

Encouraging non-depository staff to contribute to the success of depository projects – Transcript of video

Thank you for taking the time to view my poster and video. Each day, so many of us face staffing difficulties while trying to provide great service and complete tasks efficiently. This is not new to those working in the FDLP program. This poster isn't so much about the project but how to encourage the non-depository people who frequently help us. The intent is also to encourage those working in depositories, with limited help, that there is light at the end of the tunnel -- no matter the type or size of a project.

Like anything in life, it's all in one's approach and application of social intelligence, which is just as much about emotion as it is persuasion.

Not so long ago in 2018, I was faced with a very challenging and difficult task as a depository coordinator. Like so many others, I was expected to pull off the impossible within a ridiculous timeline and with limited help. I was asked to reduce the size of our collection by tens of thousands of items within 6 months. Of course, there was no way me and one depository staff member could pull this off alone. How could it be done with no direct reports?

Thinking back on that experience, a project requiring so many other people's help, I consider how the project was finished and successful with so many non-depository colleagues. Making me realize, it's often in reflection that we truly appreciate accomplishments.

I learned that leading by example is critical with others. Not being afraid to do anything you'd ask someone else do. Being open to change and input from those helping. It's so much about communication while remembering one of the most important things in successfully communicating is listening. And it can't be said enough, always remembering success comes from everyone's contribution. These things made me realize it's so much more effective to pull along people versus trying to push others.

I hope you find the ideas in this poster helpful as you undertake the daily challenges of depository work while depending on non-depository staff.