

MEMORANDUM

To: Quebec University Library Staff

From: Steering Committee of the Shared Services Platform (SSP)

Object: The Partnership Adopted a Consortium-Wide Change Management Strategy (note #12)

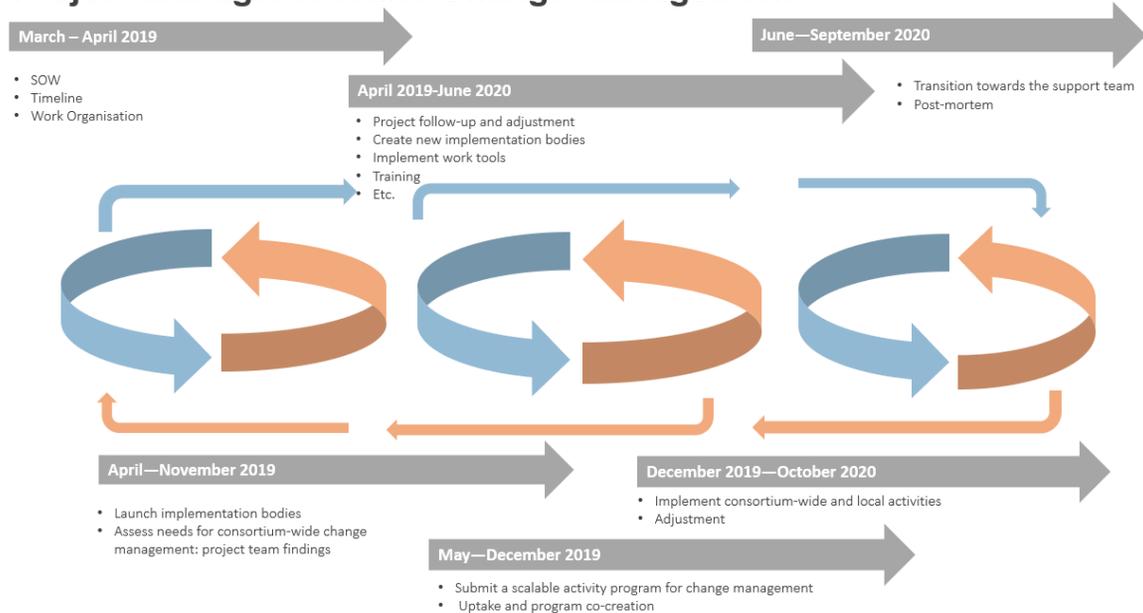
Date: December 13, 2019

During the Library Subcommittee's (LSC) meeting on November 29, the Bureau de coopération interuniversitaire's Shared Services Platform Project Team (SSP-BCI) presented a Consortium-Wide Change Management Strategy. Here are the major outlines of this toolkit.

Aligning Project Management and Change Management

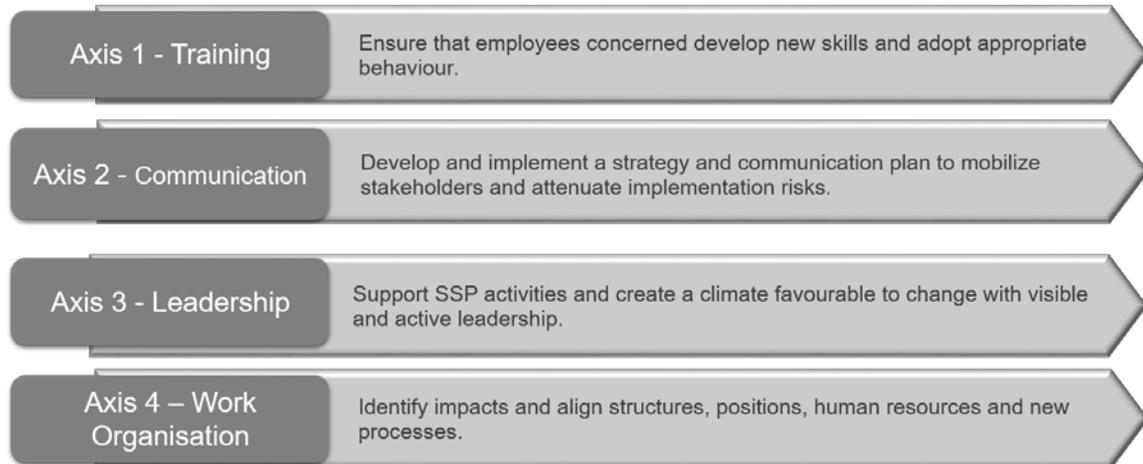
Because change management is an integral part of any new project, the different activities undertaken for this purpose will intensify, as we get closer to the date when the platform goes live, more specifically with regards to training. Please see the following diagram for a detailed image of this approach.

Project Management and Change Management



Four Axes of Change Management

This approach is based on four axes: Training, Communication, Leadership and Work Organization.



The Training Coordination Working Group (GT-CFORM) and Communications Working Group (GT-COM) actively contributed to this support package, each in their respective fields.

Training: A strength of the Partnership is sharing the considerable expertise held in each and every institution. In that spirit, the GT-CFORM's approach will facilitate knowledge transfer by involving functional experts in validating training content. Activities with the trainers will be organized in order to create a community of practice around training.

The training activity dates for the various modules (Cataloguing, Acquisitions, Licence and eResources Management) for the Partnership members who will in turn become trainers in their own institutions are confirmed: February 17 to 21 in Quebec City, February 24 to 28, and March 2 to 6, 2020 in Montreal.

Communication: The GT-COM implemented a mechanism to communicate LSC decisions rapidly and systematically to Quebec University Library staff (QUL). It will also support institutions for user communication once WMS goes live. A blog will be set up shortly, which will be an opportunity for QUL staff to discuss their experience with the SSP project with colleagues from other institutions.

Partnership Project Team Expansion

The BCI Partnership Project Team welcomed Ms. Nadia Zurek, the new Consortial Purchasing and SSP Implementation Support Librarian. She holds a Masters in Information Science as well as a Masters in Literature. Ms. Zurek's previous experience as a lecturer and trainer will be a precious asset for BCI.

ON BEHALF OF THE STEERING COMMITTEE OF THE SHARED SERVICES PLATFORM (SSP)

Caroline Lessard
Chair, BCI Library Subcommittee

Benoit Séguin
Chair, SSP Steering Committee