ENVISIONING OUR FUTURE AT TEMPLE UNIVERSITY LIBRARIES

Library Assessment Conference
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CONTEXT FOR RESEARCH
OUR INITIAL RESEARCH QUESTIONS:

• How is the space making an impact on how staff work?
• What are the opportunities in the new spaces?
• What are the challenges?
• What are the ways staff feel supported in making these transitions?
• What are the ways in which staff are challenged in handing these transitions?
FAST FORWARD, PANDEMIC
PHASE III
PROJECT
GOALS

• Provide a case study of how space supports staff work at Temple University Libraries.

• Explore how physical and virtual spaces and technologies accommodate our individual work, work with colleagues and with users.

• Begin to understand how the hybrid environment has impacted our work and our organization.
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It doesn’t feel cozy because it’s very cavernous. It’s just cavernous and quiet, instead of cavernous and loud. [Interview #21]

Most of the time when I come in, it feels like a ghost town, so it feels sort of performative. [Interview #10]
STAFF WORKING REMOTELY FEEL THAT...

- Their productivity is up
- They have increased ability to focus on individual work, control their environment and structure work day
- Some types of reference and instruction can be more effective in virtual space
- The opportunity to work remotely demonstrates respect and trust of their supervisor
It’s quiet here [at home] when I need to be quiet, I can put music on if I need to put music on. If I need to take a breath, I’m not limited to just walking around the library, I can take the dogs for a walk [Interview #26]

It’s like a private space [at home] that I reliably have access to, with no major tech issues and the only thing that ever comes up is background noise from my neighborhood or construction. [Interview #19]
I definitely used to spend a lot more time talking to people in other departments. kind of casually.

That's not a downside, in terms of like productivity and work, but it's a downside, in terms of knowing and being close with your colleagues. [Interview #13]
I worry what Covid had done to our cohesion as a staff and as an organization. I worry that it has taken an organization that was already pretty siloed and made it even more siloed because ... you’re not having those chance encounters [Interview #17]

A lot of flexibility in our schedule, it’s very nice for life, right? But it’s weird for any kind of collegiality. [Interview #4]
• Explore new workflows to allow for remote work when feasible and if desired
• Make sure that technology in on-site meeting rooms meets all needs for seamless hybrid meetings
• Share best practices for hybrid meetings, to be inclusive of all voices, whether remote or in-person
NEW QUESTIONS AND PRELIMINARY THOUGHTS

• How does the hybrid work environment impact our organization?
• What types of work, services and resources are best provided in person and what can be done as well or better outside confines of physical building space?
• Are there new ways to build community by connecting informally, more social ways?
HOW ARE OUR VARIOUS USER COMMUNITIES IMPACTED BY THESE CHANGES?
## Thanks to Research Team Members

### Phase I: Spring 2019
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- Jenny Pierce
- Caitlin Shanley
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- Stephanie Roth
- Nancy Turner (PI)

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- Caitlin Shanley
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- Jackie Sipes
- Nancy Turner (PI)