

June 27, 2008 at 10:15

Unit Updates

Haley: Spending Budget

Barb: weeding out old books – working on project

Linda: Working with Regional Center on ILIAD

Peggy: almost done shifting; done with 6th floor inventory;

Kathleen: moving everything; redesigning reference; new computers

Liz also has voice in these group meetings

- TJ wants to bring students in to decision making process of this group
 - Wants one student from each unit of this group
 - This group to decide what students discuss
 - Liz would be the leader of this group
 - Let Liz know a week after the semester begins which students she will be working with.
 - Wants each unit coordinator to support their student

Expectations for Customer Service

- It is the goal for this group to set the customer service expectations regarding the groups areas of responsibility
- All will be treated equally
- Have to follow all existing policies and rules
- Units are all different, but customer service needs to be the same
- 2 Projects immediately
 - Customer service expectations
 - Manage change
 - This group will be working on managing change regarding their areas and responsibilities
- Provide TJ with a list of reports and approved work schedules
 - Requests – email request of changes in approved work schedules
 - Scheduled meetings
 - Meet individually 2 times – once in July, once in August
 - Meet as a group 2 times a month

Need to find reasons to show that we need resources

This Group will become part of the decision making process

- Security measures and expectations – TJ needs to know where you are and vice versa

- Talk more at one-on-one meetings about work schedules
- TJ wants a cell phone because he wants to be able to communicate with this group at anytime
 - WIU won't pay for it
 - No matter where (home or work) would answer
- TJ is going to try to be transparent and consistent with his managerial duties, responsibilities, and communication
 - All in this group treated in same fashion

This group is going to participate in carrying library forward

- TJ counts on each individual to keep him informed and take leadership
- TJ Wants to learn library users lingo through Liz

This Years Group Goals

- Enter into strategic planning process
 - Topics to include but not limit to
 - Student worker budget
 - TJ needs to talk with Mary about work study students
 - TJ needs to defend jobs and resources – if student workers are texting etc. then it appears that there is no need to have the student there
 - This group is going to play a big role in future of the library
 - TJ wants to be a part of this group too, as a team member

TJ's expectations for this group

- The group leaders are being held accountable for their staff
- Communicate in professional manner to each other, student assistants, and users
 - Ideas from each other are good resources

Documentation, Documentation, Documentation

- For reports, evaluation, and communication purposes
- Official documents
 - Ex: incident reports, etc
- Strong customer service commitment
 - Ex: took student to find book
- Wants more outreach
 - Campus
 - Community
 - Students
- Find funding resources

TJ will not tolerate sexism, racism, or any type of harassment

Student Assistants

- Will come to supervisors with problems TJ sees with student workers
 - Barb's area is on lock down – computers – can only do work related things
- Peggy stated that some of the students will quit with changes in expectations for them
- Students are welcome to talk to TJ
 - Project lists – ideas for students when there is nothing to do
 - The library is scratching for money – trying to save jobs
 - The question 'why' is important
- Need to work on centralizing
 - Ex: same rules for each departments student workers
- This generation has different customer service expectations
 - Wants feedback at one-on-ones
 - Meetings are to generate discussions
 - TJ wants to standardize the customer service expectations of the libraries

Faculty, staff, and students who don't use the library will be outreached.

- Wants people to come back and start using libraries again
- Acknowledge outreach performed by this group
- Would like for the library to adapt to new student expectations

TJ says he wants to practice what he preaches

- He would rather this group share too much than not enough with each other
- He will clearly communicate decisions to group and decisions made by the group
 - He has to listen and do what the Dean says, but will try and communicate those things with the group – when possible

Vodcasts and podcasts – homework for group is to find out what those are.

Libraries and library professions are changing and we need to adapt with these changes

- Minutes
Agenda Item for next meeting
 - Lists to receive minutes – anyone including faculty
 - People contact Liz for minutes

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Meet as a group 2 times a month

