Weill Cornell Medicine

Values-Based Action Drives High Performance Teams

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library.weill.cornell.edu

How Do You Build a High-Performing Team?

- Vision (clear and compelling performance challenge)

- Shared values

- Trust

- Commitment

- Accountability

- Results Focused (Pride in accomplishments)

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Strategy Map

Samuel J. Wood Library and C.V. Starr Biomedical Information Center

Weill Cornell Medicine

Vision: Transforming the library into an innovative knowledge and technology hub supporting next generation science, care and education.

Mission: We advance the art and science of medicine by providing innovative services and seamless access to information through outstanding customer service, teamwork, and a commitment to excellence.

**Core Values:** Excellence ~ Service ~ Integrity ~ Teamwork ~ Commitment ~ Innovation

Strategic Themes:

Service Excellence
Foster an environment of flexibility that anticipates and exceeds the needs of our customers. Develop business processes that ensure clarity of purpose and seamless accessibility. Promote budget stability through fiscal stewardship and grant funding that leads to self-sustainability.

Innovative Practice
We anticipate and discern users' needs. We use best practices and cutting-edge technology to develop and deploy innovative solutions. We continually assess outcomes and evaluate technology and processes.

Relationship Building
Establishing and fostering relationships that create opportunities for strategic collaboration. Effectively and transparently communicating available tools and services through clear marketing to users, departments, and external partners.

Employee Empowerment
An environment where employees are empowered to make decisions, take calculated risks, improve their expertise, innovate, and create. Where employee engagement and team building are cultivated through purposeful inclusion and the fostering of relationships thereby maximizing their contribution to the organization.

Customer/Stakeholder

- CS 1.0 Improve Customer Satisfaction
- CS 2.0 Provide Seamless Access
- CS 3.0 Improve Stakeholder Satisfaction

Business Processes

- BP 1.0 Improve Business Processes
- BP 2.0 Improve Marketing & Enhance Partnerships

People and Tools

- PT 1.0 Optimize Workforce
- PT 2.0 Leverage Technology

Budget

- B 1.0 Optimize Budget

Performance challenges align with our values:

Teamwork

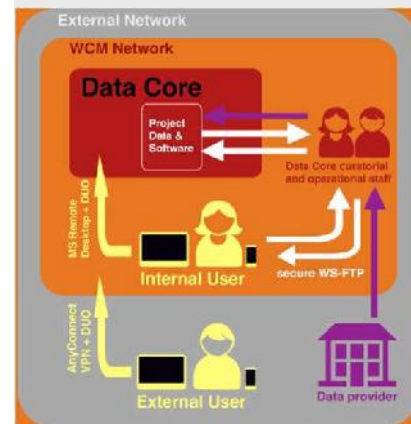Expand the Clinical Med Librarian Program to more Clinical Teams
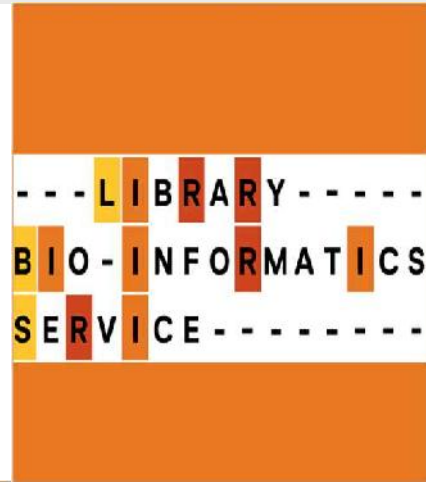
Innovation

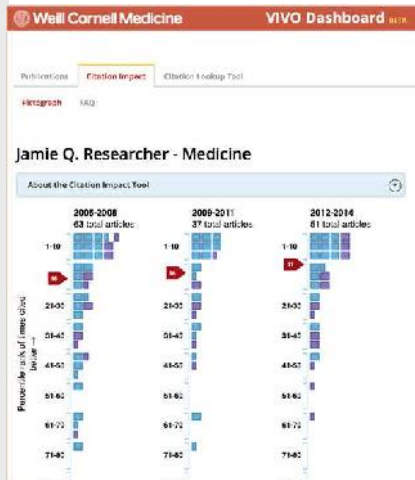Develop a Data Core for HIPAA compliant data
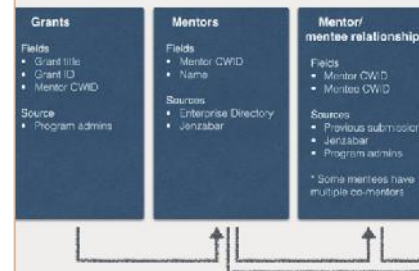
Excellence

Develop a Library Bioinformatics Service

Customer Service

Launch a grant editing program

Performance challenges align with our values:

Innovation

Automate our bibliometrics service via VIVO Dashboard

Data flow for generating documents

Teamwork

9 systematic review publications co-authored by librarians in 2018

Customer Service

Automate

T-32 publication tables

Excellence

WCM Scientific Software licensed via Library Scientific Software Hub

Performance challenges align with our values:

Teamwork

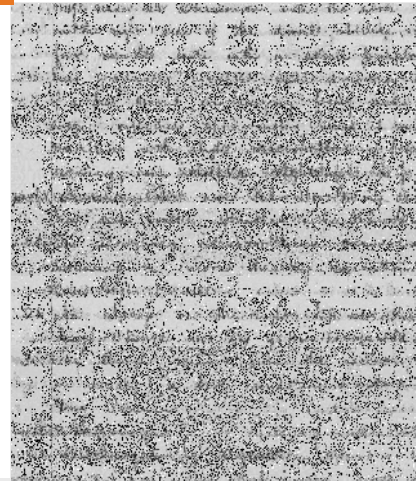**Quick coordinated action after a flood!**

Innovation

Digitized 19th Century casebooks for handwriting recognition software

Excellence

Oral Histories with Weill Cornell Medicine - Qatar
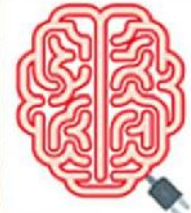
Customer Service

Creating a Welcoming Archives Environment!

TEAMWORK   INNOVATION   SERVICE   EXCELLENCE

3rd Annual SMARTFest
Knowledge is Power!

Tuesday, Feb. 23
1300 York Avenue in Wood Library
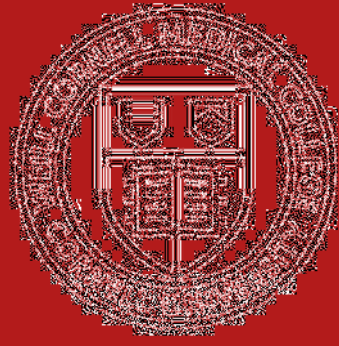11:30 a.m. - 3 p.m.

SMARTFest Stats	2015	2016	2017	2018
# vendors	7	16	18	21
Sponsor donations	$2K	$13.5K	$14.8K	$15.5K
# WCM booths	16	21	25	26
# participants	610	1118	1030	1150

Thank you!

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