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# Management Survival Skills

Managing as a Non Librarian in an  
Academic Library

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Rhonda Moore and Ann Pearce  
McMaster University Library

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OLA Super Conference 2017

# Overview of Session

- ❑ Individual Experiences - 2 different management experiences
- ❑ Challenges (it's not all sunshine & lollipops)
- ❑ Connections/collaborations
- ❑ Bad Manager/Good Manager
- ❑ Making the Transition
- ❑ Continual Learning Process
- ❑ Wrap Up/Questions?

# Individual Experiences

# Ann Pearce

Manager, Library Services - Innis  
Library

## Education

- McMaster University - BA History, BA Political Science (2nd Degree)

## Work History

- Hamilton Public Library: 1981 - 1988

## McMaster University Work History

- Student Assistant
- Stacks
- Library Assistant in Circulation/Reserve
- Senior Library Assistant
- Reference
- Manager

## Experience

- Parent Volunteer, Committees

# Ann Pearce - Manager, Library Services - Innis Library

## Current Responsibilities

- Manage the daily operations of McMaster's Business Library
- Staffing/Training
- Work alongside the DeGroote School of Business and the Ron Joyce Centre in Burlington
- Work alongside the Services Librarians at Thode and Mills Libraries.
- Meetings
- Reports
- Committees
- Mentor

## Overall Experience

- Learning from the past
- Challenge myself
- Learn from conferences



# Rhonda Moore

Manager, Lyons New Media Centre

## Education

- BA English, McMaster University
- Library Techniques Diploma, Sheridan College

## Work history

- Hamilton Public Library
  - High school/university
- McMaster Library
  - barcoder
  - copy cataloguer
  - original cataloguer
  - reference
  - reference manager
  - media centre manager
- Volunteer work, other interests

# Rhonda Moore - Manager, Lyons New Media Centre

## ★ Current Responsibilities

- Managing the daily functions of a busy media centre
- Staffing (full time & students)
- Purchasing
- Reports
- Meetings
- Committee work

## ★ Overall experience

- Learn from the past (good & bad)
- Make my own opportunities, show interest in trying new things
- Great support from manager



# Challenges - It's not all sunshine & lollipops

What are some of the challenges we face?

- ❖ Acceptance/Support
  - By other managers
  - By librarians
  - By staff
- ❖ Gaining trust and respect
  - Proving our value
- ❖ Self-confidence
  - Cut yourself some slack!!
  - Be strong, believe in yourself



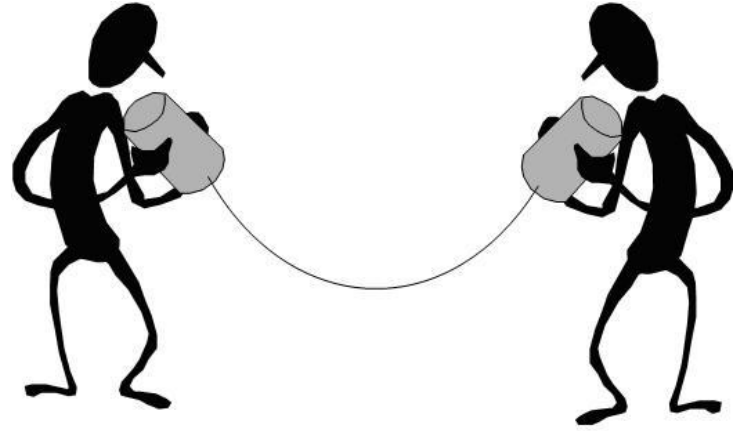


# Connections/Collaborations

You can't do it alone!

Make connections -

- Other managers
- Librarians
- Staff
- Customers (students, instructors, community)
- Network outside of your library



# Connections/Collaborations

Collaborate on projects for work and fun/social

- Other managers
- Staff
- Librarians



# Bad Manager / Good Manager



# Ineffective Leaders



<https://www.youtube.com/watch?v=cqOfn3HxTB0>

# Characteristics of a Bad Manager



# Characteristics of a Good Manager



**Still Want to be a Manager?**





# Making the Transition to Management

Are you interested in making the transition to management?

- ★ Do your homework!
  - Find out about management in your library
  - Read articles on managing/leading
  - Look at your own experiences
  - Do your own skills inventory
- ★ Let the right people know
  - Speak to other managers, your supervisor
  - Meet with HR to discuss your interests, next steps





# Making the Transition to Management

Do a self evaluation of your skill set

★ Do you have good...

- **Communication skills**

- Key element in being a good manager
- Take courses to help with communication skills
- Listening skills

- **Time management skills**

- Organize time to not feel overwhelmed
- Have to manage own time as well as your team
- Competing deadlines for a variety of projects, need to prioritize



# Making the Transition to Management

★ Do you have good...

- **Problem Solving skills**

- Think on feet when faced with a problem
- Remain calm and focused to deal with situations

★ Are you a good...

- **Coach**

- Take interest in your employees career development
- Offer support, advice, motivation, and encouragement.



# Making the Transition to Management

- ★ Take courses
  - Continuing education courses
  - Lynda.com is a great resource
- ★ Get a mentor
  - A great way to learn about the role
  - Someone to speak with, ask questions
- ★ Keep an open mind
  - Learn from your experiences
  - Change is good
  - Set yearly goals
  - Go to conferences and learn from others
  - Take time for yourself



# Managing is a Continual Learning Process

## Examples of Courses:

- ★ New Manager Orientation Program (NMOP)
  - McMaster University's 8 session program for new Managers
  
- ★ The Management Group (TMG)
  - TMG Retreat
  - TMG Forums - updates
  
- ★ Centre for Continuing Education
  
- ★ Other courses/workshops
  - Disney Customer Service or Disney's Approach to Leadership Excellence
  - Check your local University/College campus for courses/workshops

# Managing is a Continual Learning Process

Lynda.com

An online learning platform that helps anyone learn business, software, technology and creative skills to achieve personal and professional goals

## Examples of courses on management

- ★ Becoming a manager
- ★ Transition from manager to leader
- ★ Management fundamentals
- ★ Becoming an active listener
- ★ Management tips
- ★ Managing for results



# Managing is a Continual Learning Process

## It's easy to get stuck in a rut!

- Keep learning, keep changing things up
- Communicate with your Supervisor any concerns
- Challenge not only yourself but your staff to think, express, and contribute.
- Re-evaluate processes, procedures - are they still working well

## Think TEAM!

### Lead by example

- Be involved in all aspects of your team's duties.
- Encourage their development, their ideas, their training
- Get their feedback! Are your staff happy?



# Boss



<https://www.youtube.com/watch?v=IG54HSGuidQ>

# To Wrap it all Up ...

- Take Courses
- Learn from the Past
- Utilize personal experiences
- Think Team, not me vs them, but US!
- Communication is extremely important
- Get a mentor, be a mentor
- Set yearly goals - have your staff set their own goals
- Step back & re-evaluate processes/procedures



**Remember to be yourself!! Bring your personality**



# Resources

Gordon, Rachael Singer, ***The Accidental Library Manager***, Medford, NJ: Information Today, 2005.

Kinni, Theodore, ***Be Our Guest : Perfecting the Art of Customer Service***, New York, NY: Disney Editions, 2011.

Reale, Michelle, ***Mentoring & Managing Students in the Academic Library***, Chicago, IL: ALA Editions, 2013.

***Running Meetings***, Boston, MA: Harvard Business Review Press, 2014.

Tutorials on lynda.com - <http://www.lynda.com>

# Disney's Approach to Leadership Excellence - Philosophy

A leader is far more than a label. Leadership is about **taking actions** to create sustained, **positive** transformations within an organization. Great leaders **align** their own **values and vision** with those of their business and help operationalize them for the future. The most meaningful way to demonstrate these skills is to passionately **communicate** your **shared** vision and practice what your company stands for. Leaders also **cultivate committed employees who strive to lead as well.**

You can't have a shared vision if your staff are not on board, not enthusiastic, or do not have any **respect** for you.

**Questions?**





**Thanks for  
Listening!**



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