

Mapping, Managing, and Improving Staff Performance in Access Services

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YOU, THE MANAGER



EXPECTATIONS



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

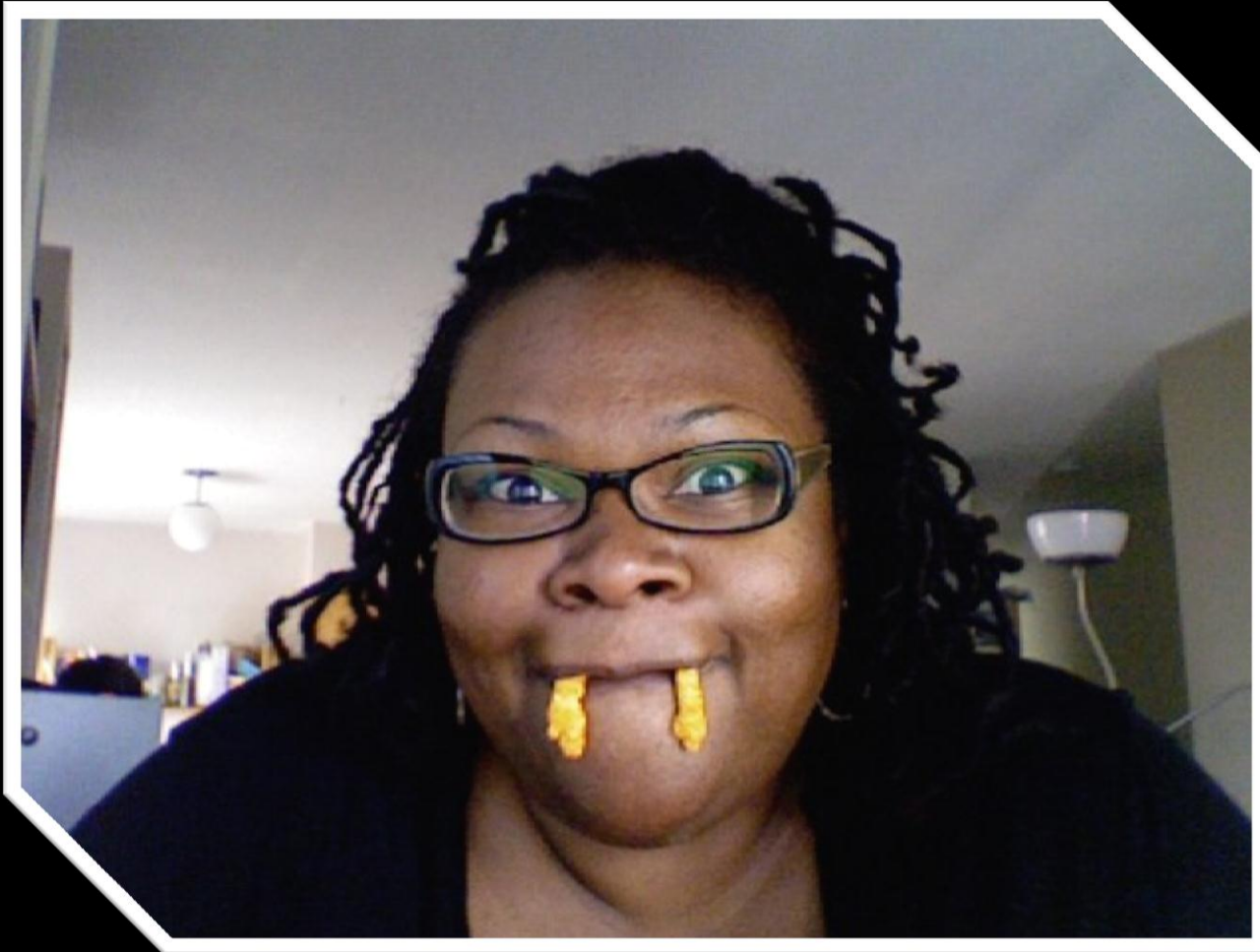
METHODS

- STRUCTURED
- INFORMAL

Planning & Evaluation I: The, Um, Planning



Planning & Evaluation II: Measurements & Markers



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

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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