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Library Department Head Meeting Essence Notes

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Library Department Heads

Essence Notes

10/18/16

Attending: Bede Mitchell, Clement Lau, Debra Skinner, Jessica Garner, Fred Smith, Alva Britt, Gregory Wurth-Human Resources Organizational Development Manager.

Human Resources Organizational Development Manager, Gregory Wurth:

Bede reported that Rebecca Carroll, new AVP for Human Resources, has stated the department is in the process of evaluating and improving current Human Resources policies. New Organizational Development Manager, Gregory Wurth, reported that he has begun a re-evaluation of all human resource training programs. One area he plans to implement is a new supervisor orientation program which will give support and structure to incoming supervisors. He asked the department heads for feedback on other areas of training they feel need to be addressed.

Bede voiced three areas of interest for training and/or refresher courses:

1. Public service: Although the library invests in webinars in the area of public service, other areas Bede feels need to be re-addressed are things such as how individuals answer the phone, noting the need to continue such traditions as answering the phone in the "Georgia Southern" way.
2. Supervisory Skills: Although new hires may indicate that they held supervisory positions, once hired some demonstrate the lack of proper training in such supervisory areas as motivation, coaching, etc.
3. Communication issues: Instruction in what is good conflict resolution approaches; ways to resolve conflicts between two individuals; and when to involve higher ups in such issues.

Mr. Wurth stated that such concerns can be addressed by his department as they would also be applied to other departments on campus. Bede stated that by having Human Resources professionals conduct workshops regarding these and other issues would prove to be more consistent and would carry more authority than having one's supervisor address them. Other concerns voiced for consideration included such areas as,

- How to address conflicts between young people with less experience and older, more experienced staff.
- How to remain focused on work issues during the day but to leave them at work, not carry home.
- How to deal with the new generation attitude, cultural issues, generation and age gaps issues.
- Create tools for measuring one's worth, our own assessment and evaluation.
- How to be a good follower.

Jessica reported that she is in the process of developing a mentor program, a Library Round Table, for those planning to go into the librarian field. She also inquired if Human Resources would be able to offer some type of support and/or training in dealing with deaf employees. Mr. Wurth will follow up on this request immediately. He noted that offering something through *Building a Better You* may be a possibility. He also reported that the current performance evaluation system is being evaluated and plans are to implement a new system with training. Based on feedback received from today's discussion, he will schedule a library workshop prior to the Christmas break.

Deans Council Report:

- Enrollment - GSU's enrollment count will be announced in October; however it appears that we will be up around 200 students over last year. Bede stated that although enrollment will be up, our FY2018 budget will be funded based on FY2016 enrollment. Any budget increase is unlikely.

- Organizational structure - President Hebert's goal is to restore the President's Cabinet back to the structure during President Grube's term. Bede discussed the position changes and who they would report to.
- Strategic planning progress to begin.
- Provost Search Committee appointed. Lisa Smith on the committee.
- December Graduation to be held in the football stadium. Two ceremonies to be held, one for graduates and one for undergrads, one in the morning and one in the afternoon. New faculty rotation requirements have not been announced.

Old and New Business:

Bede discussed salary compression issues noting that the University of West Georgia who employs several librarians has an entry level of \$63,000. He stated that when recruiting faculty replacements we need to consider offering as much as reasonably possible in the vacant line order to compete against such institutions. Any funds left in position lines are returned to Academic Affairs.

Russell Union will be closed May 1 - August 10 due to HVAC maintenance.

Student Tech Fee Allocations for FY2017. Bede stated that Deans were informed there will be no Student Tech Fee Cycle this year due to an upcoming audit into how such funds are being used and also to catch up on commitments that have not yet been fulfilled.

FYE Courses taught by Staff - Bede requested that, for the time being, staff members not be allowed to teach FYE courses due to the complications that would arise in the new ADP punch in system.

Department Reports:

Administration: Clement reported on the President's Town Hall meeting. He came away with two main points voiced: streamlining departments in order to send savings back to the academic units, and, expansion of programs, which will be left up to the deans and provost, which will have impact on our services and collections.

Collection and Resource Services: Debra announced that the Alma test load will be received next week and in November we will see what PREMO will look like. David stated that we will only be able to view the new systems at this point. Bede stated that there will be a full RACL meeting November 9-10 and that ALMA will be the major topic. He plans to get debriefing regarding some of our issues prior to the meeting.

ACRL Data Collection Meeting: Wednesday, October 19, 2:30 - 3:30, Library Conference Room.