LIBR 580
Collection Management

Unit 4

Laurie Prange (Prange-Martin)

Agenda

- Focusing Activity

- Taking attendance

- Check-In – Cumulative Report – Reflection report

- Lecture – Special Formats

- Professional-style Presentations (as opposed to academic ones)

- Learning Consolidation –

- Next Steps

- Tweet-style exit ticket

Focusing Activity

"If we fail to plan, we plan to fail"

Image source:

Taking attendance

Check-in – Cumulative coursework

http://electrified.ca/83267.html

Reinforcing Key Points

- Audience = People with the power to approve work or give money
  - Support your boss's need to adapt collections work to the Age of Austerity
- Learning style = Experiential (appropriate for a practitioner-focused degree)
- Semester goal = Ties to all the active verbs in the Learning Outcomes while giving you a safe space to experience Collections work
- 5-year goal = Something you can refer to and use for the next 5 years on-the-job when doing Collections Work

Masters degree
= Mastering the profession

And you can do it! ☺

Communicating the Process

- How to do something

- Steps given in order

- Explanation given for the reasons behind each step

- Contingency Plan
  - Or safety or pitfall warnings

Reflection report

- Audience = your boss pre-approving your work

- You may be managing up to someone who is looking to you to help them adjust to the age of austerity

  – That's part of why some bosses intentionally hire recent graduates!

What is Evidence then?

- Textbook
- My slide decks
- Assigned readings/watchings
- Teammates' experiences
- Teammates' prior work, educational, and life experiences
- Additional literature research

Why Evidence?

- Emphasizing the difference to the audience between when you are citing facts and when you are stating your opinion

More on Needs Assessments

Your Report covers 3 techniques

Who	How
Coworkers	Staff Retreat & activity to generate innovative thinking
Invited people	Community Conversations (focus groups, etc.)
Anyone	Surveys

Writing style

- Preferably 4 pages in length, not including appendices and cover page

- Professional writing style

- Audience = work supervisor to approve you doing the work

5 Components of Needs Assessment Plan

1. Introduction & why Committee has decided it is necessary to do a NA for a new collection

2. Schedule (timeline and deliverable dates) for work to be done

3. Description justifying the chosen 3 strategies

4. Contingency Plan identifying 2 potential mishaps and how to deal with it

5. Appendices…

Contingency Plan

1. What if you lost 2/3 committee members midway?

2. Second potential problem of your choosing

   - But, NOT crisis management plan!

Contingency planning

= Identifying aspects of an organization or its environment that might require changes in strategy

- About predicting what might occur and putting in policies, plans, and procedures to deal with these challenges

- E.g. snowstorms, flu outbreak, power outtage, internet outtage, etc.

Crisis management

- This is a plan to deal with emergencies that need immediate responses, usually because the emergency puts peoples' lives in danger

- Considered highly unpredictable (as opposed to most of Canada having at least one snowstorm every winter)

- E.g. earthquake, forest fire, bear on campus, person with a weapon, etc.

Tailoring your Learning to Your Needs

- As graduate students, you are expected to tailor your learning to master it

- Of course, you can and should add additional sources of relevant information

- In fact, you are encouraged to research as you professionally see fit

- Include any materials you see as relevant for a supervisor to approve this work!

Activity: Visual Notes

1. With your neighbours, form groups of 2-4
2. First, briefly what you understand about the way all the assignments in this class build to one Collections Consultation Cumulative report
3. Next, using the notepaper provided or your own paper, create visual of your group discussion
4. Then, choose someone from your group to report back to the class about the Collections Consultation Cumulative report
5. To close this activity, choose a volunteer from your group to take a picture of your Visual Notes and email it to me
   – laurieprangemartin@capilanou.ca
6. For more information, watch Rachel Smith's TEDxUFM presentation "Drawing in class" https://www.youtube.com/watch?v=3tJPeumHNLY

Lecture – Special Formats

The Two Ronnies
The Confusing Library

http://britishcomedychannel.com/2018/04/28/the-two-ronnies-the-confusing-library-2/

(3:00)

Special Formats handout online

Listed alphabetically

Apps	Materials for the visually impaired
Architectural drawings and plans	Microform/microfilm
Art exhibition catalogues and ephemera	Multilingual materials
Board games	Music (CDs, LPs, digital, sheet music)
Cameras	Photographs
Data collections	Print maps
English language learning resources	Reference materials, print or online
Film (not macro or microfilm)	Rare manuscripts and materials
GIS	Tools
Government documents	Toys
Graphic Novels and Comics	Videos, streaming movies
Instruments	Zines

Have another idea? Suggest it!

Born-digital special formats

The term born-digital refers to materials that originate in a digital form.

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This is in contrast to digital reformatting, through which analog materials become digital

There are many issues that accompany the rise in born-digital material over the years, speaking particularly to their format and quantity

These activities include collection, description, migration, and redundant storage

Evaluation Criteria

- Acquisition

- Selection

- De-Selection

- Maintenance

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Historical context?

- 2006, my boss asked me to write a report prep him to answer questions about how we were adding article databases
  - Back when *web-based* article databases were new!
- Prepared 2-page report
- Shared with friends by email and blog
- The file went library-viral!
- Still being used
  - http://hdl.handle.net/10760/9335

Group Presentations for Special Formats

Team Presentations on Special Formats

- On Unit 6 – Thursday July 19th

- ~5 minutes per group
  - Won't lose marks if you go over time because I trust you to have a good reason to do that

- Use MS PowerPoint & need that file within 24 hours

No duplications!

Listed alphabetically

Apps	Materials for the visually impaired
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Have another idea? Suggest it!

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Key Points on Presentation

- Audience is the person approving the spending of the money

- Can assume professional knowledge about the format

- Instead, you're giving information about what it would mean for the Library/Archives to purchase these Special Format Materials
  - Therefore, Evaluation Criteria for Acquisition, Selection, De-Selection, Maintenance
  - Anticipating questions like, "But, what about…?"

In Context of Cumulative Report

- You will be adding this to your Cumulative Report binder

- As presented earlier, some reports are performance-based

- Tone is both Persuasive and

Tone

Using the following rhetorical approaches

- Persuasive

- Argumentative

- Analytical

Persuasive

- Propose to motivate the reader

- Appeals to emotion and human values

- Builds up to strongest point

- Acknowledges merits of opposition

Argumentative

- Purpose is to get the audience to agree
- Appeals to logic and reason
- Builds up to strongest point
- Acknowledges merits of opposition

Analytical

- Divides subjects into parts
- Examines one part at a time
- Complex exposition
- Clear purpose, explaining something new

When Evaluating…

- Establish your authority to make these judgements for the audience
  - More than saying your name in the introduction
- First, decide on criteria for judging
- Second, use evidence to defend judgement
- Articulate qualities of final recommendations

Professional Presentations

(as opposed to academic presentations)

Source material =
Garbis, K. (2016). *Presentation Skills for Managers*, 2nd edition.
New York, NY: McGraw-Hill

Knowing Your Audience

- Ask organizers ahead of time about the audience
  - Clarify expectations!
- See things from their perspective
  - "walk a mile in their shoes"
- Create a plan for follow-up

Don't forget...

- Attention Grabber for the beginning
- Introduce yourself
- Clearly identifiable objectives
- Clear agenda
- Audience appreciates 3-5 Points
  - In this case, for each set of criteria
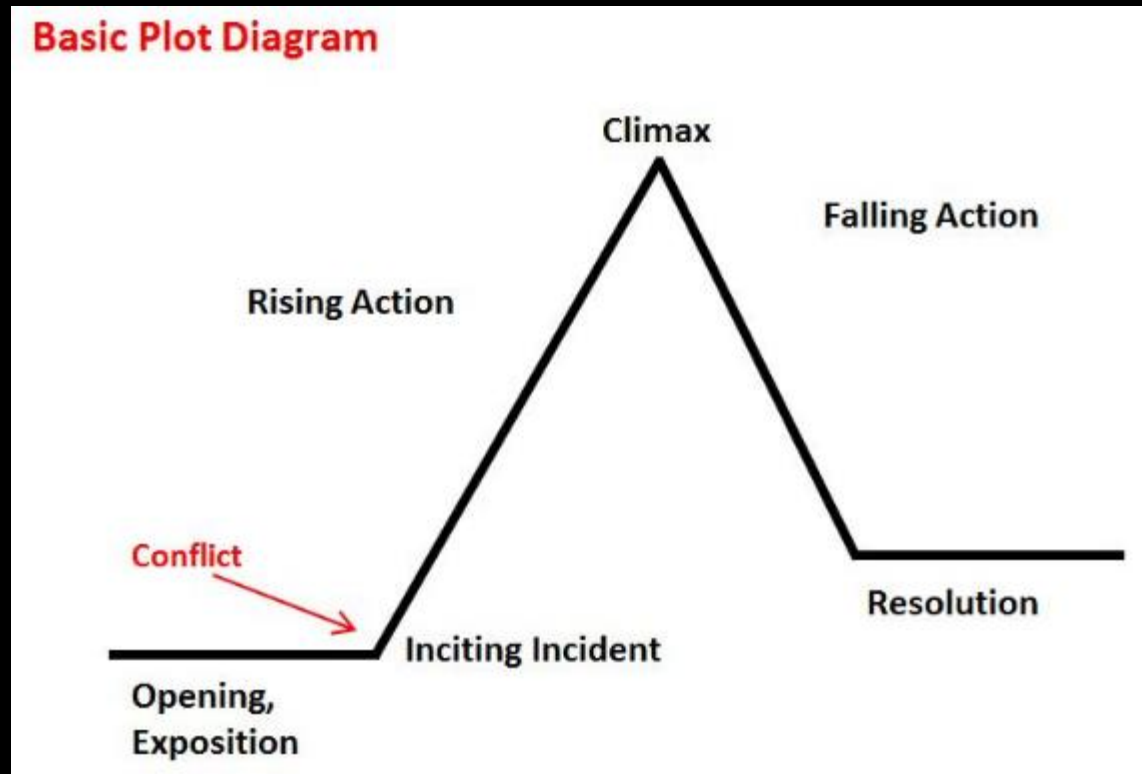- Transitions
- Useful conclusion

Using Storytelling

Image source:
http://ontrack-media.net/english_gateway/E8/g_E8RdM2L02/g_E8RdM2L02s3.html

Rehearsing

Two options

1. Talk-through
2. Walk-through

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Planning

- Plan meeting times to plan, prepare, and practice

- In a team:
  - Schedule rehearsal separately from preparation work time
  - Manage anyone who wants to "wing it"
  - Practice transitions between speakers
  - Do your best to ensure everyone speaks equally (time, importance of content, etc.)

Managing Q&A
(Questions & Answers)

- Inform your audience when you've decided to take questions

- Acknowledge, repeat questions, and ask for clarifications if you are uncertain

- Have a prepared answer if you are not prepared to answer some questions

- Honesty!

So, about Professional Attire…

Please keep in mind there's a variety of backgrounds in an MLIS/MAS program.

If you don't need this part of the lecture, then please share your knowledge to guide others!

Laurie Prange (Prange-Martin)

Professional Attire

Three Canadian Practices

1. Cleanliness and consistency, not necessarily conformity

2. The Third Piece

3. Weather-appropriate outerwear

Business Attire

Three Canadian Practices

1. Cleanliness and consistency, not necessarily conformity

2. The Third Piece

3. Weather-appropriate outerwear

Cleanliness and consistency, not necessarily conformity

In most workplaces, it is not expected for employees to wear make-up, cover tattoos, remove hair coverings, or straighten hair. Instead, the expectation is for one's appearance to be consistent every day, including on the weekends and outside the workplace.

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STYLE RULE №1

It's more important to look good every day than to look different every day.

55 STYLE RULES YOU MUST FOLLOW
Men'sHealth

The Third Piece

It is *The Third Piece* (Lauren A. Rothman) that can change a regular outfit into Business Attire suitable for most Canadian workplaces

"This book is beyond a style bible; it's a success bible for propelling you into your best corporate future!"
—FAITH POPCORN, CEO Faith Popcorn's BrainReserve

STYLE

WHAT TO WEAR TO WORK

BIBLE

Lauren A. Rothman

Styleauteur

BEFORE   AFTER

Weather-appropriate Outerwear (i.e. coats, shoes, and bag)

In Canada, nothing makes one look less mature and less prepared for success than outerwear that doesn't fit the local weather.

Learning Consolidation

= Activity to get you started for next Thursday

Learning Consolidation Activity

1. With your homework group, find another group of a different number (total = 5-6)
2. Briefly introduce to the other groups what formats your groups have chosen (and, if ready, why)
3. First, brainstorm ways items would be included in Criteria and what would not be included
4. Next, chose a designated speaker for each homework group to report back to the class the brainstormed list
5. Finally, designate someone to take a picture of your notes to email to me: laurieprangemartin@capilanou.ca

Next Steps

Laurie Prange (Prange-Martin)

Next Steps

- Assignments #1 & 2
  - Have Fridays booked to do marking!
  - laurieprangemartin@capilanou.ca
- What's coming up…
  - Needs Assessment Plan
    - Don't stress out, please!
    - Remember, I have Fridays booked for marking
  - Special Formats report presentation
    - Thursday's class

Check-in =Tweet-style Exit Slips

- As a way to tell me how today's class went, use one of the provided slips of paper to tell me something I should know.

- Write it down and drop it off as you head out of the class.

- These tweets may include information on what is working or isn't working for you in the course.

- Please keep in mind that I have no control over the problems with my email and Canvas

Thank you!

See you Tuesday in the classroom!

Laurie Prange (Prange-Martin)

Until UBC email works,
laurieprangemartin@capilanou.ca

Laurie Prange (Prange-Martin)