Change Management and the Resilience of Caribbean Libraries



Presented by

Ray Ganessingh, MLIS

Medical Sciences Library, The University of the West Indies, St. Augustine Campus, Trinidad and Tobago

CURAÇAO 2022

June 5-9 2022

Introduction

Aims and Objectives

- Demonstrate how resilience shapes an individual and brings a sense of sustainability to an organization
- » Learn how to recover from misfortune
- » Learn how change management can revolutionize your library
- Understand the benefits of ingraining a resilient culture into change management
 people, process and product
- » Discover adopting a proactive mindset for achieving success





Resilience is the pathway to change



Understands how people and their teams & organizations are able to endure stressful situations and succeed despite unforeseen challenges.

> Resilience is the pathway to change



- » Ability to solve problem
- » Openness to ideas
- » Proactive
- » Motivate
- » Adaptability in the face of adversity» Agility

Resilience is the pathway to change



Build Your Armor







6

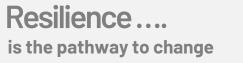
Build Your Armor

Bounce Back from Setbacks

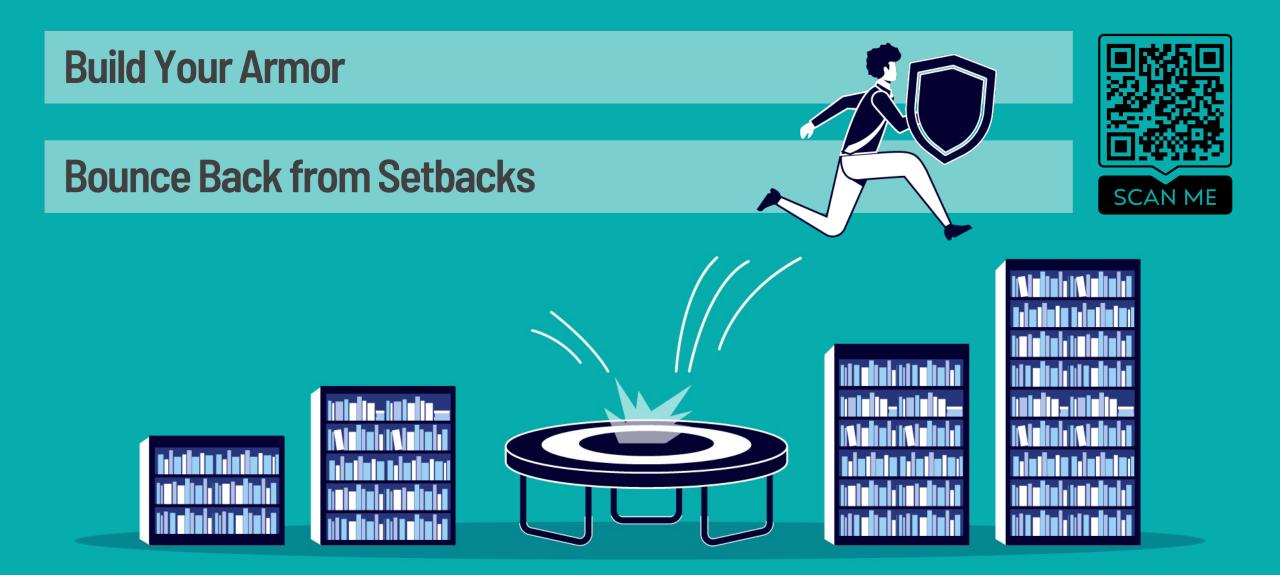








7







Need for Change Management Prepare individuals

and organization for change

Communicate and improve engagement

Ingrain resilience into culture

Cultivate optimism & resilience





Communicate and improve engagement Sustain Ingrain resilience into culture CHANGE Cultivate optimism & resilience

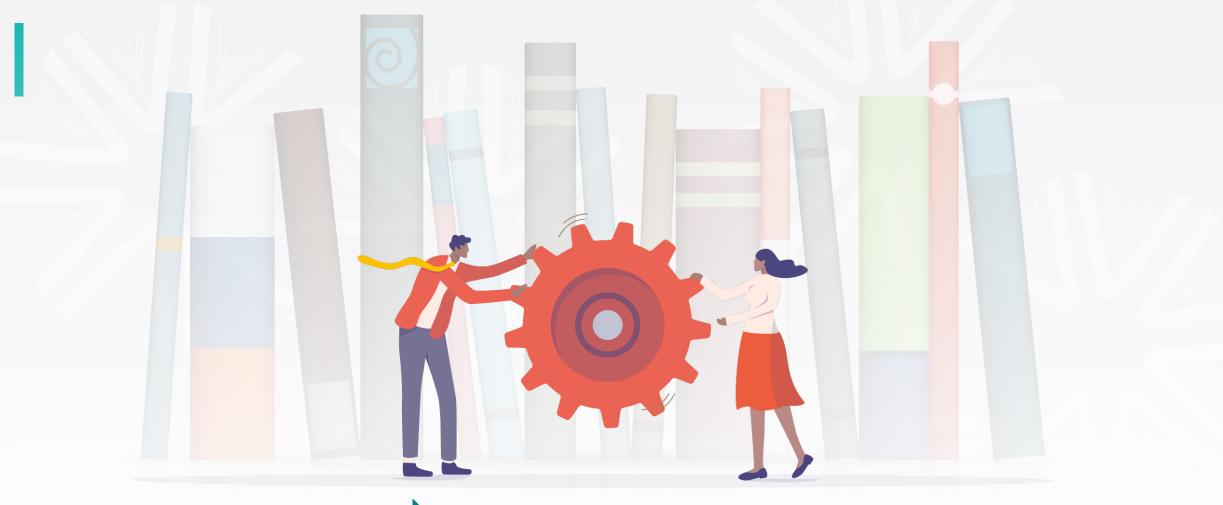


Implement Change Management



Implement Change Management			
Put change into practice	Empower library staff to act out the vision	Establish change management team	
Reinforce change	Gather and analyze feedback	Control resistance	





Impact Transform Your Library





Impact Transform Your Library

Identify new skills and behaviors	New ways of working in hybrid work environment
Redesign jobs, roles and develop structures	Implement training - retooling and reskilling of library staff



Need for Change Management 14





Managing Change and Strengthening Resilience





Managing Change and Strengthening Resilience

Standardize work process and improve workflow Decision making is a two-way door process Rethinking core library services Pandemic triggered digital services for continuity of library operations

Allocate resources and broaden awareness of new future solutions for library users Disaster preparedness / Emergency response plan create, adjust and update





CONCLUSION The way forward...



Managing Change and Strengthening Resilience 18

Culture of permanent change is established (Resilience)

CONCLUSION The way forward...

PROACTIVE CARIBBEAN LIBRARIES



Managing Change and Strengthening Resilience 19

Cox, C., Felix, E., Raschke, G., & Mavrinac, M. A. (2021). Looking through the COVID fog: Toward resilient, reimagined libraries. *College & Research Libraries News*, *82*(8), 362.

Duffield, N., & Royals, J. (2021). The people side of change: Applying change management principles in academic libraries. In *Technology, Change and the Academic Library*, 33-42.

Garnett, J. (2021). Resilient libraries. Journal of the Australian Library and Information Association, 70(3), 307-312.

References

Thoughts and Questions

Ray Ganessingh 1-868-759-3766 Ray.Ganessingh@sta.uwi.edu https://libraries.sta.uwi.edu/msl



