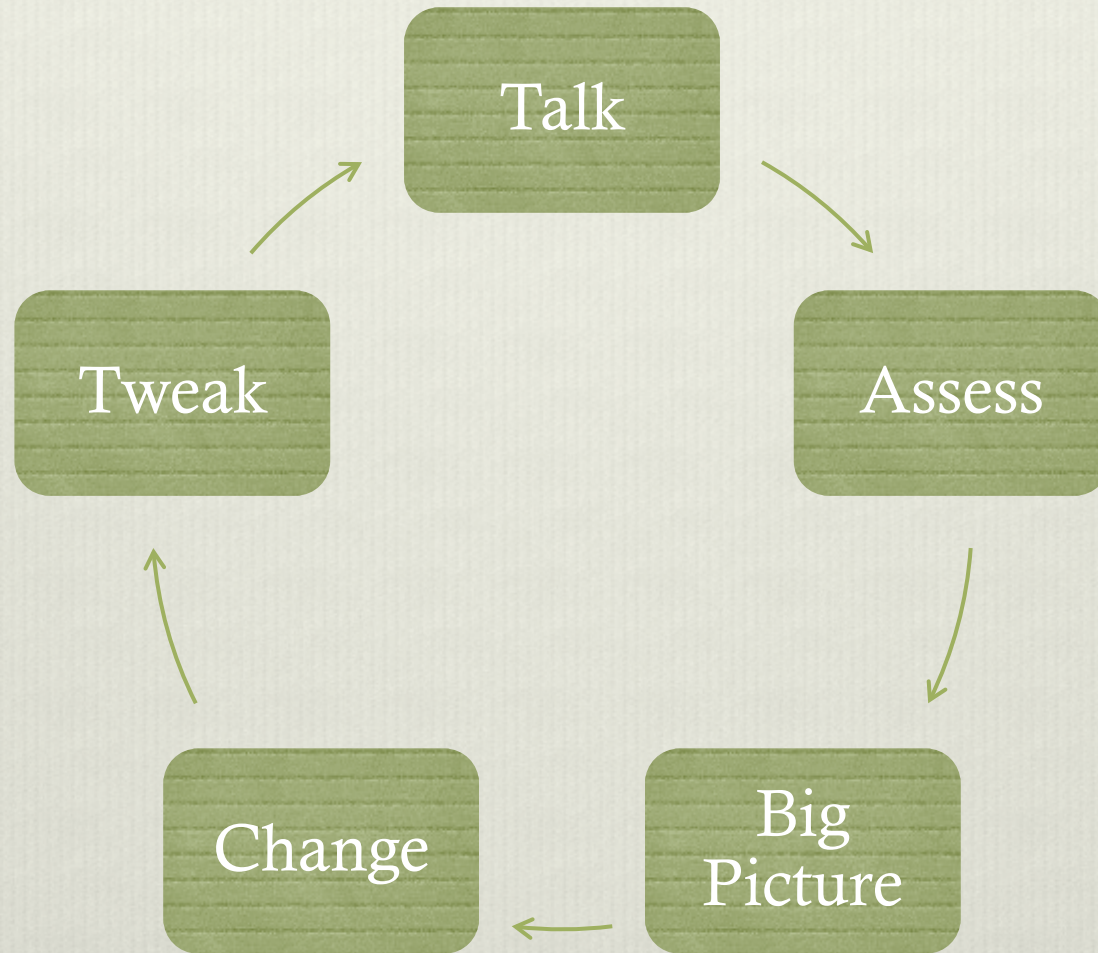
- Will staff and manage evening ILL work

- 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?



Katherine Furlong

- Associate Director for Access and Administrative Services
- Lafayette College

I'm a middle
manager....



sustaining change

ROBERT

LISA LASKOW

KEGAN LAHEY

SEVEN LANGUAGES FOR TRANSFORMATION

“”

HOW THE WAY
WE TALK CAN
CHANGE THE
WAY WE WORK

“... brilliant insights into the mysteries of the change process at the heart of personal and organizational success... Any leader seriously interested in developing new strengths in others—and in oneself—needs to read this book.”

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IMMUNITY TO CHANGE

HOW TO OVERCOME IT AND
UNLOCK THE POTENTIAL
IN YOURSELF AND
YOUR ORGANIZATION

ROBERT KEGAN
LISA LASKOW LAHEY

Authors of How the Way We Talk Can Change the Way We Work

HARVARD BUSINESS PRESS



change is hard





**changing
yourself
is harder.**

Case study: ILLiad @ Lafayette



time



navigation

- Main Page
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- Circulation & Collections
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- Wiki formatting rules
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search

toolbox

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Category:Circulation and Collection Management

NOTES:

1. To view embedded pictures, you must be connected to the **P drive**.
2. Software: Adobe In-Design, MS Word, Dreamweaver

Pages in category "Circulation and Collection Management"

The following 61 pages are in this category, out of 61 total.

A

- Annex (Offsite Storage Facility)
- Audio & Visual Equipment

B

- Borrowing policies and privileges

C

- Circulation & Collection Management
- Closing Procedures (Skillman)
- Collection Management
- Compact Shelving
- Computer labs
- Confidentiality
- Contact Information
- Corporate Borrowers

E

- E-Mail, Circ's

F

- Faculty Research Assistants
- Faculty and Staff Family Member Borrowers
- Fines & Bills: General Policies
- Fines, Collecting
- Fines, Waiving
- Freeing A "Record In Use by System"
- Friends of Skillman
- Friends of Skillman, Adding A New Patron

H

- Holds and Recalls, General Policies
- Holidays
- Hours of Operation

L

- L.V.A.I.C. Borrowers
- L.V.A.I.C. Borrowers, Adding a New Patron
- Lafayette Students/Faculty Who Aren't in the System
- Laptop computer loan program, student-athletes
- Laptops
- Library Card, Issuing
- Lost and Found

M

- Microfilm Scanning Basics
- Microforms and Microform Readers

N

- Newspapers
- Notices, Generating

O

- Opening Procedures (Skillman)
- Opening/Closing Procedures (Kirby)

P

- P.A.L.C.I. Faculty Borrowers
- P.A.L.C.I., Info & Contacts
- Patron Records
- Patron Types

R

- Reserves, Course
- Reserves, How to Add...
- Rooms, Group Study
- Rooms, policies for use of Skillman
- Rooms, scheduling of Skillman
- Routine, Daily
- Routine, Monthly

S

- Security gate, procedures for circulation staff
- Shelf Reading List, Generating
- Snow Emergencies, Kirby
- Snow emergencies, Skillman
- Staff Telephone List (Daytime Telephone Numbers)
- Student Assistants, General Information
- Student Assistants, Hiring Process
- Student Assistants, Kirby Schedule
- Student Assistants, Skillman Schedule
- Student Contact List (Kirby)
- Student Contact List (Skillman)

T

- Telephone, Checking Messages & Other Functions

W

- Wireless

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