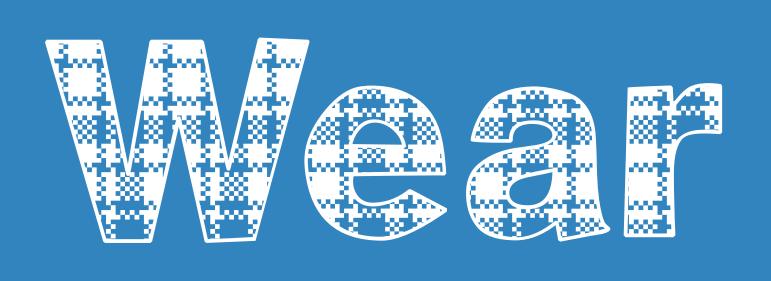


Early insights into forming a matrix organization





User Engagement (UE) Matrix Organization

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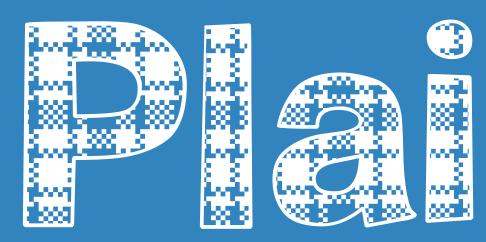
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The UE org-chart is tilted to show balance between functions and subjects.

Functional Teams collaborate on crossdivision projects and services

> UE staff are members of both a division and a functional team.

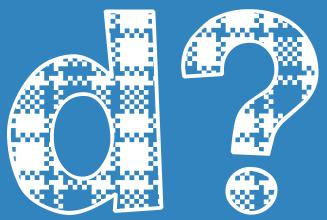


Divisions support subject areas. Division Directors supervise staff.

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sciences

International Brain internations, pigital library, pigita We are working on ways to connect UE with partners in other library units.





Elizabeth Cheney, Rikke Ogawa, Doug Worsham. UCLA Library, User Engagement, Sciences Division

UE Staff Feedback Survey

Current Challenges

- Creating effective communication channels between UE and the library as a whole
- Balancing new responsibilities with existing workloads

Early Successes

- More voices and perspectives are being heard
- Team members are empowered to spearhead projects in functional teams
- UE teams are hosting more sharing and collaboration opportunities (UE Open Mic, Cross-training workshops, open calls for participation and feedback)

Aspirations & Next Steps

- Identify priorities for Functional Teams and Divisions
- Plan for Functional Team turnover for leadership and members
- Leverage UE staff strengths and leadership to develop a proactive, innovative suite of library services and programs
- Develop consistent and efficient policies and procedures across UE