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When Leadership Changes How Do You Build a Project Team on the Fly

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When leadership changes how do you build a project team on the fly?

Presented by
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Charge from the new Dean:

New
Strategic Plan

Foundational approach of shared governance

Multiple New Projects

Student Assistant Work Group

Trusted partnership

Two campus locations with team members on both locations

Student Assistant Workgroup

Problem

Student Assistants were not transferring reference questions to Research Services.

Shared Governance

All departments across two campuses needed equal representation.

Goal

To connect walk-up patrons asking for reference services to Research Librarians.

Challenge

To have one workflow that all departments use across both campuses.

Project Overview

01 **Pre-Adventure**
Sudden Leadership Transition

02 **Organizational Change**
Leadership Directive

03 **Goals & Strategy**
Shared Governance & Collective Responsibility
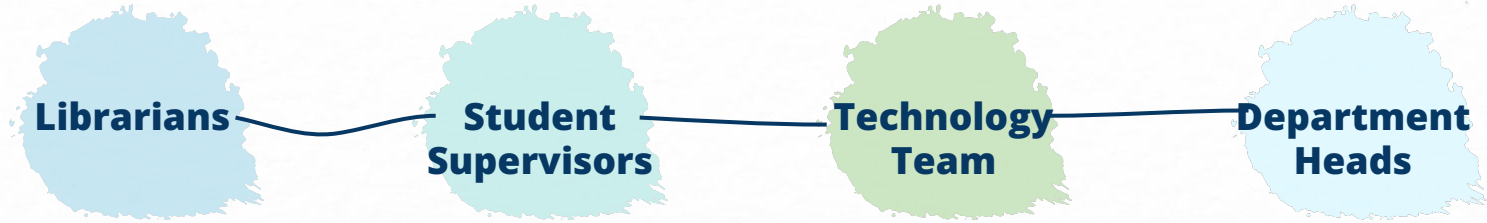
04 **Content Plan**
SMART Framework

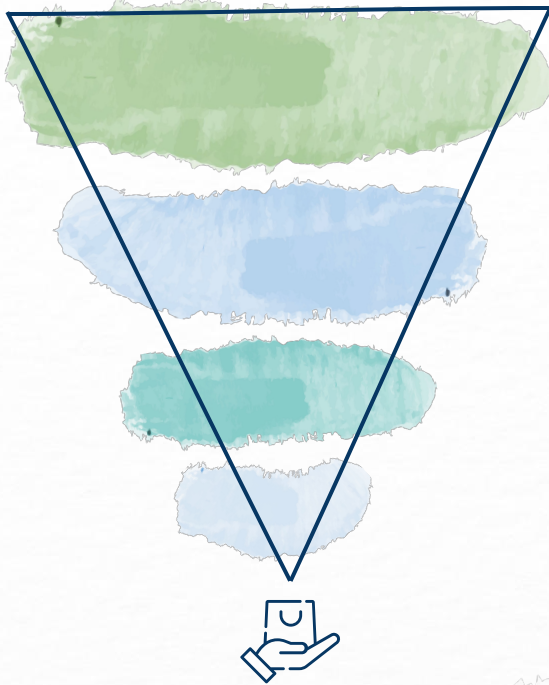**05** **Budget**
Contained Fiscal Challenges

06 **KPI Overview**
Organization Mission Personnel Functions Cross Team Operation

Our Team Diversity

Librarians — **Student Supervisors** — **Technology Team** — **Department Heads**
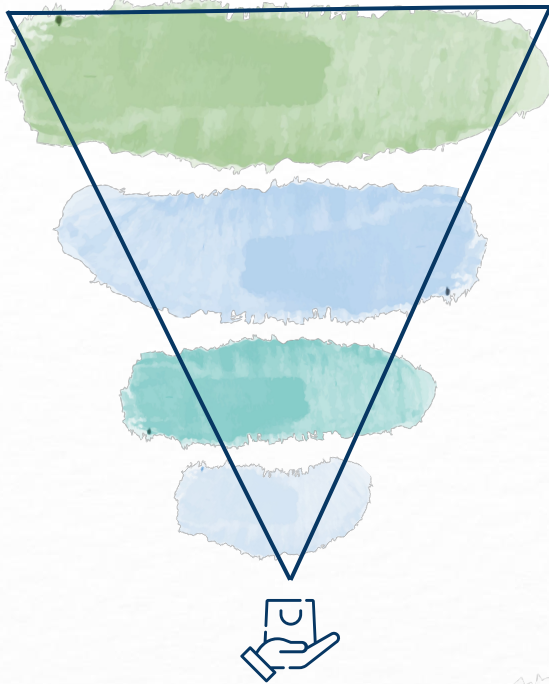
With our goal of shared governance our work group quickly became large and unwieldy.

Strategy

01 **Multiple Meetings**
Face to Face and Virtual

02 **Open Communication**
Everyone shared ideas and strategized through Google docs.

03 **Enabling Conditions**
Explicit goals to keep everyone on task.

04 **Troubleshooting**
Will LibChat work for all campuses?

Outcome

Student Assistant Training Workgroup Proposal

LibChat as the Primary Means for Reference Librarian Referrals

Questions?

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Thank You