

## **2018-2019 CARLI Technical Services Committee Annual Project: *Change is Good: You Go First! Leading Others To and Through Change***

The CARLI Technical Services Committee and Collection Management Committee sponsored a day-long event focusing on managing change, held on April 2, 2019, at the University of Illinois at Chicago. Registration filled to the capacity of 120 attendees for this event.

While the genesis of *Change is Good: You Go First!* was I-Share members' upcoming migration from the Voyager ILS to Alma and Primo VE, the committees designed this forum to address organizational change holistically. The goals of the forum were to:

1. Introduce attendees to conceptual frameworks of change management that can be applied to many types of library work;
2. Provide tools to help individuals cope with change themselves and to lead other staff members through major changes;
3. Present a variety of case studies illustrating how librarians and library staff have managed change.

This event featured two keynote speakers, who addressed change in both broad and specific ways. Kristine Hammerstrand, CARLI Director of User Services, gave the first keynote on upcoming changes with the I-Share migration to Alma and steps libraries can take now to help prepare. Guest speaker Kevin O'Connor, a Leadership and Communications Expert who specializes in change, discussed how to lead change, what people need during change, and important personal transformations. The afternoon was devoted to breakout sessions organized by the Technical Services, Collection Management, and Public Services Committees, giving attendees a chance to focus on working with change in particular areas of specialization. These sessions included managing a large, unplanned change by technical services librarian Deborah Morris; implementing new methods of collection development by Michelle Oh, Paolo Gujilde, and Kimberly Shotick; project management tools by Jennifer Dalzin and Alicia Esquivel; and the public services impact from system changes including New VuFind, Alma, and Primo by Erika Wade Smith, Niamh McGuigan, and Geoff Morse. Speaking in her role as a therapist, Joan Schuitema presented on the importance of personal change during organizational change to conclude the day.

CARLI member institutions showed great interest in this topic and the event. Of the attendees who responded to a survey on *Change is Good: You Go First!*, a significant majority (over 80%) thought that the forum was worthwhile and useful for their jobs. Many attendees appreciated learning about both the larger concepts of change management and more specific details about the upcoming migration to Alma and libraries' concrete experiences with managing change. Survey respondents commented that the event was inspiring, motivating, refreshing, and positive.

Slides, handouts, and other resources from *Change is Good: You Go First!* are available on the CARLI website: [https://www.carli.illinois.edu/products-services/i-share/secure/change\\_is\\_good\\_you\\_go\\_first](https://www.carli.illinois.edu/products-services/i-share/secure/change_is_good_you_go_first)

**2018-2019 Technical Services Committee:**

Jessica Grzegorski (2016-2019), Newberry Library, Co-Chair

Mingyan Li (2018-2020), University of Illinois at Chicago

Deborah Morris (2018-2021), Roosevelt University

Gayle Porter (2017-2020), Chicago State University

Adrienne Radzvickas (2017-2020), Lincoln College

Nicole Ream-Sotomayor (2016-2019), University of Illinois at Urbana-Champaign, Co-Chair

Cynthia Romanowski (2016-2019), Governors State University

Joan Schuitema (2018-2021), Northeastern Illinois University

William Schultz (2018-2021), Eastern Illinois University

Jennifer Masciadrelli, CARLI liaison

Nicole Swanson, CARLI liaison