The background features abstract watercolor-style shapes in shades of blue, teal, and light green. Scattered throughout are small, dark blue dots of varying sizes. At the bottom center, there are faint, stylized line drawings of fingers.

When leadership changes how do you build a project team on the fly?

Presented by
Jessica C. Garner and Kay Coates

Charge from the new Dean:



New Strategic Plan

Foundational approach of
shared governance



Multiple New Projects

Student Assistant Work
Group



Trusted partnership

Two campus locations
with team members on
both locations

Student Assistant Workgroup



Problem

Student Assistants were not transferring reference questions to Research Services.

Shared Governance



All departments across two campuses needed equal representation.



Goal

To connect walk-up patrons asking for reference services to Research Librarians.

Challenge



To have one workflow that all departments use across both campuses.

Project Overview

01

Pre-Adventure

Sudden Leadership
Transition

02

Organizational Change

Leadership Directive

03

Goals & Strategy

Shared Governance &
Collective Responsibility

04

Content Plan

SMART Framework

05

Budget

Contained Fiscal
Challenges

06

KPI Overview

Organization Mission
Personnel Functions
Cross Team Operation

Our Team Diversity



```
graph LR; A[Librarians] --- B[Student Supervisors]; B --- C[Technology Team]; C --- D[Department Heads]
```

Librarians

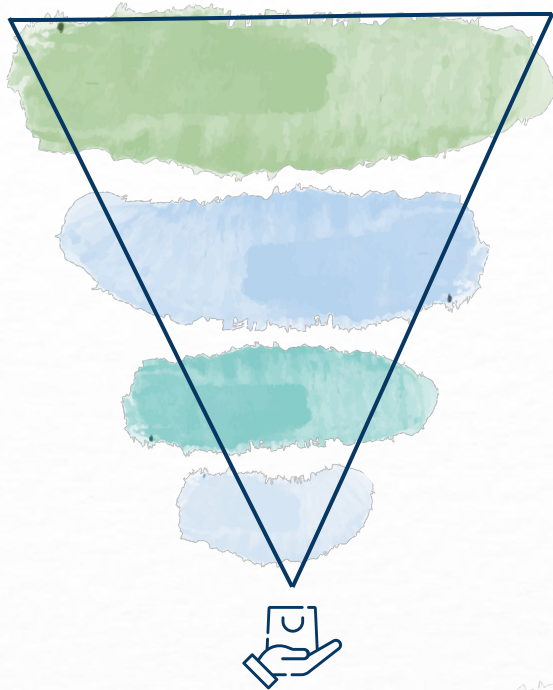
**Student
Supervisors**

**Technology
Team**

**Department
Heads**

With our goal of shared governance our work group quickly became large and unwieldy.

Strategy



01 Multiple Meetings

Face to Face and Virtual

02 Open Communication

Everyone shared ideas and strategized through Google docs.

03 Enabling Conditions

Explicit goals to keep everyone on task.

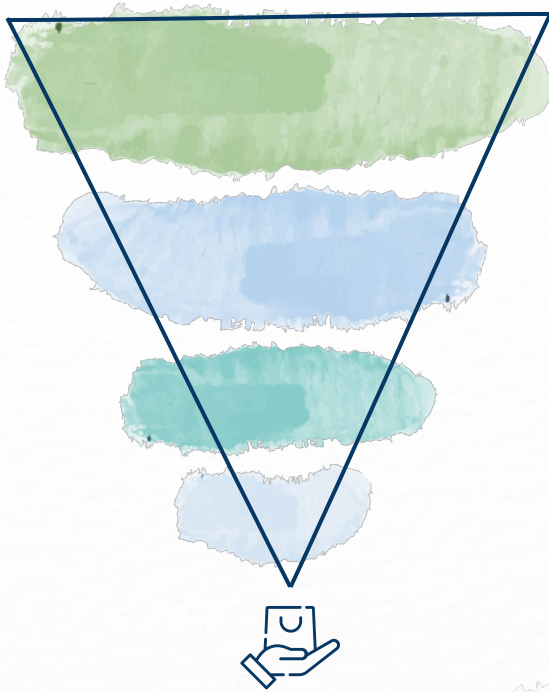
04 Troubleshooting

Will LibChat work for all campuses?

Outcome

Student Assistant Training Workgroup Proposal

LibChat as the Primary Means for
Reference Librarian Referrals



Questions?



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Thank You

