Practicing Self-care on the Job in Technical Services

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Perfection is a common mantle taken up by technical services staff. Unfortunately, that may involve overly complex approaches to acquisitions, electronic resource management, and cataloging activities that can be a burden to staff workloads. Some technical services staff adopt complicated or exceptionally thorough workflows as best practices for creating the perfect work product. When viewed through a different lens it appears that they are effectively paying themselves less by doing extra work for the same salary.

Self Care

- Infrastructure
- Hyper-efficient workflows
- Modified expectations

Not all of these will be applicable…pick and choose what is easiest to get buy in and implement or what will have the greatest impact.

Some may be scary…try them anyway, if you think they will decrease workloads.

Infrastructure

- Simplify ledgers, funds
- 1 invoice per vendor
- Spread the work out (mo, yr)
- No 4th quarter renewals
- Leverage technology

Workflows

- Do *only* what is needed
- Find automatic way to doublecheck
- Don’t fear audits
- Let vendors, community manage data
- Leverage technology

Modified Expectations

- Ask for help
- Set aside gold standard for some work
- Set aside perfection
- Lean into the network effect
- Improve your risk tolerance

Leveraging Technology

- Learn your systems, ask vendors for help
- Put data in the right fields
- Minimize use of notes
- Automate using EDI, auto loads, API integrations
- Spend time on updates to minimize work
- Create dashboards, widgets
- Use APIs to move data between systems
- Ask for help, express needs

General

Try a different mindset

Try a new way of doing things

Make work easy for people

Safe to fail experiments, NOT fail safe design

Questions?

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