



Recognize, Revisit, (Re)Commit

DECONSTRUCTING SILOS IN THE LIBRARY

Empowering Staff to
Explore



AGENDA

01.



INTRODUCTION

Our library context, roles, teams,
and how we got here

02.



SILOS

Our definition of silos and how
to address them

03.



SYSTEM IN ACTION

Examples of how we applied our
system to deconstruct silos

INTRODUCTION



WHO WE ARE?

Syerrah & Sara work in Access & Collection Services! Syerrah is a Circulation Supervisor & Sara is the ILL Specialist



WHAT WE DO?

Circulation, technical services, fulfillment, and resource sharing

Kathryn A. Martin Library is the only library at UofM - Duluth! Our staff is broken down into four teams: ACST, Research & Learning, Admin., and Archives.

The UofM - Duluth is a midsize university with around 9,000 students, 89 undergraduate majors, UofM Medical School Duluth campus, and UofM College of Pharmacy

WHAT ARE SILOS?

**“ANY DISCONNECT BETWEEN
PEOPLE, SERVICE POINTS, OR
WORKFLOWS”**

- INDIVIDUAL DIFFERENCES
- LACK OF SHARED VISION
- RESISTENCE TO CHANGE





HOW DID SILOS SHOW UP IN OUR TEAM?

- Pandemic era ripple effects
- Division of labor & staffing issues
- Differing Service Priorities

OUR SYSTEM

01.

RECOGNIZE

The process takes time,
but it has value!

- Examine systems, service points & relationships
- Get clear about your library's goals/values
- Embrace the iterative process

02.

REVISIT

What are you actually
doing?

- Look for pain points, obvious issues
- Evaluate miscommunications
- Learn more about procedures, communication models, etc.

03.

(RE)COMMIT

Implement a change...or
not?

- Try new workflows/procedures
- Analyze results & compare with original
- Decide what you're okay with!



01.

RECOGNIZE

Ex - The disconnect between ILL & Circ.



02. REVISIT



- Syerrah began working with ILL systems, filling borrowing/lending requests, increasing ILL visibility at the front desk, etc.
-
- Sara began working at the desk, learning circ. workflows, taking on desk shifts, participating in collection management projects, etc.

OUTCOMES



What did we learn?

- Inconsistent/Confusing ILL Paperwork
 - streamlining
 - training
 - mirroring workflows (ex - barcodes)
- Off Desk Tasks
 - pulling ILL books
 - scanning documents
 - courier unpacking





03.

(RE)COMMIT

What can change? What can stay?

OUTCOMES



PAPERWORK

- Eliminated book stickers (purple & yellow)
- Instituted paper book straps
- Trained all staff to recognize ILL barcodes
 - quickly processing returns
 - renewal requests at the desk
 - accurately sorting courier bin



CROSS-TRAINING

- One job class
 - ILL specialty for Circ. Students
 - dedicated ILL time
- Recruiting for ILL from Circ.
 - foundational knowledge of library services



QUESTIONS?

Contact us



Sara Gliniecki
Interlibrary Loan Specialist
Kathryn A. Martin Library | University of Minnesota Duluth
416 Library Drive | Duluth, MN 55812
glini005@d.umn.edu
218-726-6628
Pronouns: she/her/hers

Syerrah Davunt
Circulation Supervisor
Kathryn A. Martin Library | University of Minnesota Duluth
416 Library Drive | Duluth, MN 55812
davuu001@d.umn.edu
218-726-7887
Pronouns: she/her/hers

Slides and photo credit:
Slides Carnival, Pexels, Pixabay