New England ACRL conference report

"Creative Staffing in the 90s" was the topic of the New England Chapter of ACRL, held at the College of the Holy Cross, Worcester, Massachusetts, on November 2, 1990. Each speaker challenged the 335 librarians present to rethink traditional patterns of library and personnel organization. Keynote speaker Sheila Creth, university librarian at the University of Iowa, warned that we cannot stay the same and survive. She said that knowledgeable, well-trained staffs must act quickly and provide timely communication (and cataloging), even if it means changing traditional library organizational structures. The most important issues facing us, she said, are the implications of electronic publishing and networking; we must redefine our roles in relation to those developments.

Creth's challenges were developed by other speakers: William Uricchio, head of the Bibliographic Control Department at the University of Connecticut; Richard Kesner, chief information officer at Babson College; and Gerald R. Lowell, associate librarian at Yale, who has made some of the changes advocated by Creth. He dismantled the hierarchical structure and reorganized the 150-member Technical Services Department into autonomous teams of generally six to ten members working under the general supervision of four department heads. Although 100 desks had to be moved and everyone had to rethink everything about work, the experiment has resulted in a more aware and educated staff; the support staff has been empowered; and productivity has increased 20-40%.