Managing in a converged service:

some considerations from Middlesex University Information and Learning Resource Services.

Tempus Project, Belgrade,October 2002

Judith Cattermole, Assistant Head
ILRS, Middlesex University

Outline

- Definition of a 'converged service'
- Why, how and what we converge
- Some managerial considerations
    - staffing structures
    - staff roles
    - teams
    - space planning

Definition

- Follett
- Operational
- Organisational
- Trend rather than an absolute
- Statistics:
    - 17% merged
    - 32% jointly managed

Why, how and what?

- Drivers for change:why and how
  - Technology
  - Reduction of costs
  - Pressure from managers
- What...

Typical areas that merge

- Library and Computing *   84
- **Other areas:**
- Audio Visual *   35
- Museums, art galleries & archives   26
- Institutional web pages   18
- MIS(Management Information Systems)   16
- Other (incl. language & learning support)*   27

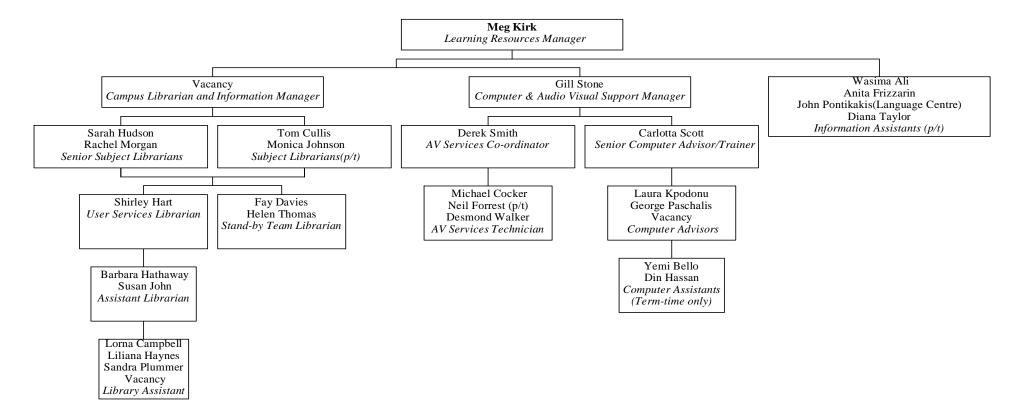- * converged at Middlesex University into ILRS

Managing the structure

- What's in a name?

- Two case studies
  - Birmingham University
  - Middlesex University

TOTTENHAM

Meg Kirk
Learning Resources Manager

Vacancy
Campus Librarian and Information Manager

Gill Stone
Computer & Audio Visual Support Manager

Wasima Ali
Anita Frizzarin
John Pontikakis(Language Centre)
Diana Taylor
Information Assistants (p/t)

Sarah Hudson
Rachel Morgan
Senior Subject Librarians

Tom Cullis
Monica Johnson
Subject Librarians(p/t)

Derek Smith
AV Services Co-ordinator

Carlotta Scott
Senior Computer Advisor/Trainer

Shirley Hart
User Services Librarian

Fay Davies
Helen Thomas
Stand-by Team Librarian

Michael Cocker
Neil Forrest (p/t)
Desmond Walker
AV Services Technician

Laura Kpodonu
George Paschalis
Vacancy
Computer Advisors

Barbara Hathaway
Susan John
Assistant Librarian

Yemi Bello
Din Hassan
*Computer Assistants
(Term-time only)*

Lorna Campbell
Liliana Haynes
Sandra Plummer
Vacancy
Library Assistant

Managerial considerations Staffing

- staff roles
  - senior managers
  - qualified professional staff
  - hybrid posts
  - para-professional and junior staff
- working in teams

Managerial considerations
Space planning

- naming the space
- what to include
- staff offices
- noise
- economies of scale

Conclusion

- Any questions

- Thank you for listening