



School of Law
UNIVERSITY OF GEORGIA

Prepare.
Connect.
Lead.

Digital Commons @ University of
Georgia School of Law

Presentations

Alexander Campbell King Law Library

6-4-2020

Surviving COVID with the Breakfast Club: Tools for Telework Task Management and Communication in a Multi-Generational Workplace

Carol A. Watson

University of Georgia School of Law, cwatson@uga.edu

Geraldine R. Kalim

University of Georgia School of Law, gkalim@uga.edu

Wendy Moore

University of Georgia School of Law, wemoore@uga.edu

Rachel S. Evans

University of Georgia School of Law, rsevans@uga.edu

Repository Citation

Watson, Carol A.; Kalim, Geraldine R.; Moore, Wendy; and Evans, Rachel S., "Surviving COVID with the Breakfast Club: Tools for Telework Task Management and Communication in a Multi-Generational Workplace" (2020). *Presentations*. 197.

<https://digitalcommons.law.uga.edu/speeches/197>

This Conference Proceeding is brought to you for free and open access by the Alexander Campbell King Law Library at Digital Commons @ University of Georgia School of Law. It has been accepted for inclusion in Presentations by an authorized administrator of Digital Commons @ University of Georgia School of Law. [Please share how you have benefited from this access](#) For more information, please contact tstriepe@uga.edu.

Surviving COVID with the Breakfast Club

Task Management & Communication Tools for Multi-Generational Telework



Overview

Team

Trello

Reception

Planning

Slack

Questions

Timeline

Zoom

Tools

The Team

Our library is made up of a range of age groups including Boomers, Gen-X and Gen-Y.

We are also divided between staff and librarian roles, and have departments that each include service-oriented and project-oriented positions.



Carol Watson, Director

The Boomer



Wendy Moore, Associate Director

The Gen-X'er



Rachel Evans, Metadata & Special Collections
Geraldine Kalim, Student Services

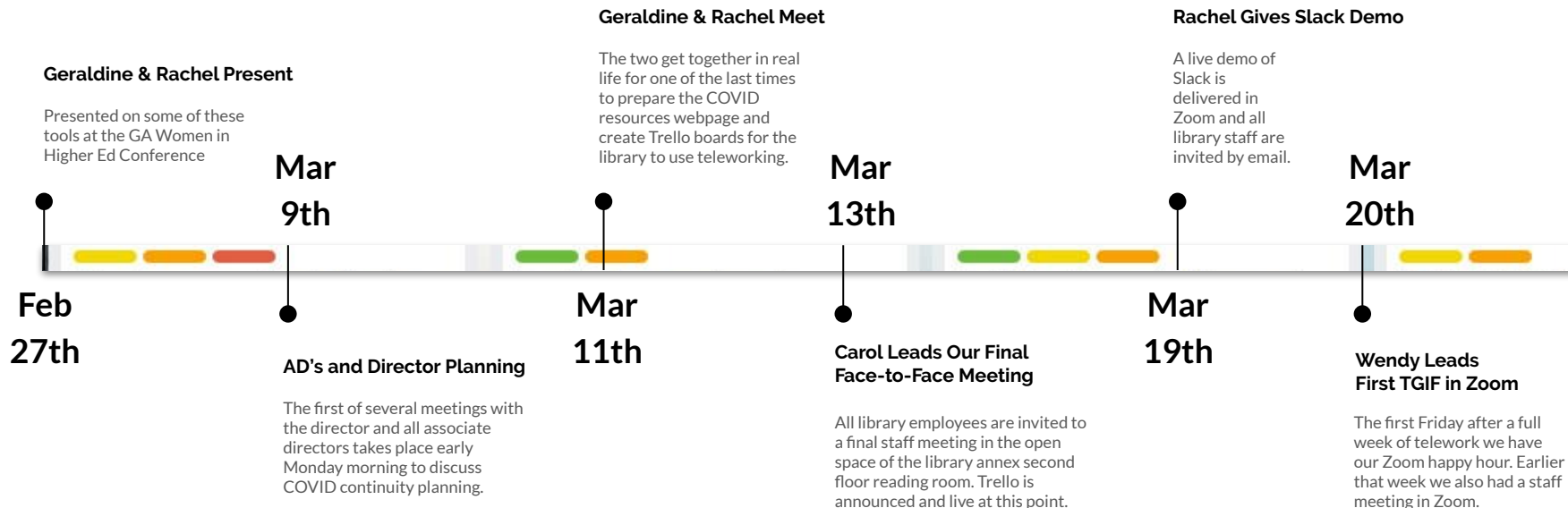
The Millennials

Big Picture Planning like The Big Chill

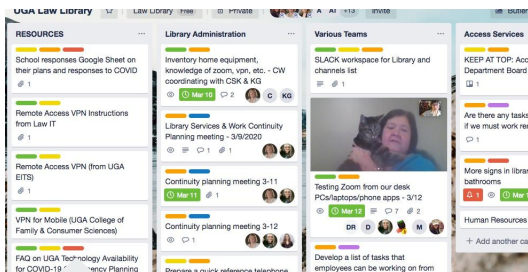
Amazing tradition. They throw a great party for you on the one day they know you can't come.



The Timeline



The Tools



SLACK

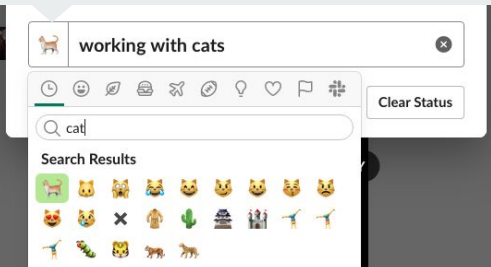
Real-Time Communication



TRELL



Team Task Management



ZOOM

Video-based Hangouts

Millennials constantly Scream

- SO Meta & self-aware (Scream was the first meta-horror film)
- May make lists about making lists (biggest fear is forgetting)
- Communication overload (no wonder we're afraid of phone calls)
- Afraid of literally everything being on the verge of extinction
- SO much anxiety, worry and stress, behind a mask
- SO much imposter syndrome (we're all wearing masks)
- Want to beat everyone else to it /survival of the savvy-est
- Grew up with now obsolete media AND computers in classrooms
- Adapts well to new technology, enjoy learning new things



Trello keeps us less Clueless

- COVID-19 All Library Board
 - Resources
 - Access Services
 - Collection Services
 - Research Services
 - Administration
 - Various Teams
- Standing Committee Boards
 - Public Relations Team / Blog Board
- Strike Team Boards
 - Mindfulness



Trello Examples

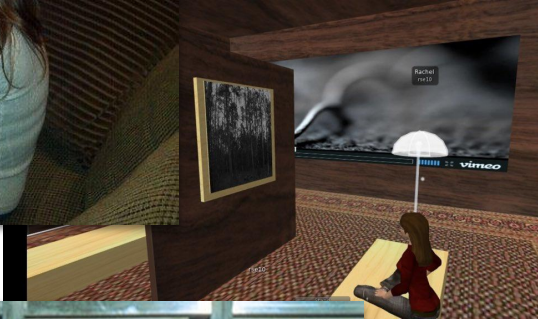
The screenshot shows a Trello board for the 'Public Relations Team'. The board is organized into four columns:

- Blog - To Do:** Contains a card 'Resource Spotlight: Bar Prep Resources (on hold)' due on May 22 and 'Lexis PIP Resources'.
- Blog - Doing:** Contains a card 'Pride Month - update last year's timeline & share obits & virtual events' due on Jun 2 and 'Librarians on Desert Island Resource' due on Jun 5.
- Done:** Contains a card 'Wednesday re-tweet & instagram the summer access info blog post' due on May 13, 'Resource Spotlight: Relax & Escape' due on May 11, 'Anne is doing a blog post on Europe Day (Sat. 5-9) will post Friday' due on May 8, 'Recognition/congrats post for librarians & staff' due on May 7, and '4th Pet Therapy promotion post' due on May 6.
- Blog - Ideas:** Contains several recurring cards: 'Recurring: From the Reference Desk', 'Recurring: A Day in the Life', 'Recurring: Resource Spotlight', 'non-law school events & resources', 'Recurring: Ask a Librarian', 'Recurring: From the Archives', 'Internet Archives' National Emergency Library?', 'Georgia Legislature - end of session', and 'Resource Spotlight: Magazine Collection'.

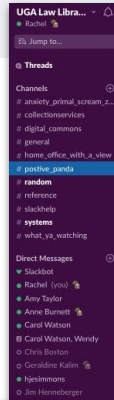
The screenshot shows a Trello card titled 'Inventory home equipment, knowledge of zoom, vpn, e coordinating with CSK & KG' in the 'Library Administration' list. The card has two labels: 'Technology' and 'Planning / Preparations'. The due date is 'Mar 10 at 4:07 PM' and the status is 'COMPLETE'. The card description is 'Add a more detailed description...'. The activity log shows a comment from Carol Watson on Mar 10 at 2:10 PM: 'Saved on L: drive Law Library >COVID 19 Contingency Planning >Work @ Home Readiness.xls'. A 'Labels' modal is open, showing a list of labels: 'Technology', 'Resources / Documentation', 'Planning / Preparations', 'COVID-19', 'Human Resources / Personnel', and 'Meetings'. There are also options to 'Create a new label' and 'Enable color blind friendly mode'. A 'POWER-UPS' section at the bottom offers to 'Get Power-Ups' for unlimited features.

Slack helps us chat like Hackers

- #anxiety_primal_scream_zone
- #coffee_tea_club
- #collection_services
- #digital_commons
- #home_office_with_a_view
- #mindfulness
- #positive_panda
- #prof_dev_videos
- #reference
- #slackhelp
- #social_media_content
- #systems
- #what_ya_reading



Slack Examples



UGA Law Libra...
#positive_panda

Jump to...

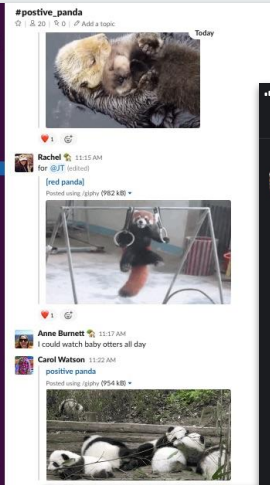
Threads

Channels

- #anxiety_primal_screen_2
- #collectionservices
- #digital_commons
- #general
- #home_office_with_a_view
- #positive_panda
- #random
- #reference
- #studies
- #systems
- #what_ya_watching

Direct Messages

- #Slackbot
- Rachel (you)
- Amy Taylor
- Anne Burnett
- Carol Watson
- Carol Watson, Wendy
- Chris Bawson
- Geraldine Kalim
- Hesimmons
- Jim Henneberger

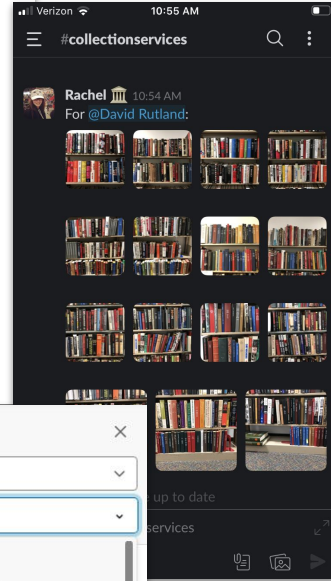


#positive_panda Today

Rachel 11:15 AM for @JT (edited) [red panda] Posted using /giphy (962 KB)

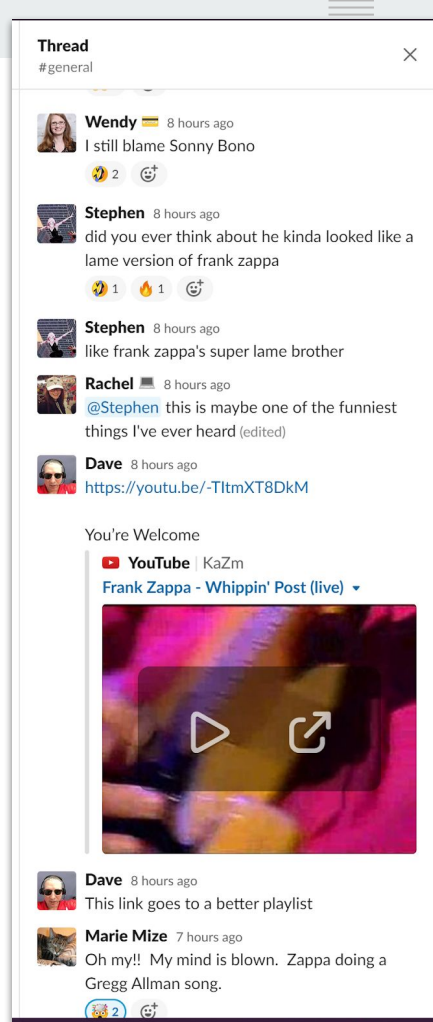
Anne Burnett 11:17 AM I could watch baby otters all day

Carol Watson 11:22 AM positive_panda Posted using /giphy (964 KB)



#collectionservices

Rachel 10:54 AM For @David Rutland:



Thread #general

Wendy 8 hours ago I still blame Sonny Bono

Stephen 8 hours ago did you ever think about he kinda looked like a lame version of frank zappa

Stephen 8 hours ago like frank zappa's super lame brother

Rachel 8 hours ago @Stephen this is maybe one of the funniest things I've ever heard (edited)

Dave 8 hours ago <https://youtu.be/-TltmXT8DkM>

You're Welcome

YouTube | KaZm Frank Zappa - Whippin' Post (live)

Dave 8 hours ago This link goes to a better playlist

Marie Mize 7 hours ago Oh my!! My mind is blown. Zappa doing a Gregg Allman song.



welcome @Jim Henneberger!!!!


Wendy 11:52 AM NOW the fun can begin that @Jim Henneberger is here!

Rachel 11:54 AM [futurama] Posted using /giphy (2 MB)

AWESOME.

AWESOME TO THE MAX.

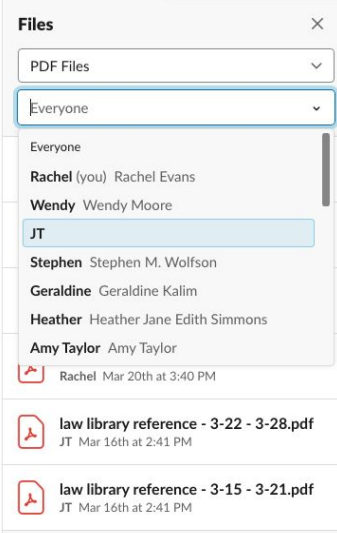
Message #general



here you can find a gif for this instead. looks for article about open access/ opens link / link goes to subscription database / anger rises

JT 2 days ago That's a skit in the law library sitcom if I ever heard one

Rachel 2 days ago [angry ren stimpy] Posted using /giphy (508 kB)



Files

PDF Files

Everyone

Everyone

Rachel (you) Rachel Evans

Wendy Wendy Moore

JT

Stephen Stephen M. Wolfson

Geraldine Geraldine Kalim

Heather Heather Jane Edith Simmons

Amy Taylor Amy Taylor

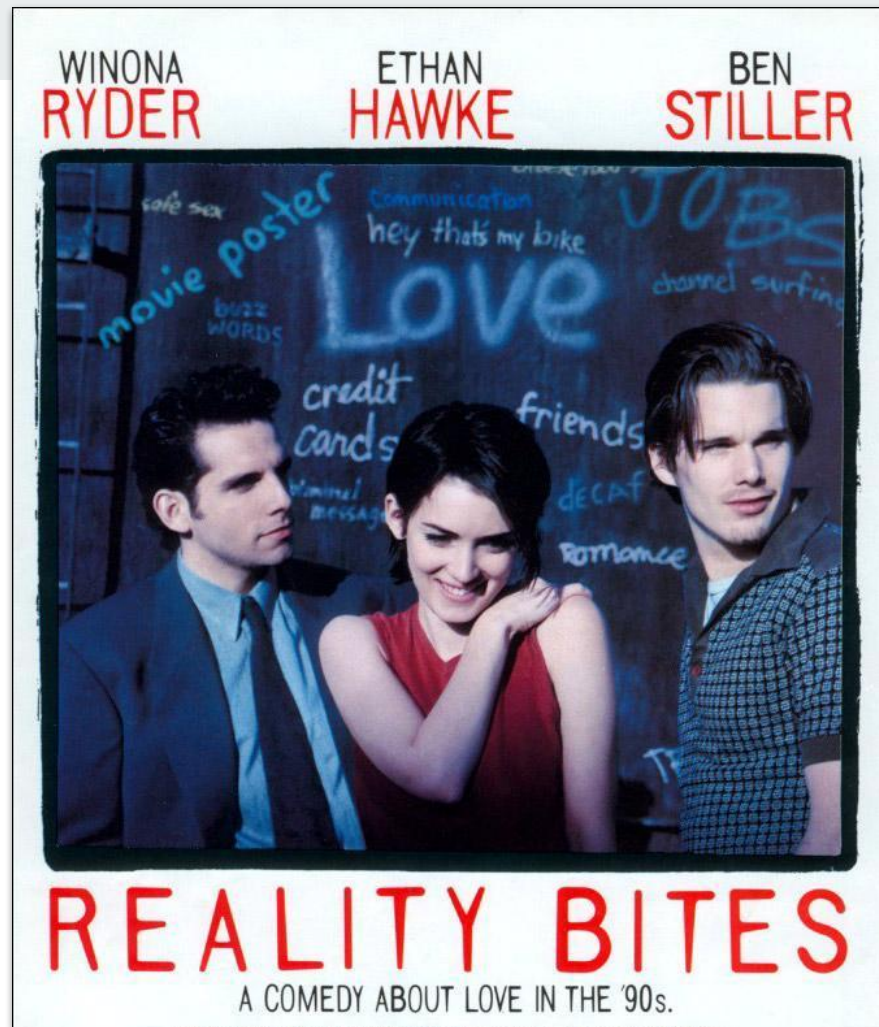
Rachel Mar 20th at 3:40 PM

law library reference - 3-22 - 3-28.pdf JT Mar 16th at 2:41 PM

law library reference - 3-15 - 3-21.pdf JT Mar 16th at 2:41 PM

GenX'ers know that Reality Bites

- Long hours on our own with limited entertainment options growing up
- So. Many. Recessions.
- Can understand ~50% of cultural references from BOTH the Boomers and the Millennials
- Best to be laid back and see what happens

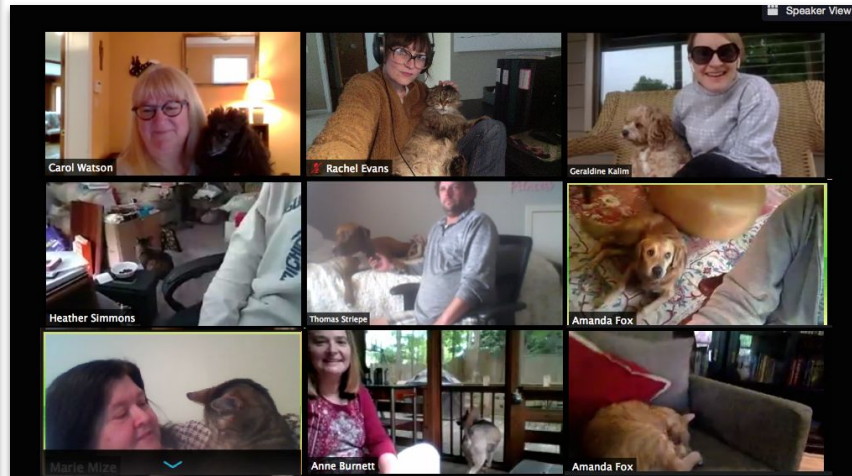
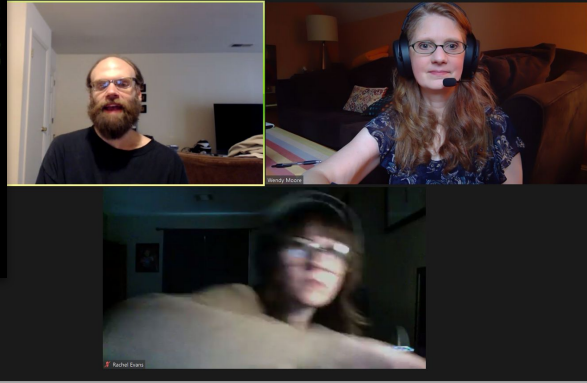


Zoom lets us hangout like The Breakfast Club

- One on one meetings with supervisors
- One on one for collaboration
- Small teams (3 to 5) cross-departmental
- Department meetings
- Staff-wide meetings
- Virtual events (pet therapy, reading room)
- Special occasions (group video for graduation)
- TGIF Friday afternoon happy hours!



Zoom Examples





16

Joined

7

Avg. Actively Contribute



22

Joined

19

Avg. Actively Contribute



23

Joined

23

Avg. Actively Contribute

Don't You Forget About Me...

Successes & Challenges

Continued Use in the Future



Contact Us at the University of Georgia Law Library

Rachel Evans Metadata Services & Special Collections Librarian

rsevans@uga.edu

Geraldine Kalim Student Services Librarian

gkalim@uga.edu

Wendy E. Moore Associate Director for Collection Services

wemoore@uga.edu

Carol A. Watson Director of the Law Library

cwatson@uga.edu