Values-Based Action Drives High Performance Teams

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Samuel J. Wood Library and CV Starr Biomedical Information Center

10/24/2018
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How Do You Build a High-Performing Team?

- Vision (clear and compelling performance challenge)
- Shared values
- Trust
- Commitment
- Accountability
- Results Focused (Pride in accomplishments)
Values-Based Action Through the Balanced Scorecard
**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.

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

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

<table>
<thead>
<tr>
<th>Strategic Themes</th>
<th>Service Excellence</th>
<th>Innovative Practice</th>
<th>Relationship Building</th>
<th>Employee Empowerment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>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.</strong></td>
<td><strong>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.</strong></td>
<td><strong>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.</strong></td>
<td><strong>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.</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Strategy Map**

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

| Customer/ Stakeholder Business Processes People and Tools Budget |
|----------------------|-----------------|------------------|------------------|
| CS 1.0 Improve Customer Satisfaction | CS 2.0 Provide Seamless Access | CS 3.0 Improve Stakeholder Satisfaction |
| BP 1.0 Improve Business Processes | BP 2.0 Improve Marketing & Enhance Partnerships |
| PT 1.0 Optimize Workforce | PT 2.0 Leverage Technology |
| 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

**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:

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<tr>
<th>Teamwork</th>
<th>Innovation</th>
<th>Excellence</th>
<th>Customer Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick coordinated action after a flood!</td>
<td>Digitized 19th Century casebooks for handwriting recognition software</td>
<td>Oral Histories with Weill Cornell Medicine - Qatar</td>
<td>Creating a Welcoming Archives Environment!</td>
</tr>
</tbody>
</table>
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.
<table>
<thead>
<tr>
<th>SMARTFest Stats</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<tr>
<td># vendors</td>
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<td>Sponsor donations</td>
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<td># WCM booths</td>
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<td>1030</td>
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</tbody>
</table>
Thank you!

Weill Cornell Medicine

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