Managing Catalogers

The Human Factor
You’re an expert at Cataloging…are you an expert in people skills?

- You know your field…
- …but do you know people?
- Start by thinking about what motivations you…you are a cataloger, after all!
We are a helping profession

- Customer Service begins at home
- Although as catalogers we think of ourselves as behind the scenes, in fact we work interact with people all the time, in our department, outside our department, and in other institutions
The Plight of the Middle Manager

- We are tugged in two directions...
- Goals of the Library
- Job satisfaction/needs of our employees
- We must perform a balancing act
We may have many roles to fill when talking to management above us

- Advocate for needs of employees
- Advocate for resources
- Advocate for support to try new things
- Advocate for support for necessity (e.g. implement RDA!)
Know your Catalogers

- Skill inventory
- Educational background
Day to Day

- Check in
- Office Hours
Enrichment and Development

- Know your employees goals, short term and long term
- Look for opportunities to add to skill set and match interests
- Know what is available at your institution – continuing education opportunities
Coaching

- Sometimes, a little direction is needed
Performance Management

- It’s part of being a manager
- Know your institution’s evaluation and performance management policies
- Try to use coaching and regular meetings to manage a problem before it gets worse…
- …but be prepared because sometimes, it will
Thoughts?