

A Space Odyssey:

A workshop on coping with change, and planning for the future

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- In 2016, the Medical Library had to undergo extensive renovations.
- For nine months, the library was closed. Staff were moved to a temporary building – a much smaller space.
- We (and users) had very limited access to books, study space was drastically reduced, staff office space was much smaller, and we had no dedicated training room (or training equipment such as PCs).
- Coping with this change took a lot of planning!

- How prepared are you to cope with a similar level of change?
- Imagine you are in charge of planning for changes to your library – these could be anything from a renovation like we dealt with to a permanent loss of space, a reduction in staffing, a switch to embedded librarianship, or anything else you can think of.
- How would you adapt to the changes? How would you communicate these changes to users? How would you measure their impact?

Activity

Split into five groups

Group 1: Planning and Implementation

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Group 2: Services and their delivery: resources

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Group 3: Services and their delivery: training

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Group 4: Managing Staff

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Group 5: Communication and Measuring Impact

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Group Discussion

Feedback

What we did: planning and implementation

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- Staff recorded current workflows, and met with management to discuss any changes in workflow necessary during the renovations.
- Meetings with staff from other departments e.g. IT, building services, facilities management.

What we did: planning and implementation

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- The entire team met to plan workflows for new processes (e.g. reader services, circulation of physical items) that would affect all staff.



What we did: resources

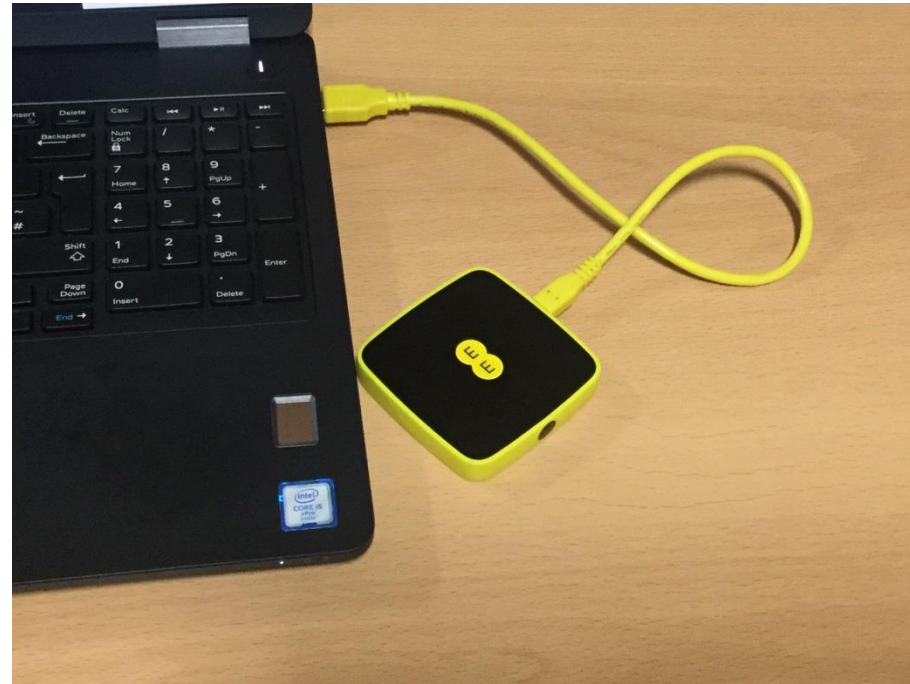
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- A small, core collection, plus daily book fetching.



What we did: training

- A portable training room – five laptops (users were also encouraged to bring their own device), plus portable wifi device (as library staff did not have access to hospital wifi). Training delivered in hospital seminar rooms.



What we did: managing staff

- Planning for the changes began well in advance of the move. Staff did workflow assessments individually as well as in group meetings. Potential impact of the move was also assessed – this continued after we had moved into the temporary space.
- Staff had a chance to view the temporary office space in advance – gave an idea of the (much smaller) space available so they could plan what to bring with them.

What we did: communication and impact

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- Lots of communication with users on variety of platforms prior to move. Kept these channels open during the renovation. Information about changes to services prominently displayed on website.
- Found new ways to communicate, e.g. pop-up libraries to bring the library to users in their own space.



What we did: communication and impact

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- Old metrics (circulation, footfall) were not going to measure the impact of the service during the renovation – we measured new things.
- Training numbers actually increased during the renovation, possibly due to the visibility of training sessions in hospital, rather than library space.
- Quality, rather than quantity of user interactions with library services more important. Essential that they were aware that the library continued to operate in spite of the renovations.

Any questions?

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