Managing in a converged service:
some considerations from Middlesex University Information and Learning Resource Services.

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Outline

• Definition of a ‘converged service’
• Why, how and what we converge
• Some managerial considerations
  • staffing structures
  • staff roles
  • teams
  • space planning
Definition

- Follett
- Operational
- Organisational
- Trend rather than an absolute
- Statistics:
  - 17% merged
  - 32% jointly managed
Why, how and what?

• Drivers for change: why and how
  • Technology
  • Reduction of costs
  • Pressure from managers

• What...
Typical areas that merge

• Library and Computing * 84
• **Other areas:**
  • Audio Visual * 35
  • Museums, art galleries & archives 26
  • Institutional web pages 18
  • MIS (Management Information Systems) 16
  • Other (incl. language & learning support)* 27

• * converged at Middlesex University into ILRS

Managing a converged Service
Managing the structure

• What’s in a name?

• Two case studies
  • Birmingham University
  • Middlesex University
Managerial considerations
Staffing

• staff roles
  • senior managers
  • qualified professional staff
  • hybrid posts
  • para-professional and junior staff

• working in teams
Managerial considerations
Space planning

- naming the space
- what to include
- staff offices
- noise
- economies of scale
Conclusion

- Any questions
- Thank you for listening