

Blurred Lines: Redefining Technical Services at Medicine Hat College

Leigh Cunningham
Valarie Westers
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Overview



Why Did We Switch To OCLC WorldShare (ILS)?

- The cooperative aspect of WMS and WorldCat.
- It allows the students to discover materials beyond our library's walls.
- It allows for independence from IT staff; we do not need to employ a team of specialists.
- It offers a cloud-based storage solution.
- Acquisitions/cataloguing is more streamlined.
- Relais – switched to use same ILS for all functions/more cost effective
- We felt that WMS would make us future-ready.

Background

- 2014 – Planning for end of Relais ILL contract in May 2014
- March – WorldShare ILL live
- April – WorldShare ILL training for all technicians
- Spring/Summer – training in all WMS modules
- July – WMS goes live!
- September 2014 – technicians' rotation begins!
Three week rotation – 1 week acquisitions; 1 week interlibrary loans; 1 week projects

Goals/Outcomes

Allows us to be patron focused

- More thoughtful in our processes and how we provide service
- Plain language of the patron interface
- One-stop shopping aspect of WorldShare
- Consistent service coverage
- Expedite requests for materials (purchases and ILLs)

Diversify staff workload

- Streamlined tasks in cataloguing/acquisitions – staff are able to work on projects, do committee work and accomplish other tasks.

Job Roles and Team Function

Before  After

- Moving from distinct jobs to a team model – 90 years of experience between the four of us!
- More time to work on projects: inventory, collection development, instructional support/LibGuides, committee work, archives/special collections.
- Unique skill set to shared skill set – decisions made with varied input/perspectives

Opportunities

- Ability to work as a team to develop a process that works for the team
- Opportunity to look at work flows with new eyes and make improvements
- Centralize and streamline services
- Expand skills/more valuable as an employee/skills remain current
- Sharing of knowledge

Opportunities

- Succession planning
- Benefit of a service area expert when needed
- Support from peers while learning
- Extra help during busy times
- No interruption in service/Ability to be away and not “worry” about who is doing “your” job
- New model provides “built-in” coverage
- Service is consistent as staff is fully trained, not just “backing up”

Challenges



- Shared responsibility/ownership
- Steep learning curve – two new systems and job roles
- Communication among technicians – process changes
- Team meetings – scheduling challenges



Challenges

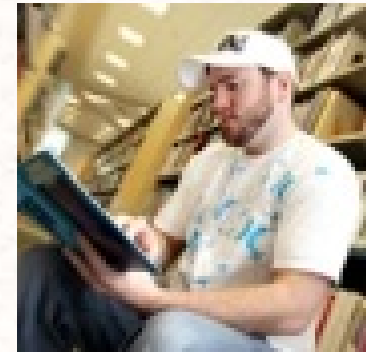
- Union
- Budget
- Training

Recommendations

- Communication is critical!
- Allow time for training and developing procedures
- Centralized work area
- All staff involved in decisions
- Work you do directly impacts the rest of the team – consistency is key!
- Be patient and flexible



Moving Forward



Questions?

