

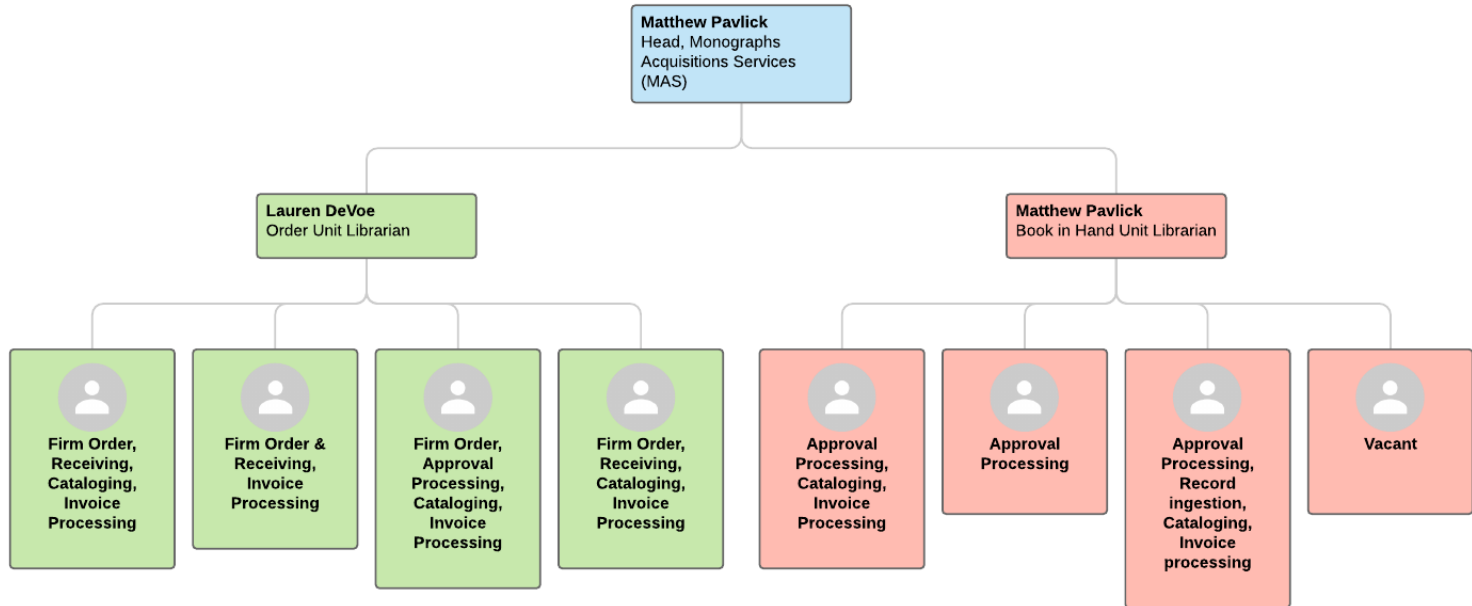
Using Slack to Improve Staff Engagement

Lauren DeVoe, Order Unit Librarian, Columbia University Libraries

Matthew Pavlick, Head, Monographs Acquisitions Services, Columbia University Libraries

Monographs Acquisitions Services (MAS)

Matthew Pavlick | September 20, 2018



CUL Strategic Directions - 2016



COLUMBIA UNIVERSITY LIBRARIES

Strategic Directions



About ▾

Commit

Advance

Inspire

Catalyze

Shape

Empower

Give

Empower Staff

Support individual agency and create structures that allow staff to act nimbly, provoke change, and assert our roles in substantive academic endeavor.





Empower Staff - Increased Engagement

Support individual agency and create structures that allow staff to act nimbly, provoke change, and assert our roles in substantive academic endeavor.


Across our vibrant organization, staff seek to work more closely together and to set in motion a change process that enables a culture of experimentation, in balance with the high-trust suite of services our constituencies depend on. We foster a more agile, laboratory-like practice that encourages creativity and innovation, provides opportunity for staff development, reduces barriers and streamlines processes that make our library work with more speed and efficiency. We find and value within ourselves a breadth and depth of diverse expertise positioned to connect the seemingly unconnected. Our unique skills and knowledge substantially contribute to the heart and core of the University's success in fulfilling its mission.




Slack

Monographs Ac... 

 Matt

 Jump to...

 All Threads

Channels 

bookinhand

funwithbooksandstuff

general


mas

orderunit


random

Direct Messages 


 slackbot

 Matt (you)

 Anna

 Kloumars

 Lauren 

 Mark Wilson

 Michael

 Michael, Lauren

+ Invite People

Apps 

 Google Drive

#orderunit

  4  1  Add a topic

Tuesday, July 17th



Lauren  10:08 AM

I have no idea

[@Matt?](#)



Matt 10:08 AM

yeah. just searched directory. not in there.



Lauren  10:08 AM

I'm not seeing a name pop up in email or when I search it



Mirjana 10:08 AM

replied to a thread: [shoot](#)

12 replies from Mirjana and you

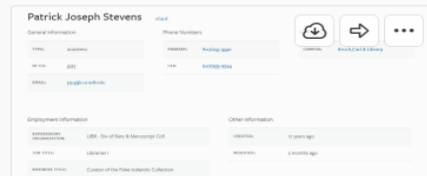


Matt 10:09 AM

maybe a Cornell person. lemme check their site.

10:10 AM I blame this person!

image.png 



The screenshot shows a LinkedIn profile for Patrick Joseph Stevens. The profile is divided into several sections: General Information, Phone Numbers, Employment Information, and Other Information. The General Information section includes fields for First Name, Last Name, Email, and URL. The Phone Numbers section includes fields for Mobile and Work. The Employment Information section includes fields for Company, Title, and Location. The Other Information section includes fields for Education and Skills. The profile also has a cover photo and a profile picture.



Lauren  10:11 AM

That's weird...how did it go to us?



Mirjana 10:11 AM

Thanks Patrick!!!! (edited)



Matt 10:11 AM

haha! I'm not sure if he submitted a contin for this and it ended up in our queue. but with the POOF, you never know!

I would just ignore it for now and I'll follow up with Cornell on this.

maybe wires were crossed




Mirjana 10:12 AM


#butwiththePOOFyouneverknow

Ok, meanwhile I'm gonna check with mcb on this side

#funwithbooksandstuff

Monographs Ac... 


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 funwithbooksandstuff


general


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Direct Messages 


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
 Mark Wilson

 Michael

 Michael, Lauren

+ Invite People

Apps 

 Google Drive

 funwithbooksandstuff

  3 |  Add a topic

Friday, July 27th

Monday, July 30th



Michael 10:31 AM

I think this is the first Ukrainian comic book about guinea pigs piloting a catfish I've seen.

catfish.jpg 



 1  1



Lauren  10:32 AM

What's the dialogue say? Do you know?



Michael 10:32 AM

sadly no



Matt 10:33 AM

you've never heard of the myth of catfish piloting guinea pigs in Ukrainian lore?

Pros & Cons of Slack in General

- Streamlined communication
- Informal - Lightens things up
 - Meme/Cats
 - Sharing work
- Accessibility
- “Least likely blocked by institutional firewall”
- Direct, private and group messaging
- Content is searchable
- Integration with other applications (Google, Trello, Survey Monkey, etc)
- “Safe Space”

- Accessibility
- Confusion over appropriate use/Miscommunication
- Too easy to communicate?
- Sending the wrong chat!
- Too informal
- Safe Space - Privacy? Still a “business software”



Implementing Slack

Setting up the account

Getting staff to use SLACK - "WHY?"

Meeting with Staff for Overview of Slack

Mandatory?

Answering other Questions from Staff

Expectations for use





What would we do differently?

- Expand to the entire division
- Make it mandatory
- Limit “gif-ing”
 - “If you’re not careful, Slack can become a distraction [and] take one away from the immediate task at hand and suck them into trying to one-up the last funny gif or find the perfect YouTube clip or image.” ~ Lockshin, 2018

Would we recommend it?

- Yes!

Questions?





Sources

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