Management Survival Skills

Managing as a Non Librarian in an Academic Library

Rhonda Moore and Ann Pearce
McMaster University Library

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?
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

Not fostering a culture of collaboration....

https://www.youtube.com/watch?v=cqOfn3HxTB0
Characteristics of a Bad Manager

- immature
- vindictive
- self-centred
- manipulative
- arrogant
- deceptive
- bully
- tunnel vision
- patronizing
- non-appreciative
- lacks integrity
- sense of entitlement
- short term results
- steals credit
- incompetent
- weak domineering
- blames others
- unapproachable
- distrust and fear
- no vision
- missing in action
- condescending
- micromanager
- poor communicator
- negative
- unconsiderate
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


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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