Re/Connect –
Effective Communication in Large Libraries 2024

Case Study – Arts Library London

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CASE STUDY

ARTS COLLEGE LONDON - SIX CAMPUS LIBRARIES

METHODOLOGY

Qualitative Methods

- <u>Observations</u> made during work placement at the institution's libraries in May 2022.

- <u>Interviews</u> with library managers, senior librarians and assistant librarians within customer service, academic liaison, infolit, digital skills.
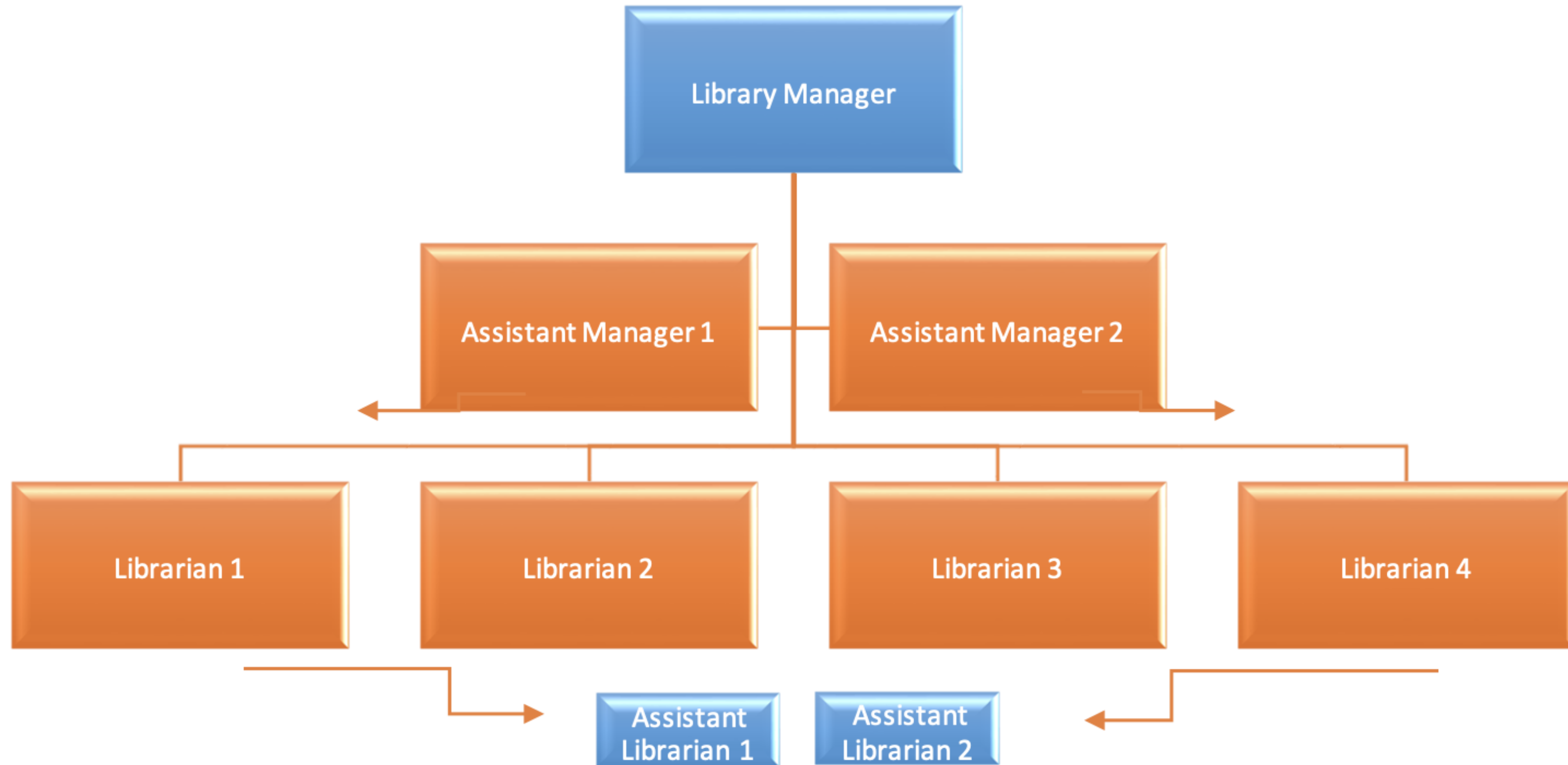
FINDINGS

- <u>Individual library site</u> - **unique way** of working

- <u>Communication Style</u> - **Hydra meet - online meetings**

  and emails

- <u>Functional Aspects</u>: Four major aspects:

  i) Collections Development

  ii) Academic Liaison Group (ALG) – InfoLit

  iii) Customer Service

  iv) Digital Skills – Learning Zone

Communication Hierarchy
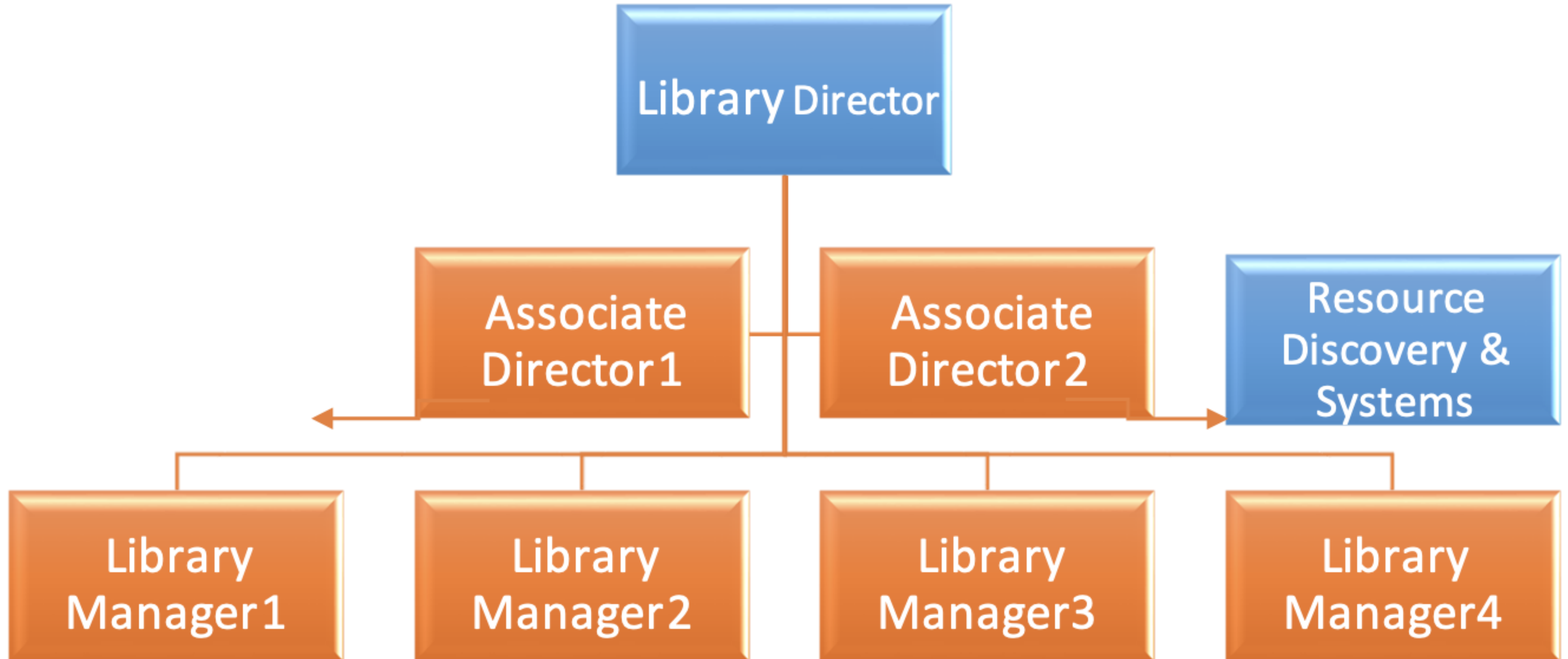
Communication Hierarchy

Communication Structure

	Name	Members	Function	Frequency	Medium
			Figure 3 -Formal Communication Channels at the institution's Libraries (Internal)		
1.	Hydra – Managers Meeting	Library Manager, Assistant Manager & Senior librarians	Policy Making/ Implementation	Weekly	Online
2.	Teams Meeting - Updating	All members of the particular library	The team is introduced and updated about a new skill.	Fortnightly	Online
3.	Teams Meeting - Upskilling	All members of the particular library	The team is trained to acquire the new skill	Fortnightly	Online
4.	Staff Briefing	All members of the library (including assistants)	Meeting for general briefing for all members	Irregular	In-person / Online
5.	One-to-one session	Line manager & staff member	Weekly report	Weekly	In-person /Online

Communication Structure

	Name	Members	Function	Frequency	Medium
			Figure 4 -Formal Communication Channels at the institution's Libraries (Functional)		
1.	General Functional Group Meeting (ALG, Customer Service, Collections Development & Digital Skills)	All members of the specific functional group	Policy Making/ Implementation General reporting and updates	Fortnightly/ Monthly	Online
2.	Functional Project Group (Sustainability Group, Social Media Group, Ask Operation Group)	Members across all functional group for the project	The team discusses issues regarding the specific project	Fortnightly/ Monthly	Online
3.	LSS – Library Services & Systems	Members of all six libraries and central unit	General Briefing by Directors	Irregular	Online
4.	SMT – Senior Managers Meeting	All four library managers	Policy Making / Implementation Urgent Concern	Weekly	Online

ANALYSIS

- **Physical disconnection** (decision makers vs stakeholders/on-ground staff)

- **Lack of resource-sharing** (due to communication structure)

- **Duplication of work and effort** (Academic Liaison Librarian)

UNSPOKEN ISSUES

01
Age of the great disconnection
Poswolsky, 2022

02
Disconnected Workplace
Multi-site Libraries

03
Communication Gap
Duplication of Work

RELEVANCY - POST PANDEMIC

WORK-FROM-HOME

"

EMPLOYEES WHO EXPERIENCE HIGH-LEVELS OF BELONGING HAVE A "WHOPPING 56% INCREASE IN JOB PERFORMANCE."

Carr et al., 2019

Due to this flexibility (Work-From-Home) 65% of workers say they feel less connected to their coworkers

Parker et al., 2020; Poswolsky, 2022

> **DUE TO THE INEFFECTIVENESS OF HANDLING CONFLICTS "PROBLEMS FESTER, EFFECTIVE COMMUNICATION IS INHIBITED, AND IMPORTANT VIEWS ARE SQUELCHED**

Minson & Gino 2022

USEFUL TIPS & HACKS

1 Keep it Simple

2 Do not Assume - Ask

3 Be Innovative

4 Be Inclusive

5 Speak Out Your Concerns

Subject: Urgent Alert: SQL Queries Compromised - Possible Malware Infiltration

Dear Librarians,

Preliminary investigation suggests potential bugs and possible malware infiltration within the system's SQL queries and associated language syntaxes.

This issue manifests as inaccurate user account data. While loaned materials remain assigned to their respective patrons, the system is unable to process new loan requests or renewals due to compromised data integrity.

Regards,
Systems Librarian

#BONUS TIP – PROMOTE FRIENDSHIP & MEANINGFUL CONNECTION AT WORK