



**Joan Conger**, MLIS, has been both a public service and technical service professional librarian and has worked most recently as an electronic resource manager at the forefront of customer service innovation. She is currently seeking a Ph.D. in Organization Development with a focus on management in libraries and is a consultant in leadership, teamwork, planning, and change.

Joan is dedicated to the idea that every library has within itself the power to successfully turn upheaval and uncertainty into extraordinary service, indeed to become a service most highly valued by its community. She believes this power is inside each and every current employee and we only need to learn the collaborative skills necessary to release this extra-ordinariness. These skills are instinctively rational to most people from most cultures. They are easy to learn and produce powerful results. Joan has formed JoanConger.net to continue learning these skills and to teach these skills to all librarians, libraries, consortia, associations and other service organizations wanting to invest in the future of their services. JoanConger.net was also formed to add to the network of library communities dedicated to making libraries great service organizations and great places to work.

### Her Book

*Collaborative Electronic Resource Management: From Acquisitions to Assessment* (2004)

## Workshops

### ASSESSMENT MAGIC: INCREASE CUSTOMER VALUE, DECREASE WORKLOAD, IMPROVE BUDGETS

Combine all the tools of assessment into budgetary and customer service benefits for your organization. Assessment is the management tool that can help libraries simultaneously increase their value to the community, decrease staff workload, and increase their budgets. By conducting customer service assessment, workflow analysis, input/output data, and outcomes assessment library staff can contribute to your library's service and budgetary success. 6 hour workshop with participatory team learning.

#### Learning Objectives

- Shift decision making from assumption to assessment; use service quality and marketing to re-center decision-making on the customer; use workflow analysis and collaborative management to analyze internal workflow as well as usability for the customer; use input/output data to analyze statistical information within a context of efficiency and effectiveness; use outcomes assessment to demonstrate funding value by demonstrating the organization's impact on customer behavior and productivity.

### TAMING ELECTRONIC RESOURCES: LEARN THE ENTIRE LIFECYCLE FROM SELECTION TO DELIVERY

Our profession is grappling with the evaluation, licensing, purchase, delivery, maintenance, use analysis, and tracking of the growing portion of our collections that we provide our customers electronically. Return to work with broadened perspective, practical skills, and a renewed sense of control. 6 hour workshop with participatory team learning.

#### Learning Objectives

- understand how to manage and coordinate selection and collection development, licensing, delivery, budgeting, and how to use statistics; gain an overview of current technologies and developments in the field; learn group collaborative skills that facilitate communication and decision making throughout the library.

## **BUILD EFFECTIVE TEAMS WITH PRACTICAL TOOLS**

Increase the productivity of the minutes you spend in meetings and reduce the time required in meetings to get things done. This method is effective in public, academic, special library, and consortial environments. Joan Conger has experience applying collaborative management tools to successful projects large and small. 6 hour workshop with participatory team learning. Experience the personal commitment and effectiveness of a 35-minute meeting.

### **Learning Objectives**

- Learn the theory of group interaction and effective decision making through an exploration of effective flow of information, the impact of individual communication styles, the importance of finding shared purpose, and the tools to pursue action.

## **Contact Information**

**Joan Conger**

[joan@joanconger.net](mailto:joan@joanconger.net)

<http://www.joanconger.net>

**Debby LaBoon**

Author Relations Manager

ABC-CLIO

23851 E. Phillips Place

Aurora, CO 80016

720-876-2033

Fax 720-870-4892

Cell 720-323-1070

[dlaboon@abc-clio.com](mailto:dlaboon@abc-clio.com)