LIBRARY ORG CHARTS

• The norm is still functional

• In 2007-2008 FSU Public Services moved from functional to a user-based org chart
  • Eliminated reference, instruction or circulation departments
  • Why?
THE NEED

• Strategic Goal: Drive faculty and student success
  • How? Spaces? Collections? Services? Staffing?
  • Could we achieve this with silos?
  • How could we get a multiplier effect?

• Needed a holistic model

• Saw issues at other libraries where new models of services/spaces were paired with traditional staffing structures

• Just made sense
ORGANIZATIONAL CHART

• Scholars Commons
  • Model: Services, collections, staffing and spaces for graduate students and faculty

• Learning Commons
  • Model: Services, collections, staffing and spaces for undergraduates

• Reorg was first before services and spaces
PROCESS FOR REDESIGN (FINDING A FIT)

- Librarians (mostly) self-selected based on faculty/graduate or undergraduate service affinities
- Staff used a self-assessment tool to “pick your new job”
  - Skills Assessment Form and Preference Form
  - No supervisory eval
  - One-on-one conversations
  - Opportunities to bid on any job
RESULTS

- Huge customer satisfaction gains
- Lots of innovation
  - Authentic innovation – based on local needs
- Staff have passion about audiences (ownership of mission)
  - Challenge: silos