Why?

- Cuts to staffing budgets
- Needed to refocus
- Opportune time
The brief

- An environmental scan
- Identify the trends and challenges
- Identify strengths and gaps
- Identify any development needs
The brief (cont’d)

- Look at outsourcing options
- Look at workflows and processes
- Identify any issues that might adversely affect necessary changes.
Outcomes

- New structure(s)
- “Savings”
- Career path for Technicians
- Sense of “moving ahead”
- Skills audit
- Development plan
Old model – Collection Services

Manager

Senior Librarian (Acquisitions)
  - Technician
  - Technician
  - Technician

Senior Librarian (Cataloguing)
  - Technician
  - Technician
  - Technician 60%
  - Technician 60%

Head, Library Systems
  - Desktop
  - Client help
New model – Resource Services
Old model – Client Services

Library Services Manager

Lending Services Supervisor
- Technician
- Technician 3 X 80%
- Shelvers 4 X 50%

Reference Services Supervisor
- Liaison Librarian X 5 100%
- Liaison Librarian 60%

Document Supply Supervisor
- Technician
- Technician 80%
- Technician 80%
- Assistant
New model – Client Services

Library Services Manager

- Team Leader (Lending & Document Supply)
  - Coordinator - Lending
  - Coordinator – Document Supply
  - Technician X 2 100%
  - Technician X 4 80%
  - Technician 70%
  - Shelvers 50% X 4

- Team Leader (Learning & Research Services)
  - Liaison Librarian X 5 100%
  - Liaison Librarian 60%
Outcomes

• New structure(s)
• “Savings”
• Career path for Technicians
• Skills audit
• Development plan
• Sense of “moving ahead”
Outcomes (con’t)

• More focused teams
  – Resource Services
    • New direction
  – Learning & Research Services
    • Competencies
    • Liaison plans
    • Consistent approach