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The Urge to Merge:
Rethinking Library and IT Services

I. Why We Merged
II. Preparing to Merge
III. How We Merged
IV. What We Learned

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Merger Milestones

- Fall 2005 – The Charge
- Sum 2006 – Root Cause
- 06/07 – Stakeholders
- 07/08 - Planning
- May 2008 – Approval
- July 2008 – Merge
- Sum 2008 – Move
- Dec 2008 – A Name
- Jan 2009 – Service Areas
The Setting
School of Education

- 3,106 students
- 641 faculty and staff
- 28 departments & units

- Diverse: Arts to Sciences
- Spread out: 19 buildings
- UW-Madison
Service from a User’s Perspective

IMDC
Instructional Media Development Center

CIMC
Center for Instructional Materials & Computing

SoE IT
Information Technology

Campus Support

Department Support
“Organization of IT support is inadequate and a cause for concern.”

SOE Faculty Report

- Faculty Report 2003
- New Dean, August 2005
- Root Cause Analysis, 2006 - 2007
Findings

- Hard to navigate services
- Redundant services
- IT is Essential
- More input from users
- Web and Application support uncoordinated
Building Renovation, 2007 - 2010

- Historic Education Building
- Design for technology integration
- Plan for support services

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Off and Running
Summer 2006 – Spring 2008

- IT Committee charged to improve services
- Using Tools
- Engaging Stakeholders
- Iterative process
Survey and Interview Results

Current Core
- Network
- Security
- Email/Calendaring
- Specifications

Communication Gap
- Software and equipment access

 Desired Core
- Web and app development services
- Extended hours support
- Local desktop support
Retreats and Meetings

IT Committee
- Root Cause Analysis
- Findings
- Core Services
- Recommendation

Library and IT staff
- Roles and services
- Seeing each other together
Outcome = Merger

Merger Haiku:

“Many paths converge, diverge
The School is confused
Paths join, tech support is clear”

MERIT Director, Jo Ann Carr
Creating MERIT

- Merged 3 budgets
- Physically relocated staff & offices
- Mapped staff to services
- Pooled student staff
Creating MERIT

- Answered “who are we?”
- Formed service areas & working groups
- Identified shared tools & culture
MERIT Service Areas

- IT Consultants
- Media Design & Production
- Web Applications Development
- Administration
- Library & Infrastructure
- Network
- Instructional Technology Services
Engaging Our Clients

- Site Visits
- Collaborative Working Groups
- Took on School-wide Projects
Impact on Library Services

- Change, what change?
- Physical space & access to staff
- Streamlined & improved services
- Pooled resources (people, supplies & buying)
- Collection recommendations
What Has Worked?

• Having user input & buy-in
• Simplifying contact & smoothing jagged line
• Reducing redundancies
• Finding shared tools & a shared culture
• Establishing working & advisory groups
• Having adaptable, great staff
To Do List

- Marketing Plan/Communications Plan
- Merging Service Points & Web Sites
- Service Catalog and MOUs
- Cross-training staff / back-up roles
- Integrating technology & media beyond core
Tips

- Sponsorship from the top
- User focus
- Change Management Plan
- Get a Name ASAP
- Flexibility through phasing
- Engaging stakeholders
- Communication & consideration

Yammer, our micro-blogging application
Users’ Perspective

Media

Education Resources

Information Technology
Thank You!

What did you think? Your input is important!

Please click on “Evaluate This Session” on the Midwest Regional program page.

MERIT Staff – Fall 2008