



**25TH ANNUAL  
INNOVATIVE USERS GROUP  
CONFERENCE**

*APRIL 2-5, 2017*

Presenter: Dorothy Hargett, MA, MLIS  
Librarian – Head of Access Services  
Regent University, Virginia Beach, VA

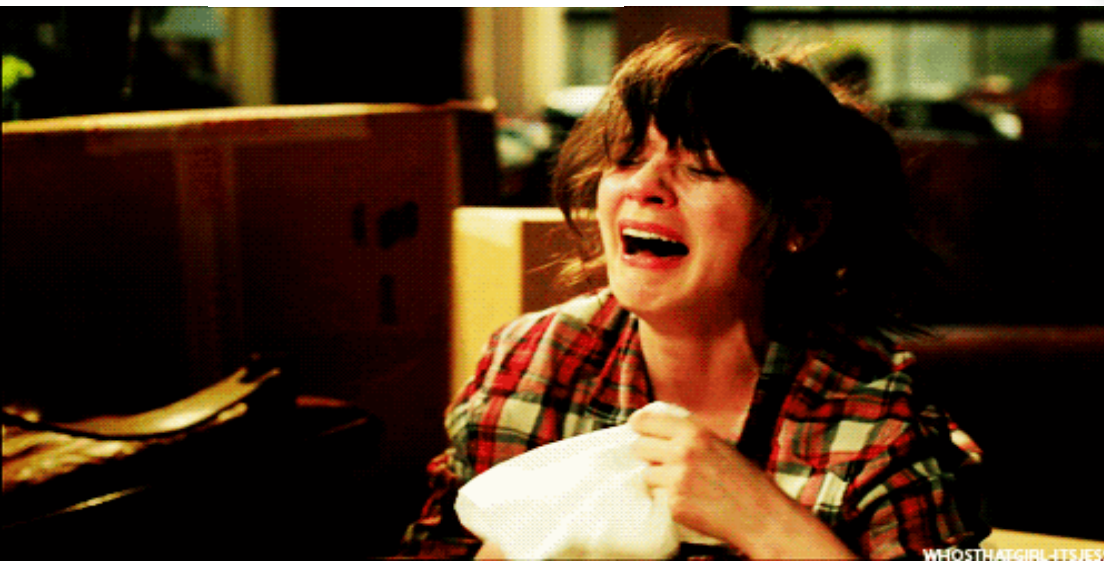


What!!  
All I said was  
we're making  
some changes?



Apple

# Managing Change and Transition @the Library



WHOSTHATGIRL-ITSJESS



That's right!!! Get 'er  
Done.  
Just Do It!





# Discussion Points

- **How to develop a workflow timeline**
- **At least three major challenges to expect and practical ways to work through the pros and cons of uniting two departments.**



# Discussion Points

- **How to develop a plan to bridge the gap between Library Administration and the merging departments.**
- **How customer service and statistics changed with the merge**
- **Live footage of ILL/Circ staff on this topic**





IUG2017

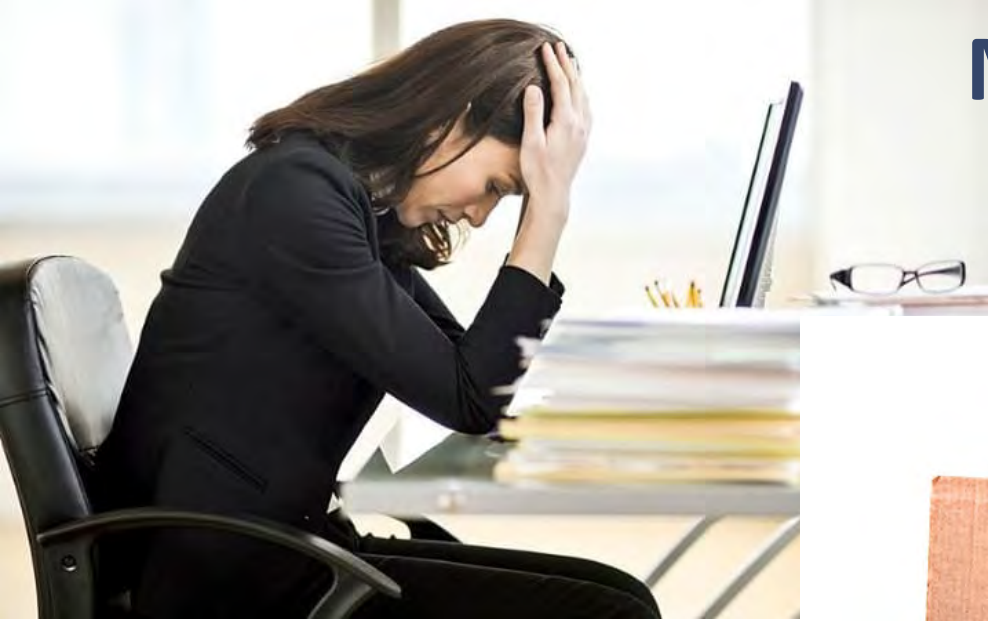
# WHAT'S THE BIG IDEA?





# Let's Merge Circulation and Interlibrary Loan!





**Meanwhile other parts  
of the Library  
Looked like this!**



V  
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25th Anniversary

IUG2017

# PEOPLE RUN TO AVOID CHANGE AS LONG AS POSSIBLE.

This is what I heard from the employees:

- This will never work.
- I feel like I'm being disrespected.
- Do I still have a job.

Other supervisors were afraid that this would happen to them.



# Reasons Employees Don't Like Change

- Taken by surprise
- Not included in the process
- Feelings not taken into consideration
- Expected to change overnight
- Not heard



# CALL THE MEETING

- Share the plan
- Share the vision
- Do it with respect
- How do I fit
- Request Input



**Do not be afraid to discuss the chain of command—stop hiding and ignoring the main topic.**



# Meeting

- The ILL long time employee gave incoming Head of Access Services an overview of how ILL is set up and operating.
- What is the vision of the combining circulation and ILL . How can we do this in your space?
- Logistics—ILL moved to a central location conducive to the workflow





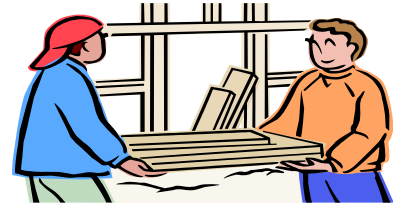
# BE INTENTIONAL – DEVELOP A TIMELINE

- **Who** - meet with all involved
- **What** – the vision
- **When** - timeframe





# Restructuring



- Changing Workstations
- Training Circulation Assistants
- Training Staff



# Training/Concerns

- **Training Tools—hands on and Atlas video training**
- **ILL Specialist is learning Circulation tasks and rotating weekend duties with Circulation supervisors.**
- **Concerns – good on paper but can this really work**



# Priority Tasks

- **High:**
- **Borrowing, Lending and Document Delivery online processing including any online updates.**
  
- **Medium**
- **Scanning Articles**
  
- **Low:**
- **Pulling books and bound journals from collection**



# Three Major Challenges

- No Manual of Detailed Procedures
- Training
- Scheduling



# Bridge the gap between Library Administration and the merging departments.

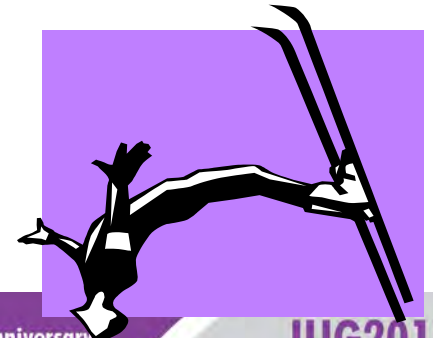


- Just make it happen – No Excuses
- Weekly Updates



# How customer service Improved

- Night and Weekend ILL Services
- Circulation staff and assistants are more knowledgeable.





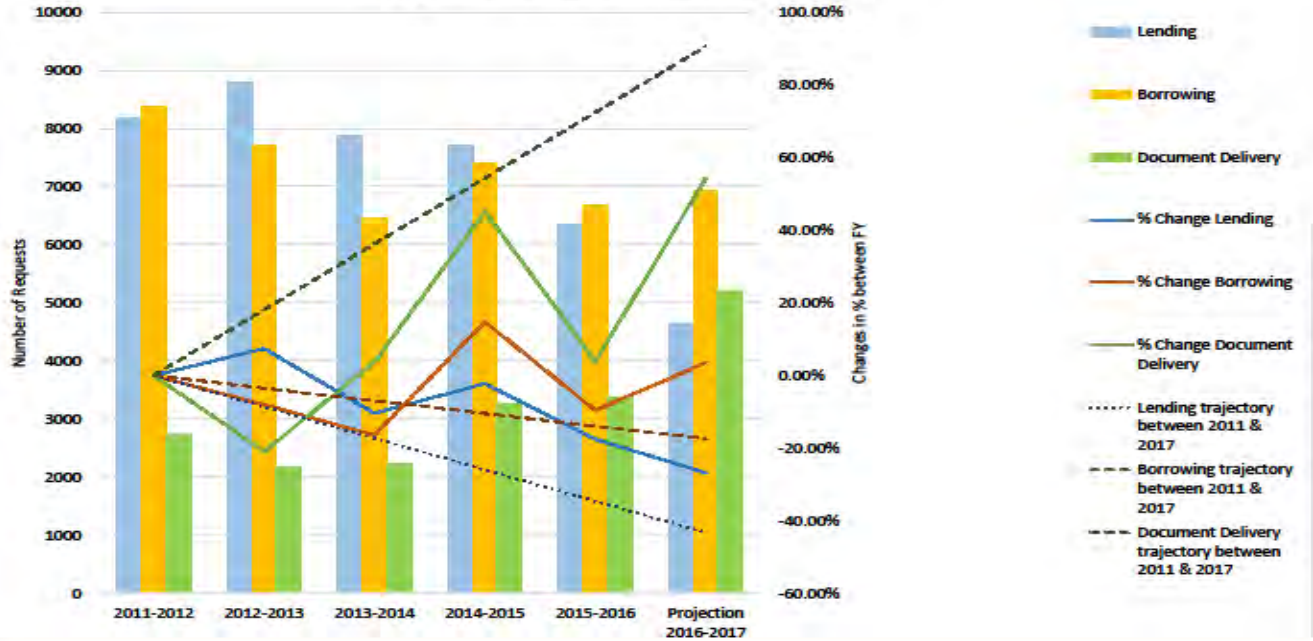
# MILLENNIUM/SIERRA



- **Use of Patron records**
- **ILLIAD on circulation computers and pulled up with Millennium/ Sierra**
- **Blocks can be added in Millennium/Sierra—not just ILLIAD**
- **Check in mail at circulation in Millennium/Sierra**



Changes in InterLibrary Loan Requests Through Merge



A cluster of colorful balloons in shades of red, green, and purple with silver streamers.

**SURPRISES**

**THIS MAY TAKE LONGER  
THAN YOU THINK!!**

# Bumps in the Road



AMB. CHRIS STEVENS

TYRONE S. WOODS

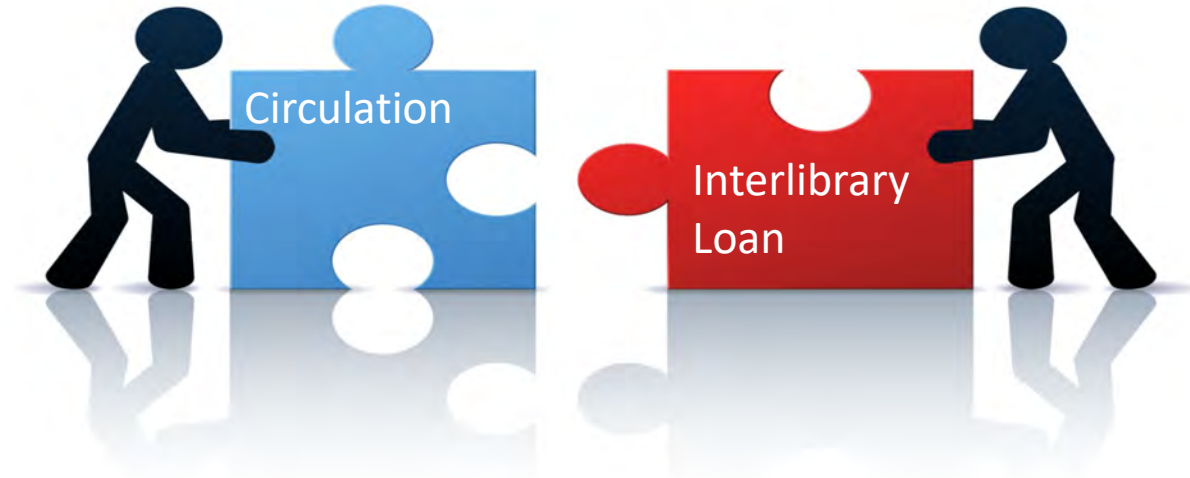
GLEN A. DOHERTY

SEAN SMITH



# What's Happening Now

## From This



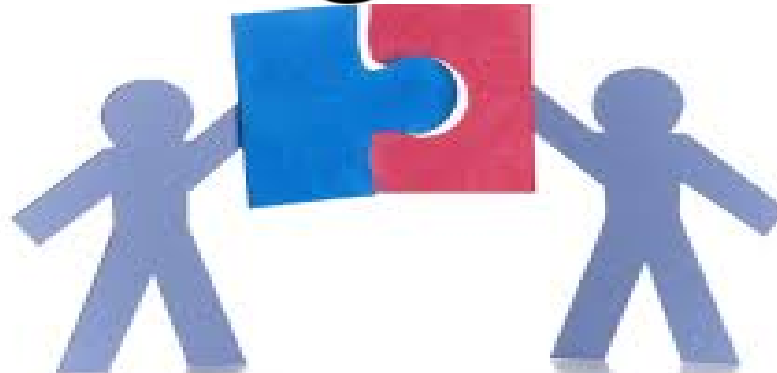
To This



# Access Services

Circulation

Interlibrary Loan





thank  
you!

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