LITA Poster – Talking Points

- Library was beginning to use PM techniques to implement new services, to manage new initiatives, and to plan out new projects
  - Dean’s advisory team beginning to request project plans for new services and initiatives
  - Desire to handle “scope creep”, poor handoff and increasing workloads, lengthy timelines, and poor prioritizing
- Two complicated projects assigned almost simultaneously:
  - IMLS grant-funded project to create a geoportal for geospatial images held at UNH
  - Closing of a branch library and integration of monographs and serials into main library collection:
    - Phase 1 was physical move of materials
    - Phase 2 is the creation of a Natural Sciences Resource Center in the main library
- Project teams wanted something like Microsoft Project that they could access, add tasks to, view milestones, check off completed tasks. Several packages examined, EasyProjects was our choice
  - Web-based, hosted
  - Included guest seats for free, allowing the Library Dean or others to view progress
  - Customizable – could add our own data fields, remove those we did not wish to use
  - Less costly than similar applications (we were charged $113 per user)
  - Very easy to set up and use
  - Included data storage for group documents
  - Features included Gantt charts, calendars, milestones, reports,
  - Support was excellent
- Implementation:
  - Worked with EasyProject’s Chief Make-It-Happen Officer Vadim Katcherovski to set up preferences and provide group training by webcast
  - Set up two main project and created a sandbox for practice
  - One project team (IMLS grant) reviews the project site at every bi-weekly executive team meeting to chart progress, modify due dates, add tasks. Group members beginning to add own tasks to plan and mark off tasks, milestones accomplished. Group members who were faculty and who delegated more tasks to staff seemed more inclined to view the project in EasyProjects. Group members were less inclined in precise task identification and assignment, more interested in milestones.
  - Other group (branch library move) was more content to let the project manager maintain and report out at meetings. Group members who were functional experts or library staff seemed to focus on their
own specific tasks and less inclined to view the "big picture" through EasyProjects. Group members were more interested in very specific tasks and deadlines, less in the milestones.

- Rightsizing this for the library:
  - Project plan came first – charge developed by Dean, plan written by Project Manager, given to all library employees at project’s start.
  - Chose to ignore financial indicators (job role rates, expense tracking, etc.) - grant budget was being handled by our campus business center, and the branch library closure budget was handled entirely by campus planners
  - Chose to ignore hourly time recording
  - Allowed all project team members full editing privileges
  - Allowed a fair amount of extra time to tasks, recognizing that projects were on top of regularly assigned duties for many project team members

- Outcomes:
  - One project team (IMLS grant) reviews the project site at every bi-weekly executive team meeting to chart progress, modify due dates, add tasks. Group members beginning to add own tasks to plan and mark off tasks accomplished. Faculty group members who delegated tasks to staff seemed more inclined to view the project in EasyProjects
  - Other team (branch library move) was more content to let the project manager maintain and report out at meetings
  - While timelines were established and viewable, project teams were more aware of deadlines and strove to meet them
  - Terms of the project plan were more closely followed – scope maintained, timelines realistic, risks and dependencies identified
  - Project team members have a better understanding of scope, risk
  - Projects in forthcoming year will continue to use EasyProjects and make use of more of its potential