



Opening a New Umbrella: Technical Services Merger and Consolidation at the UTC Library

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2007-08 Relevant Statistics

Primarily an undergraduate institution with some graduate programs

Student FTE: 8,159

Faculty FTE: 466

Library faculty: 16

Library staff :14

Library Materials Expenditures (2007-08): \$1,311,632

What we started with

Acquisitions department staff

1 faculty member

2 staff members

Responsible for:

Coordinating all collection development

Ordering and receiving

Invoice processing

Ordering, cancelling, licensing, etc. of subscriptions

Cataloging department staff

1 faculty member

2 staff members

Responsible for:

All copy cataloging and original cataloging and physical processing

Receiving and claiming of print and microform subscriptions

Catalog authority



Issues

Flat budget

Online migration

Split serials responsibility

Work-flow: Down time and lack of back-up



What to do?

- Cross-Training Possibilities and Implications
- Merging the Departments
- Target Date for Transition

What next?

- Meetings, Meetings, Meetings
- New department: **Materials Processing**
- Cross-Training begins
- Job Assignment Preferences
- Assignments begin
- More Meetings
- Physical Arrangement
- Work Flow Documentation

Consequences: The Good


- Cross-Training
- Down-Time is Significantly Reduced
- Greater Understanding of Procedures
- Simplified, Unified Control Over Serials
- Entire Process Under Single Administrative Control

Consequences: The Bad

- Morale took a dip.
- Extra Work vs. Real Work
- Awkward Relationships
- Changing Priorities
- Initial Resentment

What I Learned at the Revolution

- No matter how much you think you have communicated, it's not enough.
- Regardless of how well you justify and lay out the rationale for change, it is still unwelcome.
- It takes time to integrate two formerly separate groups of people regardless of how closely they have worked in the past.
- Be prepared to change plans as circumstances require.
- The learning curve is greater than you anticipate.
- Ask for input. Listen if you get any.
- Be prepared to push people into doing what needs to be done.

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- Have we been successful?
 - What next?
 - Change is constant. More is coming.