



LAMS Letters

A Newsletter of NCLA's
Library Administration & Management (LAMS) Section

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As Library Administrators and Managers we often find ourselves beginning in a new leadership role with situational boundaries beyond our control. Whether we have been promoted to lead those people with whom we worked in the trenches or were newly hired to an organization in a leadership role, each situation presents its own challenges.

One such challenge, building trust, is a common theme in the following contributions provided by Robert Antill, Director of Library Services at Paul H. Thompson Library, Fayetteville Technical Community College, and Melanie Wood, Library Manager of the Harris Campus, Central Piedmont Community College. As leaders in their communities, Robert and Melanie clearly convey the value of building trust by developing relationships and keeping stakeholders invested in reaching a common goal to improve programs and services to the communities we serve.

If you wish to share information for future issues, please send your contribution to lgavin@cumberland.lib.nc.us

And check out NCLA's new logo:



INFORM
CONNECT
SUPPORT

Featured Project: with Melanie Wood

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Melanie Wood received her MLIS from Long Island University, Brookville NY, and has over 10 years of library experience in both academic and public libraries. She has been actively involved in community volunteer work, the North Carolina Library Association, and the American Library Association, among other organizations to provide and improve on programs and services to each of these communities. She currently serves as the chair of the NCLA New Members Roundtable.



State Library Grant helps CPCC make Space Planning Decisions

Central Piedmont Community College Libraries received an LSTA grant for space planning consultation. Judy Close of Judith Close Consulting was hired and helped the campus managers assess the needs of students and staff through focus groups and surveys. After providing 5 satellite campus locations and the Central Library with a report including suggestions, the librarians were on their way to making progress in best utilizing the space they have, as well as planning for the future.

The initial result for the Harris Campus Library was this:



Figure 1 Before



Figure 2 After

This campus library has 1750 square feet to work with; moving the shelving to the outer walls really opened the floor up and makes the library more inviting. Over the winter break there were a few days that were optimal for removing four rows of shelving and relocating to the exterior walls. This was a top suggestion to utilize the space, and this method of refreshing a space was observed on a site visit Judy arranged to see the libraries of North Carolina State University.

The outcome has resulted in more seating and lots of positive feedback. The library started with about 30 seats, but will have upwards of 45 by the time the new furniture is added. The feedback obtained from students and staff has been helpful in the rearrangement of the collection. Improvements and planning are on-going, as well as the assessment of the needs of students and staff.



Featured Librarian: Robert Antill

Robert Antill received his MLIS from Kent State University in Ohio and has over 25 years of library experience in both academic and public libraries. Robert has spent the majority of his career building and rebuilding libraries both structurally and infra structurally.



Fayetteville Technical Community College and the Evolution of the Paul H. Thompson Library

Since the mid 1800's, libraries in the United States have successfully operated under the model of book and information providers for the masses. To his enduring credit, Melvil Dewey is widely considered as the father of the modern library of this era. Fulfilling a unique mission of today, community college libraries are not giant tombs of millions of books waiting to be used. They are required to be more nimble and their strength rests in their dexterity not rigidity. The leadership challenge in implementing change in a 50 year old institution, that requires change, requires the cooperation and trust of senior administrators, the Library staff, and Director.

At Fayetteville Technical Community College the mission of the library, including its current evolution, has always been student and faculty focused. The library's ability to adapt over the past 50 years has sustained the informational needs of the first graduating class of 40 students in 1963 through the current 40,000 students, majoring in over 200 degree and certificate fields. Built in 1971, the Paul H. Thompson library houses approximately 68,000 books, 32 computers, and seating for 155. The advent of the Internet and the ability to deliver scholarly information to our face-to-face, on-line, and distance education students changes rapidly and is in constant competition with non-academic information sources like Google and Wikipedia.

At my thirty-day review in 2011, I was presented with a unique opportunity to use a data-driven decision making process to convince the administration of the changes that were disparately needed. Over the next three years the senior administration allowed for the library to be redesigned, the establishment of a Federated Search, and a concerted effort to "turn over" the print collection. The administration was somewhat easier to convince than a few of my staff. The library had not changed this much in 50 years and certainly not this fast. Sometimes easy and sometime contentious, convincing some of my staff that these changes were necessary was challenging. I eliminated the formal staff meetings where everyone was told at once what the changes were and how they would be implemented, in lieu of speaking to everyone individually throughout the days and weeks during implementation. I gathered thoughts and ideas from everyone and attempted to incorporate them when possible. The end result was everyone had a hand in the changes and having the staff fully integrate these changes was essential to their success.

Creating an atmosphere conducive to study was behind the effort to replace all of the furniture, brighten the lighting, and introduce wireless computing/printing. Transforming the facility into a collaborative environment where students and faculty can build upon FTCC's foundation was the ultimate goal we achieved.

FTCC is proud to be the only North Carolina Community College with EBSCO Discovery Service which prepares our graduates for the rigors necessary to do world class research equal to any four-year college or university. The complexity of the modern academic library includes finding information in books, e-books, journals, e-journals, multiple electronic databases, films, audio recordings, maps, photos, and archive materials. EBSCO Discovery allows FTCC students to search the entirety of the Thompson Library's holdings, both print and electronic, with a single search from anywhere in the world. Students on campus, on-line students studying locally, and distance education soldiers in Afghanistan have access to the exact same information through the library's website.

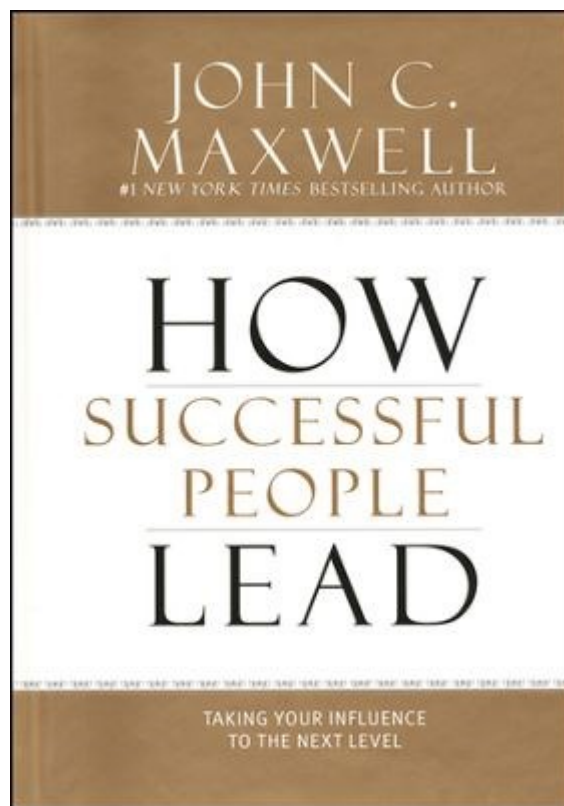
"Turning over" or modernizing the print collection involves eliminating the outdated and purchasing the updated books necessary to support the various curriculums. The Thompson Library is 3 years into a 5-year plan which included tripling the amount of the library's books by purchasing 120,000 e-books in 2013. These e-books are available to every student without limits.

The future of the Thompson Library is bright as we head toward converting the reference collection to digital in partnership with Oxford University Press and Credo Reference, creating the FTCC Digital Archive highlighting our history, and investing in a broader array of databases covering every subject area in more depth.

Book recommendation:

Currently, I am reading John C. Maxwell's *How Successful People Lead: Taking Your Influence to the Next Level*, New York : Center Street, 2013. The book was originally published as *The 5 Levels of Leadership* and provides insight into leading from the levels of position, permission, production, people development, and the pinnacle. The benefit of the book to me is the sound advice it offers toward developing leadership skills at every level. Although I have never really liked labels; I do appreciate Maxwell's compartmentalization of leadership levels and how he underscores the value of flow between compartments with emphasis on continual relationship building to maintain momentum.

Maxwell, John C.. *How successful people lead: taking your influence to the next level*. New York: Center Street, 2013. Print.



Become the kind of leader that people would follow voluntarily; even if you had no title or position. —

Brian Tracy



SAVE THE DATE!!!!

The 2014 NCLA Leadership Institute is being planned. The dates will be Oct 30th through Nov. 2nd, 2014 at the Caraway Conference Center near Asheboro, North Carolina.

Save these dates if you are interested, more information to come shortly!

Call for Applications will be posted on the NCLA website in May, be sure to discuss scholarship opportunities with your section or home institution.