From Middle Manager to Administrator: Leadership Lessons in Action

Sonia Alcantara-Antoine, Public Services Manager
Strategic Plan

Direction

Goals

Tactics

Key performance indicators
CORE COMPONENTS

OUR VALUES
what we believe

OUR MISSION
why we exist

OUR VISION
how we see the future

OUR STRATEGIES
where we will focus

FEEDBACK LOOP
how we stay on track

KEYS TO SUCCESS
what we need to do
EXTERNAL: FOR OUR COMMUNITY

Library for a Lifetime

INTERNAL: FOR OUR STAFF

One Library
Who
Library Leadership with input from stakeholders:
Staff, Customers, Partners,
City leadership, Friends of VBPL,
Library Foundation, Library Board

Why
Who we are and who we want to be

VISION
ORGANIZATIONAL VALUES
MISSION

MARKET STRATEGIES
• Digital Services
• Youth Success
• Inclusion & Access
• Community Leadership & Engagement
• Cultural Enrichment & Entertainment
• Career Development

ORGANIZATIONAL DEVELOPMENT STRATEGIES
• Customer Relationship Management
• Strategic Budgeting
• Innovative Service Culture
• Growing Leaders

INITIATIVES
Big areas of operational focus

ANNUAL PLAN
What will focus on each year of the strategic plan

ACTIONS
Specific activities that will move the library towards its vision

When? Where? How?
Envision
Energize
Enable
Engage
Hey, y’all!
Lessons learned from a non-MLIS.
HEY GIRL, ARE YOU A LIBRARIAN?

CAUSE I'M TOTALLY CHECKING YOU OUT
Lessons from Middle-Manager to Admin
ANATOMY OF A PROJECT MANAGER

BRAIN
- Obsessed with process.
- Solves problems.
- Creates order out of chaos.
- Loves to check things off lists.
- Finishes sentences before you do.
- Manages timezones, milestones, deadlines, and burn rate.

HAIR
- Sometimes gets pulled out.
- Does not get let down until happy hour.

EYES
- Sees the big picture.
- Spots bumps in the road.
- Cries tears when things go awry (just kidding. PMs never cry).

EARS
- Listens to clients.
- Listens to team.
- Attuned to the silences between the words.

SHOULDERS
- Hunched from bad posture and sitting too long at a cheap desk.
- Would love a chair massage (hint, hint).

HANDS
- Types at 90 wpm.
- Manages multiple browser tabs.
- Takes detailed notes.
- Tries to avoid choking annoying clients and boss.

MOUTH
- Communicates clearly.
- Tries to motivate the team.
- Consumes chocolate and coffee.

NOSE
- Smells trouble.
- Does not stop to smell the roses. (No time!)

HEART
- Tries to have compassion for tech-challenged clients.
- Empathizes with clients’ needs and represents those needs to the team.
- Provides positive feedback and incentives to the team.
Gather the right people in the room.
Gather the right people in the room.
Encourage and empower creativity.
Encourage and empower creativity.
Try it.
What do you think?
We’re trying out something new...
Tell us what you think!
See a need and fill it. Don’t wait to be asked.
Project Charter:

Project Title: Cultural Asset Mapping

Project Champion: Tony Tallent

Project Problem Statement:

Why do we need this? What is the goal? It is determined in conjunction with Champion and identified in Orientation.

Project Outcomes:

What will have changed due to the work I have given to you, or may be determined in conjunction with Outcomes or master plan.

Project Deliverables:

What are the tangible results of the work I have given to you.

High Level Risks:

What do we need to look out for? What is the risk with the desired result?

What department is the eventual owner?

Who will have the final say in this department?

Approvals:

Champion: ____________________________

Project Outcomes:

Develop the methodology of surveying the talent in our community and sharing and using that information with other communities.

Why is project management important?

Project management methodologies, tools, and processes are designed to assist in the execution of projects. They help with the planning and development of your project. If you follow these project management guidelines, you should find that managing your project is easier and the process runs more smoothly. If you follow the steps here and answer the questions in the forms provided, you will set yourself up to succeed.

You might think of all the tools and might be handed a project after some steps have been completed. If you have any questions at all about how to handle a project, contact Sarah Sawicki.

Initiating: gatherings, sign off on Charter
Planning: gather, develop, identify, communicate, design, pilot, create
Executing: track, execute, communicate, change, write, turn
Monitoring & Controlling: gather, execute, manage, change, communicate, celebrate
Closing: close it out, write it up, turn it over, celebrate!
Don’t pick the easy tasks.
Learn new things.
Say no – nicely.
KEEP
CALM
AND
PRACTICE
PRINCIPLES
Address the problem.
Be nice.
Perhaps you should take your aunt's advice and practice.
Despise failing – but do it anyway.
Wayne State University

Upon the recommendation of
The Graduate Faculty of the School of Library and Information Science
The Board of Governors hereby confers upon

Lisa Pasquinelli Rickey
the degree
Master of Library and Information Science

In recognition of the achievements specified for this degree.
Thanks, y’all! Have fun in Chicago!