Reducing the noise

Improving Library staff communication, knowledgesharing & engagement with common platforms

> Heather Westerlund Walden University LibTech // St Paul, MN March 15, 2017



poofytoo.tumblr.com



Fig. 1. Comic of mail then vs now. This is what I think of mail, by poofytoo.tumblr.com (2011, July 24). Retrieved from http://poofytoo.com/post/7991895471/this-is-what-i-think-of-mail

NOW

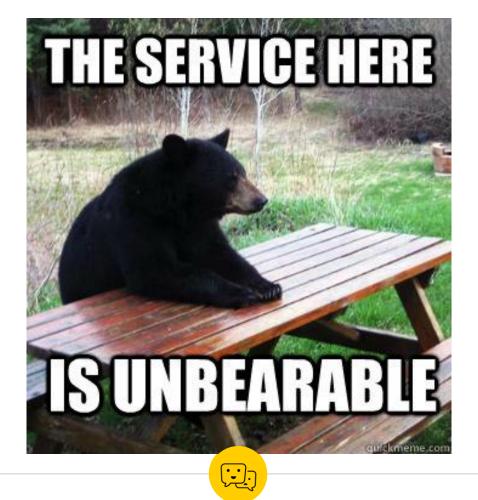
If we can't solve it via email, IM, texting, faxing, or phone calls, let's resort to meeting in person.

someecards





Fig. 2. Comic of meetings. *If we can't solve it via email*, by someecards.com. Retrieved from http://www.someecards.com/workplace-cards/if-we-cant-solve-it-via-email





Hello!

I am Heather Westerlund

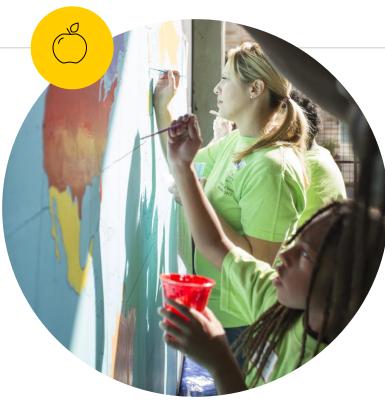
Associate Director of IT, Collections, & Innovation

I love libraries, technology, and improving the user experience and access to resources.

Reach me at heather.westerlund@mail.waldenu.edu



A little context...



Focus on social change

- PhD, Masters, & Undergrad in traditional and CBL environments
- 52,000+ enrolled students from 155 countries
- Working adults over the age of 30

Walden Global Days of Service 2012

Walden Library (awesome)

- 100% virtual
- -25 (mostly) remote librarians
- 4 time zones, 7 days a week







Which is cool because...

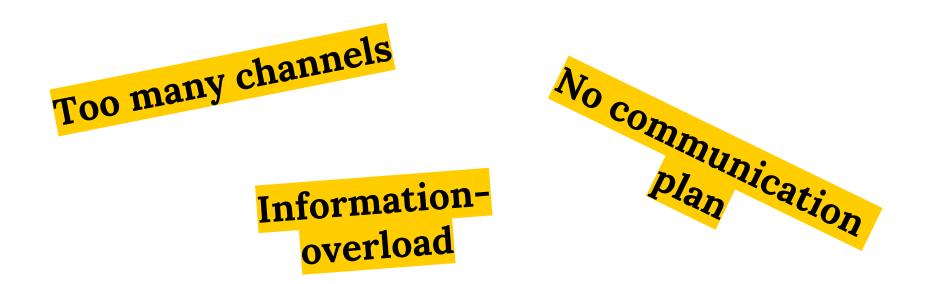
pros (yay!)

- Highly regarded at our institution
- Better equiped to take on change & handle issues
- Drivers of technological change

...except for the risks

- Too many platforms
- Too many ways to communicate
- Staff fatique & frustration
- Impact on consistency & quality of services

The situation





- Too much email
- Lack of tools that facilitate collaboration
- Out-of-date internal documentation, hosted & unorganized in multiple systems
- Chat app not universally adopted or integrated

- Staff training inefficient and time-consuming
- Unpredictability of where/how to expect communication
- No budget for this issue



Just as many channels for communication & knowledge-sharing



- Reduced # of platforms
- Embraced platforms that give staff more control over notifications
- Defined how channels are used

6 problems 6+ solutions





Problem 1

Practicing a culture of open communication



Solution

Practice what we preach.

Leaders that staff trust.

Clear communication strategy.

Transparency.

IT that supports this.



Problem 2

Too many disconnected systems



Solution

Condense down to 2 primary application suites:

LibApps & O365 (previously Google Apps)





Google apps



Problem 3

Overabundance of ineffective channels & information overload



Yammer groups facilicate info & knowledge-sharing & discussion in key areas of the Library.

Adapting to staff preference & workflow.

0				
Bearch Search Course Guide Mgmt (Walde	Walden Library PRIVATE Welcome to Walden Library's main Yammer group! NEW CONVERSATIONS ALL CONVERSATIONS FILES NOTES Q			
Reference (Walden Library) Liaisons (Walden Library) Instruction (Walden Library) Professional Development (Center for Student Success S Library Leadership (Walden)	Share something with this group Miki Scholl – 5 hours ago March Collection Update			
neerogramme All-Theorem (Theorem generation)	Collections:			



Staff meetings via phone awkward & not inclusive

- Less participation
- Lack of visual cues

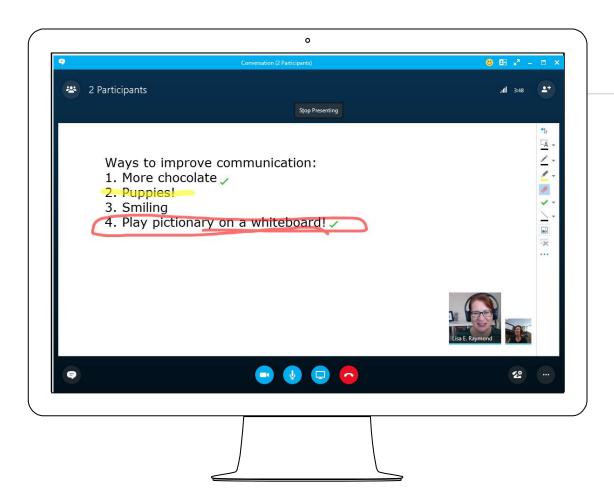
Meetings with existing conferencing software cumbersome

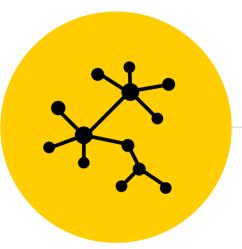




Google Hangouts / Skype for Business:

- Video meetings help librarians feel more connected
- Chat makes quick questions easier
- Ref desk chatter
- Preservation of meetings & chats





Problem 4

Decentralized, disorganized internal documentation



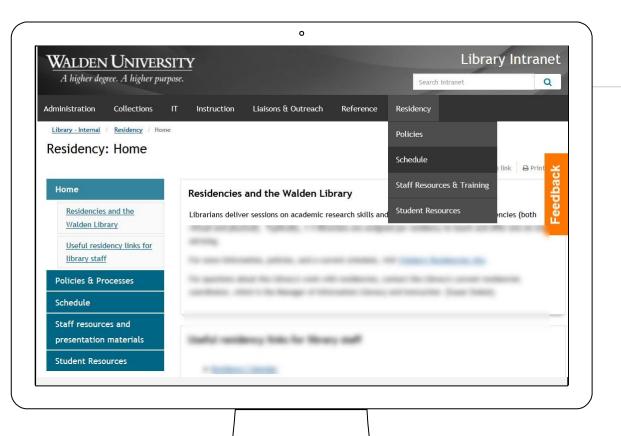
LibGuides Intranet

- Organized by functional area which is owned & maintained by a manager
- Main/sub nav pages are pathfinders (list of links) for scalability

A higher degree. A higher purpose.	Search Intranet	Q
	truction Liaisons & Outreach Reference Residency	
Library - Intranet I Intranet Home / Welcome! Welcome to the Library Intranet!	What are you looking for?	ł
Find policies, procedures, training, statistics, and more. The Intranet is organized by the Library's primary operations and each area is maintained by the manager pictured in each area.	Intranet Quick Answers Site Index Search for library training, policies, procedures, and more Search for library training, policies, procedures, and more Search for library training, policies, procedures, and more	arch
Quick Links • Library Master Calendar	Walden Library Yammer group feed Laureate Education, Inc.	
• <u>Library Staff Update</u> Current & past department updates.	What are you working on? Miki Scholl – 5 hours ago	A



- Restricted
- Custom header
- Searchable
- Site index
- Feedback tab
- Custom homepages

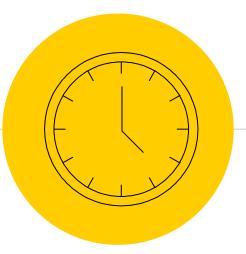




OneDrive & Groups

- Sharing & collaboration on projects
- Secure sharing among a defined group of people
- Docs linked in Intranet when appropriate

+ New \checkmark \uparrow Upload \checkmark \bigcirc Sync	↓≓ Sor
ibrary Manage > Documents	
✓ ↑ Name Modified By File Size	
Goals and Strategic Planning November 16, Michelle M. Hajder	
Library blurbs for leadership December 22, 2 Michelle M. Hajder	
Library Policies ···· February 22 Heather P. Westerl	
Meeting Notes archive February 22 Heather P. Westerl	
Misc February 22 Heather P. Westerl	
Staffing February 22 Heather P. Westerl	



Problem 5

Staff training inefficient & time-consuming



Asynchronous training with videos & tutorials

- No fancy software needed (Windows Movie Maker)
- Hosted in O365
 Videos, embedded
 in LibGuides
 Intranet

Library Yammer Groups	Required Training						
Training	Watch the video and read the instruction below to complete your Yammer training.						
Required Training			-				
Training video	Training video						
How do groups work?							
How do #topics work?	Watch this video in full screen mo	de so you can see the smaller details.					
View posts in a group	P. 11 pr			1014			
View posts in your Yammer Inbox	(♠) ● □ ▲ interference entered and	and the second second of the second sec		a ∞ + + + • • • □ =			
Notification options		2150 金 0 39 1 金 1	2 6 %	° 🕵 🔹 o 🤉 🎆			
Annual Colum	■ ■ ■ ■	Update 13 Ppl T Poste		INTERNAL STANTED BOTS			
Account Setup	LAURAN EDUCATION INC. 0000	What are you working on?		Get the Yammer Mobile App			
Group feeds -	Walden Ukrary Testing group	Deservery - All - Following at e185 Calubration Center	0.	INVERT VOLUCIONORIUS			
Laureate Training	Librorg Linukenne (Madaka) Caurae Guide Mayer (Madaka) Inriversatio Development (L. Lianem (Midaka) Librorg) Ballenever (Midaka) Librorg) Scott (Midaka) Librorg)	Deck of horizoner - failing by 1 at 13 have Deck of a horizon this is particular to the same of the same	e and hring laborate very	Tamme work pert have the second seco			
	e345 Collaboration Center 1 Al Company 26-	Microsoft production release		RUCINE ACTIVITY			
Office365 Collaboration Center: Yammer Training &		Tropa Ryan, Kim Michaelotti, Boopa Suraput, and 7 others like the		Emma Covell and Anne Rojan town joined Walden Ubrary			
Info		< 1 there # Store 12 other rights 1		Inserine Castance has preved ald/s Calaboration Canner			
		Solar 1 Followingses Kathryn Clarke in many to Brad Holoman - Marin 24 at 725am. Thanke Beall Tim ranning to fast as social yo		Charana Broy and Susan Anderson have power 2015 Calaberation Carmin			
	+ Contracting and	Alat white close -		And the section of th			
Access Yammer	Training: Yammer 15:15 Walden University Library Ir	Michael Springer in very to Boat Historian - New Dist 20000 using the line Sats Blane provided 2 was able to create a plan and a	Inge takes	APP ENECTORY			
		pet 1 was hoping to have all email send to the person that I assign th	e tanks. In	CONTRACT 1			
	[15 min 15 sec]						



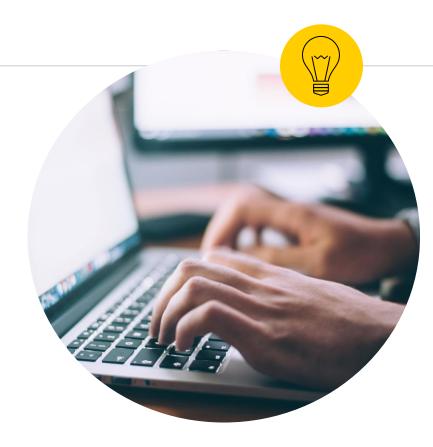
Problem 6

Soliciting & encouraging staff feedback not effective or inclusive

Solution

Yammer: instant feedback and quick responses

- Anyone can weigh in via replies, polls, surveys
- Better for staff inclusion and engagement
- Still offer private & anonymous methods to provide feedback



Vastly different communication preferences

[face-to-face video meetings vs real-time discussion boards]





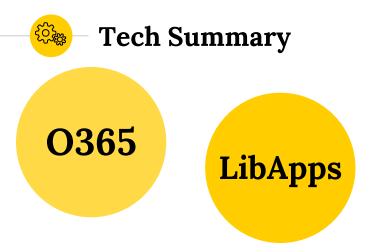
• Yammer groups [work & social, monthly manager announcements]

Skype

[meetings, staff chat, coffee talks, all-staff meetings, social events]

OneDrive & Groups

 [doc storage, drafts, planning, & collaboration]

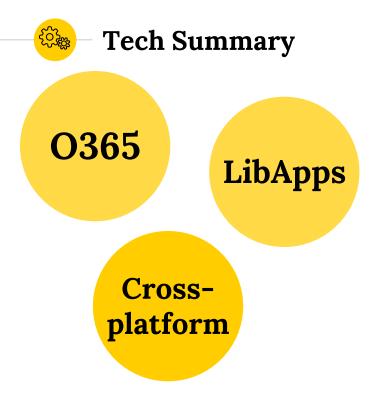


- LibGuides Intranet
- LibAnswers [embedded FAQ]

• LibWizard [embedded feedback forms]

• LibCal [embedded webinar & dept planning calendars]

• LibStaffer [Ref sched pushed to Outlook]



Embed, Embed, Embed.



- Some librarians feel less connected with asychronous training & discussion
- Difficulty locating some documentation
- Some info still gets lost in discussion feeds

More video meetings; social events

Staff feedback; continual improvements

Help staff set up notifications properly



- Video meetings = more technical issues
- Challenges with librarians feeling comfortable sharing concerns

Experience w/ platform; hardware improvements

Anonymous feedback; 1-on-1 meetings w/ video (not recorded)



- Single sign-on with LibApps
- Internal FAQ with LibAnswers
- Task automation (e.g. O365 Flow, IFTTT)

Continually looking for ways to improve internal communication, knowledge-sharing, & engagement.

If you build it to be <mark>easy</mark>, they will come.



Field of Dreams, 1989 (....sort of)



Any questions ?

You can find me at:

- heather.westerlund@mail.waldenu.edu
- <u>http://library.waldenu.edu</u>

References

Images:

memegenerator.net. (n.d.). Can you hear me? [Meme]. Retrieved from http://memegenerator.net/instance/66636031

poofytoo. (Illustrator). (2011, July 24). This is what I think of mail. [Comic]. Retrieved from http://poofytoo.com/post/7991895471/this-iswhat-i-think-of-mail

quickmeme.com. (Graphic Artist). (n.d.). The service here is unbearable [Meme]. Retrieved from http://www.quickmeme.com/meme/3s6v5t

someecards.com. (Graphic Artist). (n.d.). If we can't solve it via email [Comic]. Retrieved from http://www.someecards.com/workplace-cards/if-we-cant-solve-it-via-email

Uncredited photos from Unsplash.com (no attribution required)

Presentation by SlidesCarnival <u>Creative Commons Attribution</u> <u>license</u>

Icons:

Slide 16: AlfedoCreates.com. (Graphic designer). (n.d.). Text Message [Icon]. Retrieved from https://thenounproject.com/search/?q=open+communication&i=440 328

Slide 18:

BomSymbol. (Graphic designer). (n.d.). unlink [Icon]. Retrieved from https://thenounproject.com/search/?q=disconnect&i=613135

Slides 20 & 22:

Srinivas, Karthik. (Graphic designer). (n.d.). Stress [Icon]. Retrieved from

https://thenounproject.com/search/?q=information+overload&i=706 144

Slide 37:

Srinivas, Karthik. (Graphic designer). (n.d.). feedback [Icon]. Retrieved from

https://thenounproject.com/search/?q=feedback&i=695819

Other icons: Slidecarnival. (n.d.). icon set [Icon]. Retrieved from http://www.slidescarnival.com/