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How I Transformed the Rolls-Royce Library for the Post Covid Era

Gabriele Hysong, Information Operative, Search Sherpa, Solo Librarian

2023



Library & Knowledge
SERVICES CENTER

**If you can't find what
you need in 10 minutes,
contact the librarian**

01

Pre Covid

02

During Covid

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Post Covid

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Future Plans



01

Pre Covid



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Library as Social Hub & Collaborative Space

- Physical Space used for meetings, flu shots, training
- Lots of interactions with patrons
- Place to decompress
- Beautiful views out of floor-to-ceiling windows
- Newspapers & paper journals/trade publications
- NEO training offering literature & tchotchkes
- Massages on Thursdays



02

During Covid



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Library and Rolls-Royce During Lockdown

- Everything came to a screeching halt
- 50,000 employees working remotely
- IT infrastructure & security had to make the leap to the 21st century
No MS Teams
- Difficult for me to adjust to being alone. . . not being a solo
- Weekly ½ hour phone call meetings with my manager (No Teams, yet)
- New manager!
Sent weekly 4-6 page reports



03

Post Covid



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Library Post Covid Redesigned Library Home Page

The screenshot shows the 'ENGINE ROOM' website header with a search bar and navigation menu. Below the header is a banner for 'Information Services'. The main content area features a breadcrumb trail: 'Home > Engine Room (English) > Information Services > Library'. A purple button labeled 'Need Assistance?' is on the right. The main heading is 'Start your research here!' with a sub-heading 'Library & Knowledge SERVICES CENTER' and a photo of Gabriele (Gabi) Hysong. A quote by Daniel J. Boorstin is displayed below her photo. A red banner at the bottom contains the text: 'If you can't find what you need in 10 minutes, contact the librarian'. A blue box at the very bottom lists two points: 'Not all resources are available globally' and 'Please contact the librarian for any articles or books that may be procured from another library at no charge'.

ROLLS ROYCE ENGINE ROOM

Contains no Export Control, IP or Sensitive Data

Search everything

Home News Our Company Our People How we Work WinningTogether Site A to Z

Information Services

Home > Engine Room (English) > Information Services > Library

[Need Assistance?](#)

Start your research here!

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Gabriele (Gabi) Hysong: Your Search Sherpa

"The greatest enemy of knowledge is not ignorance, it is the illusion of knowledge."
- Daniel J. Boorstin

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Library Post Covid

Hybrid Work

- **Online presence expanded globally to North America, Europe & Asia**
- **One to three days a week onsite**
Walk around the building visiting people
- **Emails to new employees in lieu of onsite NEO**
- **Articles/postings in our internal social media, Viva Engage**
Library, All Company, Competitor Info, Specs & Stnds, RRWNA, Engineering, Remote Working, ERGs, etc.
- **Articles in Corp Comms newsletters**
- **Lots of remote vendor training sessions**
- **Increase in literature searches**
Lots of ILLs for articles to users outside the US
- **New Manager, again . . .**
Weekly reports . . .



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Library Post Covid New Location!

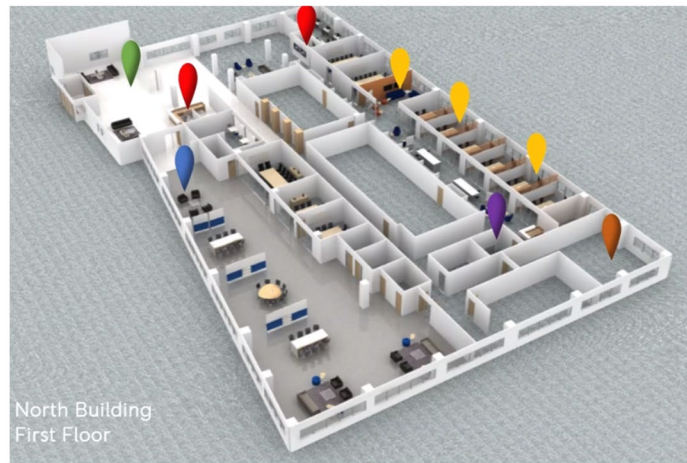
- **No justification needed for new space!**
- **Downsized our downtown location in Indpls from three bldgs. to one**
- **Planners asked me what I wanted for the library**
- **Prior move in 2010 from mfg. facility to downtown location required a justification project as to why library should a part of the new facility**
- **Parts Petting Zoo (PPZ) expansion due to hybrid and hot desking with no extra storage**



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Library Post Covid New Location



North Building
First Floor

- Customer Conference
- Welcome Lobby
- Innovation Hub
- Badging and Security
- Mailroom
- Library





Library Post Covid New Location



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Library Post Covid Hybrid Work

Tours of Library

New employees, Interns, AIAA student chapter, Customers

Onsite presentations to Purdue graduate students

Meet senior executives

Introduce myself-explain what I do and how I make employees more productive

SME for Intranet, Purchasing, Copyright, Whom to contact for what

Join other dept. team meetings - remotely and onsite



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Library Post Covid

Presentations to Global Teams

10 to 45-minute PPT presentations to global teams

- Overview of Library & its Services
- 10 Ways Your Information Operative Can Boost Your Productivity!
- Copyright is for Everyone!
- How to find Standards & Specifications
- Vendor training sessions



04

Future Plans



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Library Future Plans

- **E-Newsletter**
- **Vendors onsite**
- **TV monitor promoting resources, etc.**





Gabriele Hysong
gabriele.hysong@rolls-royce.com