

# Practical Strategies for ROI

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# Background

- Started as a one-person library (1996)
- 10 FTEs (2009)
- Fateful day in December 2006
- Transition Plan & Impact on Org

# No Magic Formula

- Every organization is different
- What makes your org tick?
- What are the business drivers?
- Share some tips

R is for....

- Realignment

- Constantly changing
- Know organizational objectives

- Reach

- Other departments/divisions/locations
- Your executives
- Integrate

- Reality

- You can't be all things to all people



O is for....

- Objectivity

- Is a service really bring value?

- Overcoming Obstacles

- Reorganizations
- Budget cuts
- Territory battles

- Operational Excellence

- Quality, accuracy, customer service

I is for....

- Initiative

- Step up and lead
- Outside comfort zone
- Challenge the status quo

- Impact

- What would be the impact if you stopped tomorrow?
- Explain WIFM
- Business problem to be solved

- Innovation

- Have fun; Be creative
- Support “business” goals



# Conclusion

- Know your business and its objectives
- Be flexible and adaptable
- Regularly revisit what you do
- Clearly articulate impact and value

# Contact Info

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