



# The Resilient Info Pro: Building personal, professional & institutional agility

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# Mary Ellen's Ground Rules

**Our value is in the *impact of information services***

**What gets done because of the library?**

**What needs to change in order to provide impactful information services today?**



## **What this is based on:**

### **CCC Velocity of Change blog posts**

- **Becoming an Info Intrapreneur**
- **5 Ways to Build Career Agility in Library & Info Sciences**
- **Supporting Institutional Agility**

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# Building personal agility



# **B.C. rules don't apply anymore (for anyone!)**

**Virtual workspaces = “out of sight, out of mind”**

**Reduced visibility = new marketing, outreach tactics**

**Changing expectation of service levels**



## **New expectations about info/data**

**"You've done it all virtually for 2 years; who needs a library?"**

**"Why can't I do whatever I want with this content?"**

**"Why are we paying for content we can find on the web?"**



# Seeing ourselves as intrapreneurs

## What's an entrepreneur?

A person with the capacity and willingness to **develop, organize and manage** a business venture, and **manage risks**, in order to make a profit



# Seeing ourselves as intrapreneurs

## What's an INTRApreneur?

A person with the capacity and willingness to **develop, organize and manage** a business venture, and **manage risks**, ~~in order to make a profit~~





# **INTRApreneurs**

**Develop – ID new opportunities**

**Organize – ID stakeholders, leverage resources**

**Manage – agile always-learning staff**

**Manage risks – live outside your comfort zone**



# Life as an intrapreneur

**Ask “why?”**

**Be curious, question the status quo**

**Ask “why not?”**

**Find others who creatively get around institutional obstacles**



## Life as an intrapreneur

**Look for ways to partner & collaborate, not just  
“serve”**

**Be known for working well with others**

**Seek out opportunities for change**

**“How could we make this better?”**



# Life as an intrapreneur

## **ID stakeholders, cultivate allies**

**Users, budget owners, decisionmakers, influencers**

**External as well as internal**

## **Pick your battles, be ready to pivot**

**Not every idea is right, right now**



# Life as an intrapreneur

**Learn to live near the edge of your comfort zone**

**Learn to live with 15% more risk**

**Fail fast, learn fast**

**Become comfortable with failing**

**Learn from every experience**



# Managing up

Try out your boss's point of view

Focus on outcome, not just operations

Make it easy to say "Yes"

Don't be afraid of "No"

Discern what's **NO** and what's just **I don't know, Not now, or Give me a reason to say yes**



# Building Career Agility



# Interview with Kim Dority

**Author, *Rethinking Information Work: A Career Guide for Librarians and Other Information Professionals***

**Lots of resources on LIS career alternatives at [dorityassociates.com](http://dorityassociates.com)**







# ***Adaptive Competence***

**Ability to adapt to new circumstances**

**Ability to recognize new threats and opportunities**

**Ability to pivot—*from a threat and toward an opportunity***



## ***Learning on demand***

**OWN your professional development**

**Your mantra: “I know how to learn new things”**

**What new skill would the library value now?**

**Continuing ed? Micro-degrees? Library Carpentry?**



## *Learning on demand*

**Need practice with what you learn? Volunteer!**

**Low risk, builds good will**

**SLA, local group, neighborhood group**

**Create a new project to learn from**



## ***Practice response scenarios***

**Think about possible changes coming up, build  
mental agility**

**How might you respond if that happens?**

**How might you position yourself now in preparation?**



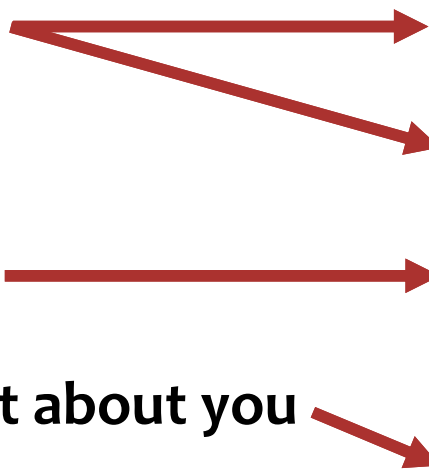
# Have a light touch on career expectations

Your professional equity is:

- What you know
- Who you know
- Who knows what about you

Conduct an annual professional equity self-assessment:

- What have I learned?
- What do I need to learn next?
- How have I built my community of colleagues?
- How have I built my reputation?





# Who is mentoring you (yes, you)?

**Every good therapist has a therapist**

**Get input from someone at a different career stage**

**Find people who do things unlike what you do**



# Building Institutional Agility



# Interview with Blanca Chou

**Senior Director, Global Information & Business Services, Otsuka Pharmaceutical Companies**

**[linkedin.com/in/blancachou](https://www.linkedin.com/in/blancachou)**







# **Be seen caring about what's important**

**Build reputation as trustworthy source of info**

**Develop news products/services that reflect key current issues of stakeholders**

**Get invited into strategic task forces**

**Proactive information sourcing**



## **ID new “soft” issues**

**See where org’s employees have new info needs,  
new roles**

**Increased virtual training, news about mental health  
concerns, managing hybrid workplace**

**Cultivate tolerance of ambiguity, risk-taking**



# Planning for constant change

**Cross-train staff for multiple functional areas**

**Learn to make decisions w/o all the info you want**

**Be willing to respond quickly & take risks**



# **Mary Ellen's final thoughts**

**Info pros have always been info leaders**

**Mentally prepare yourself for unexpected pivots**

**Our essential skill is being info-adept**



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