Let’s Get Practical: Using Change Management in Academic Libraries

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There are many changes happening in higher education and universities are shifting their strategic priorities. Libraries need to ensure they are helping achieve the university’s mission.
Regular participative consultations
Grassroots-based planning process
Change management methodology*
Each person in the institution needs to change in some way in order for significant change to take place.

- Project management: solution designed, developed, and delivered effectively
- Change management: solution adopted, embraced, and utilized effectively
There is a need to know WHY

Share the reasons for the change and the benefits to the individual
Each person has different knowledge, skills, adaptability, resilience, and attitude towards change.

Meet with small groups or one-on-one in order to listen and learn.
Change is not a single meeting or announcement
Resist the urge to start with technical training

Focus first on awareness of the need for change and the risks of not changing
Provide support and training

Assume everyone needs to learn something new
Resistance is okay

Don’t give up!
People will have questions

This is an opportunity to clarify why the change is important
There is a need to know WHY [explain the reasons]

Listen and learn [meet with small groups or one-on-one]

Focus on WHY first [resist the urge to start with training]

Assume everyone needs to learn [provide support and training]

Don’t give up [resistance is okay]
Find ways to insert the concepts in the library

There are always opportunities for a positive change experience
The process may seem slow ...

... but keep moving forward and you will be rewarded
Thank you

All images from the Courtney Milne fonds of the University of Saskatchewan Library
library.usask.ca/courtneymilne

1 – Canola field and blue sky 657-261
2 – Fall colour, Kiwanis Park 2650-008
3 – Lightning storm on Clarence Avenue 216-414
4 – Tree bark peeling like fire 258-431
5 – Autumn canvas 513-237
6 – Winter scenes with snow 513-489
7 – Snow and frost 039-483
8 – Fields in snow 212-096
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11 – Crocuses at Wanuskewin 483-414
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13 – Close-up of morning dew on grasses 027-104
14 – Country road 626-106
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