

Blue Ribbon Committee Update  
April 13, 2001

*Prepared by Carlen Ruschoff, Director of Technical Services*

This week the BRC began to develop a five year shared vision of what the Division will look like in 5 years to use as a basis for designing a new structure. The areas that we addressed included Products and Services, Processes, People and the Physical Plant. This information will be used to determine what we need to do now to reach our 2006 vision of TSD activities.

In preparation for the shared vision exercise described above, the committee reviewed the list of important attributes that make a TSD organization viable that we had created earlier in our deliberations. We then looked over the list of assumptions about the work that we do that was created in preparation for the All Staff meetings. We reaffirmed that the lists reflect the values and assumptions in these two lists reflect the views of the Committee. We agreed to use them as a basis for making future decisions. Both of these lists are given below.

We also talked about making a field trip to the University of Iowa to get a first hand view of how ExLibris has affected workflow. Carlen will be looking into the viability of this trip.

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**TSD ORGANIZATION AND STRUCTURE  
ATTRIBUTES**

1. A structure that is flexible and innovative - responsive to changing environment and needs.
2. Responsive service – understanding what end users need.
3. Excellence - balance of quality and quantity.
4. Good Stewardship - maximizing use of available resources; use our resources wisely (people, time, \$\$).
5. Cooperation and Teamwork – both inside and outside of Technical Services.

6. Staff who are leaders and serve as resources for projects inside the library as well as for national and regional initiatives.
7. An environment that promotes system thinking - encourage broader mindset - not just TSD focused.
8. Shared Decision-Making - encourage collaborative and creative problem solving.
9. Effective Communication between units/functions and across all staff levels.
10. Continuous Learning and Development of Core Competencies.
11. Self mastery – respect others, assume the best and create pride in achievements.
12. Physical environment, infrastructure - good working conditions.



### **TSD Program Review :Basic Assumptions**

- Our procedures are very complicated
- There is a tremendous amount of expertise (the knowledge and skill set required is large and multifaceted)
- Materials pass through many hands
- Our processes are strongly tied to our ILS
- Some of our processes result in bottlenecks
  - “Free fly” procedure adds at least 2-3 days
- Individuals have different skill sets or specialized skill sets
- There are areas where TSD processes would benefit from cross training of staff
- Most all staff want expeditious turnaround times established
- That our participation in national programs such as CONSER and the Program for Cooperative Cataloging continue is important to us

- More communication between TSD Staff and staff outside of TSD is desired on status of materials
- Streamlined procedures for transfers and withdrawals