BUILDING RAPPORT WITH YOUR STAFF

ALCTS Practical Management Tools & Tips for New Technical Services Managers

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Susan A. Massey
The job of middle management is to create a stable environment.

If anyone is out of balance, everyone is disturbed.
DEMONSTRATE CHARACTER

- Trustworthiness
- Fairness
- Integrity
- Loyalty
- Self-awareness
SHARE

• Share yourself
• Communicate openly
• Offer skills, experience, knowledge
• Take time to talk with staff
• Be real and transparent
“You can’t always get what you want …” – Mick Jagger
SERVE

- Find your own leadership style
- Assess your values
- Help staff excel in their jobs
- Help staff achieve their goals
- Focus on serving library users
- Mentor informally and formally
MODEL

- Dedication to the profession
- Motivation for excellence
- Involvement in library organizations
- Mature response to crises
- Excitement about the job
- Support of administrative decisions
CARE

• Believe in your staff
• Protect your staff
• Encourage your staff
• Say how much you value your staff
• Assist with both work and personal issues affecting work
• Show interest in your staff’s lives if they offer to share
• Create opportunities for growth—when interest is shown

*You are a supervisor, not a friend. Be professional.*

Remember, your decisions affect your staff’s lives.
BE A CHARACTER

• Joke with staff . . .
  if you have a sense of humor
• Plan events . . .
  if you like to party
• Celebrate . . .
  if you find something noteworthy
• Play games . . .
  if you like fun activities
• Invite everyone to your home . . .
  if you like hospitality

LET YOUR PERSONALITY SHINE THROUGH
DISCUSSION TO FOLLOW

For questions or comments, contact:

Susan A. Massey
Head of Discovery Enhancement
Thomas G. Carpenter Library
University of North Florida
susan.massey@unf.edu

and

Library Director
Robert E. Webber Institute for Worship Studies
Orange Park, Florida

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