THE AGILE LIBRARY

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THE AGILE LIBRARY

- The Library Environment
- The Need for Agility
- Current Organizational Alternatives
- Traits of Agile Libraries
- The Project-Based Library
- Project-Based Tools
THE LIBRARY ENVIRONMENT

- Evolution and Radical Change in Libraries
- Place versus Every Place
- Collection versus Access
- Paper versus Digital
- Fair Use versus Contract
- Traditional Users versus Early Adopters
- Traditional Library Skills versus High Tech Skills
THE NEED FOR AGILITY

- Managing Change and Innovation
- Demanding Users
- Demanding Administrators
- Competition
- Collaboration
- Consultation
CURRENT ORGANIZATIONAL ALTERNATIVES

- Functional Structure (Hierarchy)
- Cross-functional Teams within a Hierarchy
- Flattened Hierarchy
- Project/Professional
TRAITS OF AGILE LIBRARIES

- Organizationally Structured to Address Challenges
- User/Patron Driven
- Clear Mission, Goals, & Performance Standards
- Bases Innovation and Change on Metrics
- Staffed by Independent Self-managed Professionals
- Structured Work Processes
- Able to Form Work Teams Rapidly
- Able to Incorporate Consultants
- Able to Use Part-time & Temporary Staff Profitably
THE PROJECT-BASED LIBRARY

• Organizational Flexibility
• Structured to Address New Challenges
• Continuous improvement
• Service/Product Innovation
• Cost/Schedule Control
• User/Patron Satisfaction
• Optimized Resources and Staff
• Staff Satisfaction
• Developmental Opportunities
• Experiential Learning
• No Surprises
PROJECT-BASED TOOLS

- Self-managed Teams
- Performance Databases
- Conflict Resolution Resources
- Metrics
- Customer Satisfaction Measurement
% Interactions by Day 1999

- Monday: 19%
- Tuesday: 19%
- Wednesday: 20%
- Thursday: 16%
- Friday: 10%
- Saturday: 6%
- Sunday: 10%

- Tuesday: 19%
- Wednesday: 20%
- Monday: 19%
% Other Users by Type for 1999

- Public: 65%
- UC: 18%
- UC Alumni: 3%
- California Licensed Health Prof: 4%
- Other UC: 2%
- Legal Professional: 4%
- Stanford: 1%
- Patient: 3%
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