Dalhousie Libraries

Library Council

{ Operational Review Update
November 20, 2012

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Operational Review Process

- **RFP to engage consultant,** February – May, 2012

- **Phase One --** Current Situation, Critical Processes & Comparative Library Experiences, May 2012

- **Phase Two --** Discover Implications of Findings & Draft Recommendations, June - August 2012

- **Phase Three --** Write & Refine Recommendations, September 2012

- **Implementation Time!**

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Environment

- 1. Urgency for libraries to demonstrate their value within their university

- 2. Changes in learning, teaching and user behaviour and expectations

- 3. Increasing emphasis on inter-disciplinary studies and research

- 4. More complex information environments

- 5. Continued flat or shrinking budgets

- 6. The need for library staff to collaborate

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1. Urgency for libraries to demonstrate their value within their university

- 1.1. Update Dal Libraries strategies to align with the University's: 2012-2013

- 1.2. Clarify the assessment & evidence program and roles: 2012-2013 (with sub-recommendations)

- 1.3. Integrate services and staff into research and teaching: Post 2013

- 1.4. Meet semi-annually with Deans and key stakeholders: Post 2013

- 1.5 Undertake a staff-engaged Strategic Planning Process every 5 years: Post 2013

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2. Changes in learning, teaching and user behaviour and expectations

- 2.1 Expand opportunities for interaction and engagement with users at the point of using resources: 2012-2013 and Post 2013 (with sub-recommendations)

- 2.2 Ensure staff have the skills and abilities to engage users: 2012-2013

- 2.3 Design and deliver services for international students: 2012-2013

- 2.4 Ensure virtual and physical service points facilitate user engagement: 2012-2013 (with sub-recommendations)

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2. Changes in learning, teaching and user behaviour and expectations

- 2.5 Continue with and expand virtual services, through Blackboard, virtual chat and other venues: Post-2013

- 2.6 Complete a facilities audit and master plan: Post 2013

- 2.7 Modernize the physical appearance and furnishings of the Libraries: 2012 and Post-2013

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3. Increasing Emphasis on Inter-disciplinary Studies & Research

- 3.1 Reframe collection development as resource management and usage: 2012 – 2013

- 3.2 Design Library services to mirror the inter-disciplinary approach: Post 2013

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4. More Complex Information Environments

- 4.1. Expand Dal Libraries' role in facilitating student and faculty use of resources: 2012 – 2013

- 4.2 Align staff with technology, digital, archives and data operations and processes: 2012 – 2013

- 4.3 Redeploy, rationalize and ready paraprofessionals to engage with users at service points: 2012-2013 (with sub-recommendations)

4.More Complex Information Environments

- 4.4 Expand patron-driven acquisitions and approval plans: 2012 – 2013

- 4.5 Minimize restricted access to special collections: 2012 – 2013

- 4.6 Review professional development and training support available to library staff to ensure they have the time and resources to remain current: 2012 - 2013

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5. Continued Flat or Shrinking Budgets

5.1 Divest operations that have a low user impact: 2012 – 2013

5.2 Position University tasks with University departments: 2012 – 2013 (with sub-recommendations)

5.3 Confirm University support for Archives and provincial responsibilities: 2012 – 2013

5.4 Foster a culture of evidence based service portfolio decision-making: Post 2013

5.5 Investigate revenue sources: Post 2013

6. The Need for Library Staff to Collaborate: Immediate and Ongoing

- 6.1 Establish a Dalhousie University Libraries collaborative organizational culture: 2012 – 2013

- 6.2 Continue the process mapping: 2012 – 2013

- 6.3 Eliminate duplicate work: 2012

- 6.4 Rationalize operations work across the system and redeploy staff as appropriate: 2012

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6. The Need for Library Staff to Collaborate: Immediate and Ongoing

- 6.5 Pursue every opportunity for cross-functional conversations: 2012 – 2013

- 6.6 Consider the draft organizational structure in Organizational Review (next section) and implement what is possible as soon as possible: 2012 – 2013

- 6.7 Develop and implement a succession plan: Post 2013

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Staff Connex Team

- Alice Stover - Chair (Dal Libraries Technical Services)

- Allison Fulford (Sexton)

- Verna Mingo (MacRae)

- Gail Fraser (Kellogg)

- Linda Aiken (Dunn)

- Janice Slauenwhite (SMT representative)

- Gwyn Pace (Dal Libraries Document Delivery)

- Phyllis Ross (Killam, Data Analysis Resource)

- Sandy Dwyer (Dal Libraries, HR Advisor)

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Discussion