

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

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



SCAN ME



Build Your Armor

Bounce Back from Setbacks



SCAN ME



Build Your Armor

Bounce Back from Setbacks



SCAN ME



Need for Change Management

Prepare individuals
and organization for
change

- ▶ Communicate and improve engagement
- ▶ Ingrain resilience into culture
- ▶ Cultivate optimism & resilience



SCAN ME

▶ Communicate and improve engagement

▶ Ingrain resilience into culture

▶ Cultivate optimism & resilience

**Sustain
CHANGE**

An illustration of a business meeting. In the center, a woman in a blue dress points to a whiteboard. The whiteboard displays a line graph with an upward arrow, two puzzle pieces (one green, one orange), and a grid of various icons including a home, a warning triangle, a heart, a clock, a gear, a cloud, a star, a briefcase, and a padlock. To the left, a man in a white shirt and tie sits at a laptop, and a woman in an orange top sits on a stool. To the right, two men in suits stand, one holding a large blue folder. The background features stylized white handprints and a clock icon. The scene is framed by colorful vertical bars on the left and right sides.

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



Managing Change and Strengthening Resilience

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



SCAN ME



CONCLUSION

The way forward...



**Culture of permanent
change is established
(Resilience)**



**PROACTIVE
CARIBBEAN
LIBRARIES**

CONCLUSION
The way forward...

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>



SCAN ME