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Small Changes with Big Impacts for Solo Librarians

Gabrielle Hysong

<http://ntl.bts.gov/networking/roundtable.html>

Audio call-in number: 877-336-1274; Access code: 5759713

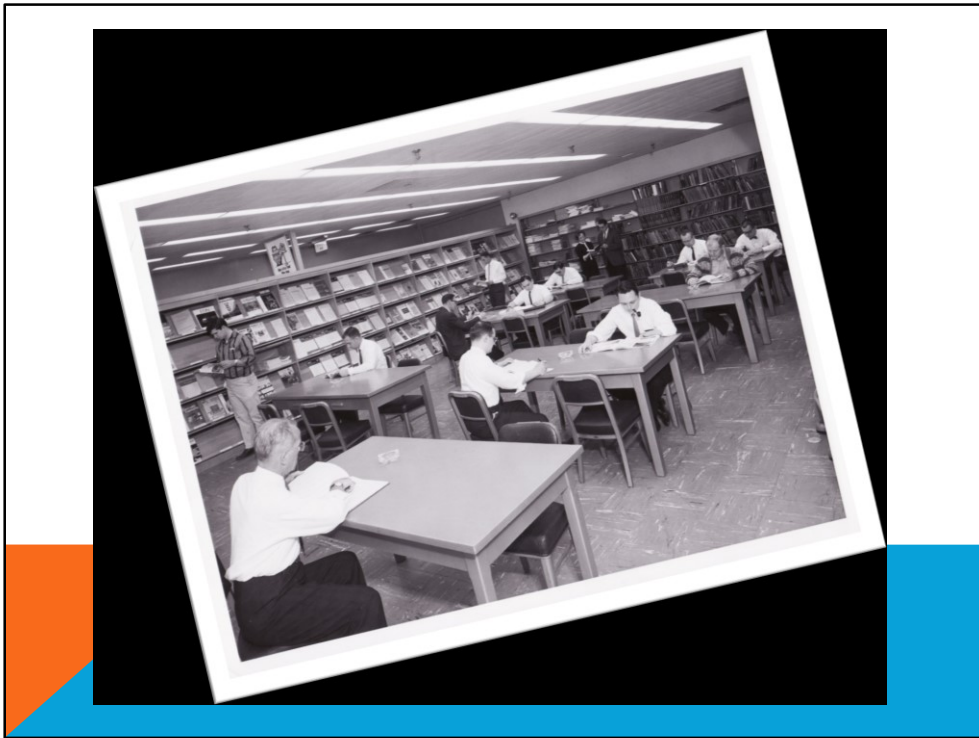
This TLR features Gabriele Hysong, librarian and archivist at the Rolls-Royce Library & Knowledge Services Center in Indianapolis. Her presentation is entitled "Small Changes with Big Impacts for Solo Librarians."



Beginning: Situation

Hired by Rolls-Royce Indianapolis 2007

To replace the current librarian - moving to a different position



Context

1. Library was shadow of former self from its days when Allison Engine had been division of General Motors (GM).
2. AE was acquired by Rolls-Royce plc in 1995 – became subsidiary, Rolls-Royce Corp
3. Library was under the radar - began to languish as the 21st century commenced.

Conflict

1. No Customer service
2. No Online resources
3. No OPAC
4. Paper card catalog long out of date
5. Mired in complicated paperwork for ILL, laptop rentals, paper purchases
6. Located in interior of manufacturing facility
7. Facility dark, dingy, dirty, leaky ceiling
8. No new books purchased since the late 1990s
9. No weeding been done in years
10. Library threatened w/closure (UK library closed in late 1990s)
11. Place to hide

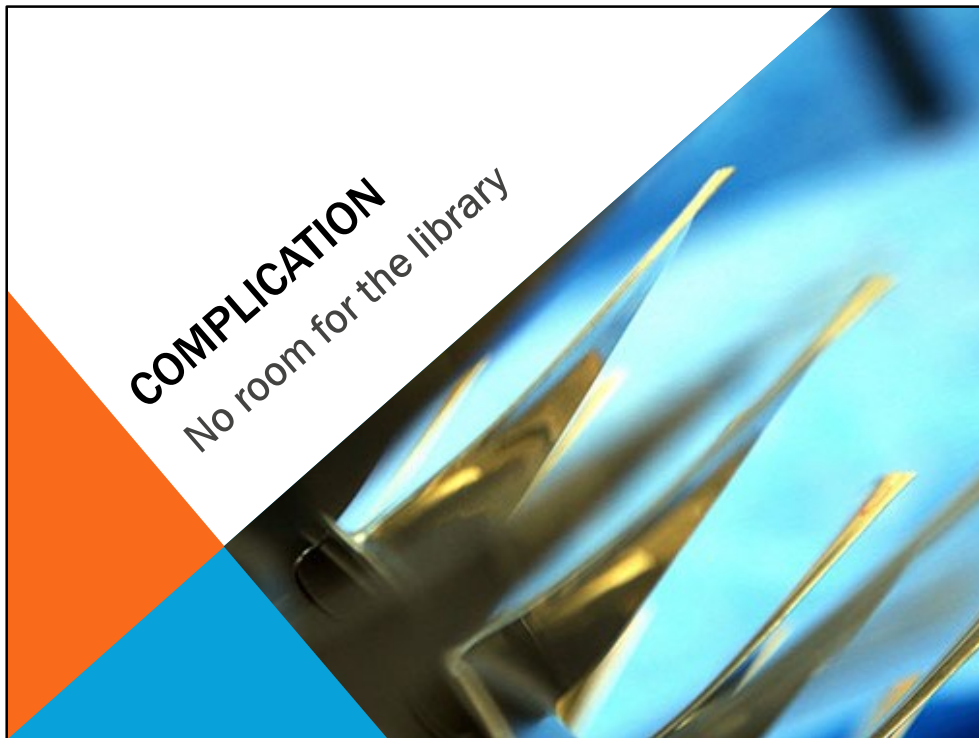


How did I do it?

1. Recent MLS grad - never worked in a library
2. Wanted to gain 1 year of work experience so when library closed would have experience on resume
3. Previously worked in corporate world - safety and compliance manager - hazardous waste company
4. Knew overhead departments or cost centers easy targets for cost reduction efforts.
5. Removed bulletin boards covering hall windows to open up the space & be more inviting.
6. Walked about company introducing myself
7. Weeded collection
8. Organized shelves- removed shelves to open up space
9. Surveyed users and non-users of library
10. Discontinued little used products and used funds to obtain better suited products:
11. Benchmarked other libraries (articles, websites)

Put in place/developed:

1. ILS (LibraryWorld)
2. Website
3. Research service
4. Streamlined ILLs and laptop rentals
5. Reference Tracking (Gimlet)
6. Internet accessible computers
7. Convinced company to obtain CCC license
8. Developed Copyright & library resources courses
9. Lunch & learns
10. Offered chocolate Mondays
11. Parts Petting Zoo in process



By 2012, library viewed as very viable and important asset for the company

HOWEVER;

1. Relocation - library was not going to have space downtown.
2. People in charge of move were not users of, nor spoke to library users.
3. Not aware of the library's impact on productivity.

I WAS VERY DISHEARTENED

1. I, my manager, and his superior began a major campaign to show the library's worth and why it should be in the new location.
2. Used statistics and comments from patrons and senior managers.
3. Presented to Engineering Strategy Board.



1. Library in premier location in Meridian Center
2. Floor to ceiling windows on north & east walls.
3. Expansive views downtown Indianapolis
4. Consulted in design/layout
5. Rebranded Library and Knowledge Services Center
6. On tours - new employees, interns/coops, potential employees
7. Held Open House (180 attendees-10% of MC population)
8. Obtained new customers, esp. Defense that was not supportive of Library in MC
9. Website available to all NA and by EOY global access
10. UK users call for assistance



1. View out of the windows

INGREDIENTS LIST




1. Marketing - Brochures, flyers, posters
2. Surveys & Focus groups
3. Promotions - Chocolate Mondays, Candy
4. Open House
5. Lunch & Learns
6. Library Newsletters
7. Articles for corp newsletters
8. Create Collaborative Relationships
9. Take the library out to floors/cafeteria
10. Show an ROI! Time saved Engineers rate vs mine
11. Teach classes - Copyright, Library Resources
12. Speak the users' language. We 5S not weed
13. Benchmark
14. Serve on internal committees
15. Organized a best practices group for website editors
16. Recently added: Parts Petting Zoo (PPZ), Books about jets, engineering for children, sending introductory emails to new hires (learned this from SLA presentation)

My Continuing Education

1. Attended engineering seminars to better understand users research needs
2. Attended SLA conferences including local and regional events
3. Continuing education re librarianship (KM, CI, Copyright, etc.)
4. Internal courses (49 one-hour classes and day-long seminars) re engineering, gas turbine engines, RR processes, quality
5. Learn how large bureaucratic corporation functions; IT, Finance, where internal documents located, jargon, policies, & transition to RR subsidiary
6. Join SLA divisions
7. Join Listservs

5.



**EXAMPLES OF VISUAL
MARKETING**


Posters
Banners
Brochures
Bookmarks




Trifold tabletop display with removable posters



1. Since we moved non-manufacturing personnel from the plant to our downtown location several miles away, there has been a disconnect with respect to engines.
2. Meanwhile we work in an agile environment and no engine parts are manufactured or allowed in the new location.
3. Now have a parts petting zoo that allows engineers, especially newly hired, to see and touch representative parts.





Rolls-Royce
Library & Knowledge Services Center
Lighting your way to Knowledge

The Rolls-Royce Indianapolis Library is staffed by a full-time Master's Degree Librarian.

The library subscribes to:

- ❑ Access Engineering
- ❑ ASME Journals
- ❑ AMN
- ❑ getAbstract
- ❑ IEEEExplore
- ❑ IHS
- ❑ Jane's AeroEngines
- ❑ Knovel
- ❑ Science Direct
- ❑ Scopus
- ❑ Springer Nature and
- ❑ Various other publications

Services include:

- ❑ Interlibrary loans (ILL)
- ❑ Research
- ❑ Training in use of databases
- ❑ Copyright compliance
- ❑ Parts Peeking Zoo
- ❑ Collaboration area with PC projector

Your on-site Librarian:
Gabriela Hyson
 Roll-Royce Indianapolis Library
 South Building - Ground Floor
 gabriela.hyson@rolls-royce.com
 or englbrmg@rolls-royce.com
 ph. 317.290.4751

Recently created bookmark for new hire orientation packets


LUNCH & LEARN BANNER


Rolls-Royce
Library & Knowledge
Services Center

**LUNCH
AND
LEARN
SERIES**

**KNOW YOUR
RESOURCES**
LEARN ABOUT THE
LIBRARY'S SERVICES

*Lunch & Learns are held in the library,
located on the ground floor of the
Meridian Center South Building*



 Rolls-Royce



Library & Knowledge Service Center

OPEN HOUSE

April 16, 8:00 am – 2:00 pm


CELEBRATE National Library Week



During National Library Week, the Rolls-Royce Library & Knowledge Services Center invites you to an Open House where you can explore our facility and chat with our staff.

Learn how the library staff can assist you and your team with research, information gathering as well as the library's role in knowledge management for Rolls-Royce.

- Beverages & Snacks!
- Chair massages 11 am - 2 pm!
- Scavenger hunt with door prizes!

**If you  a question,
don't shave it for later—**

Ask the Librarians!

**Also gave away mustache bookmarks
for Open House**

We



our

Patrons!

Hershey's Kisses passed out to patrons

**Don't Go Nuts
trying to locate Information!**



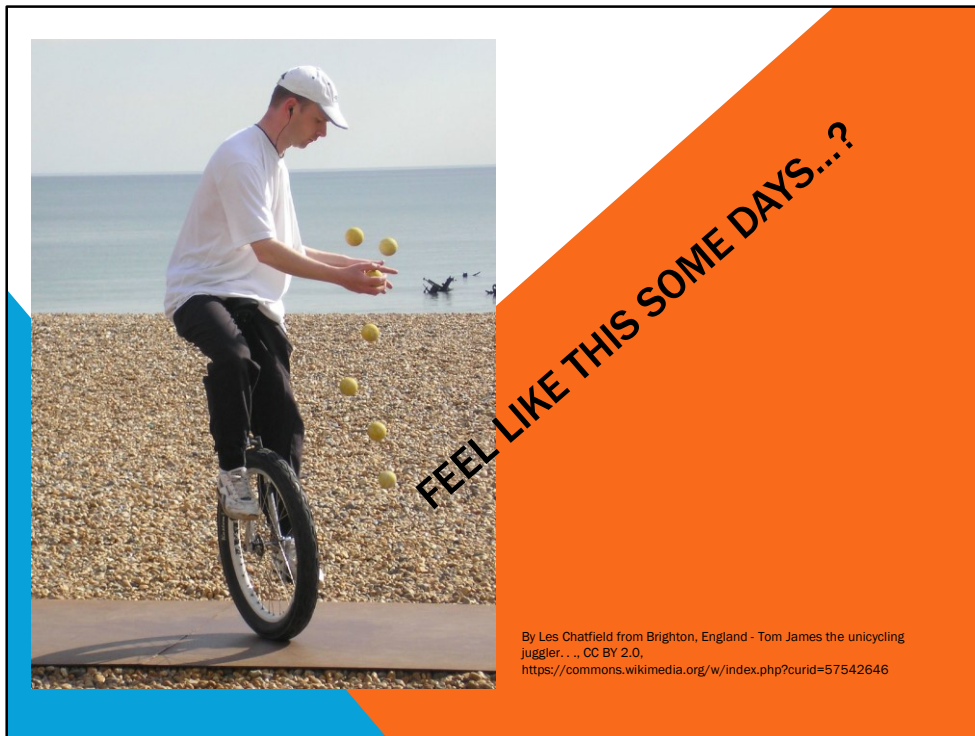
Contact the Librarians!

Email: englibrindy@rolls-royce.com

Phone: x 5751 or 3906

Bowls of nuts for patrons





Most Important Point (Moral or core message)

1. Get educated
2. Be patient
3. Be persistent
4. Be flexible
5. Try different concepts/ideas: Glean from your peers and past experiences!
6. Take time for yourself! My lunch hour is blocked out on my calendar as a Mental Hygiene Break



THANK YOU!

Gabriele Hysong

Rolls-Royce

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317-230-4751

Thank you for attending!
Join us August



Open Discussion and Summer Conference Wrap Up
Many of you!

For Past Episodes, Visit the TLR Archive at:
<https://ntl.bts.gov/networking/tlrarchive/index.html>