

# Re-Imagining the Library Liaison

## Goals, Progress, Plans

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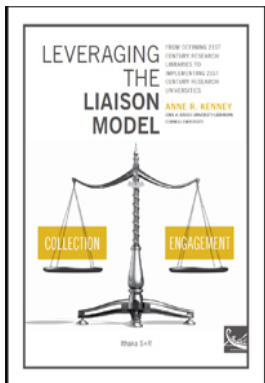
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## 20th century liaison

- Reference, instruction, collections
- Advancing the library
- Subject bibliographers
- Subject librarians
  - + classroom 1-shot
- Liaison librarians
  - + advocacy
  - + resource consultations

## 21st century liaison

- Learning, research, curation
- Advancing the institution
  - + outreach
  - + embeddedness
  - + curriculum integration
  - + research advice
  - + publishing advice
  - + reputation advice
  - + connecting points
  - + partnering



“As we... continue to raise the bar about what we expect from liaisons, many are left feeling insufficiently equipped, wondering how to do it all, what to give up, and how best to achieve results.”

**Goal: narrow the gap between liaison librarians' and administrators' visions of librarian-faculty engagement**

# Continuing conversations @ARL on liaison

**14** Liaison  
Institutes

2015–2018

**8** Liaison  
Supervisor  
Meetings at  
ALA  
Midwinter  
& Annual

2014–2018

**3** ARL  
SPEC Kits

1992

2007

2015

**2** RLI:  
Research  
Library  
Issues

2009

2018

**2** articles (C&RL News)    Twitter **#arl\_liaison**

<https://goo.gl/qhSZkH>

Re-imagining the Library Liaison

# ARL Liaison Institutes 2015–2018



Name needs to be punchier / more "personalized"

We never know who the Post-Docs are. ✓

Uninspiring ✓

BIG WORDS

ACCLIMATING = MAKING THEM FIT US ✓

Post Docs / Fellows

Our orientation programming helps Post Docs save time by clarifying the services available via the library and acclimating them to the broader institution.

It's not about us ✓  
↳ non-technical ✓

Post-Docs seem to sneak in my dept without a formal introduction -> services... ✓  
establishes relationship

# Coming soon: ARL Liaison Accountability Framework

- Impact indicators checklist
- 50–70 indicators
- Relationship-intensive
- 4 focus areas
  - Collections & Curation
  - Teaching, Learning & Student Success
  - Spaces
  - Research & Scholarly Lifecycle
- For reflective practice
- Focus on outputs, narratives, easy data collection

Liaison Accountability Framework - Indicators - June 2018

1			PRINCIPAL BENEFICIARIES				
	Area	Activity	Impact Indicator	Faculty	Grad	Undergrad	Other
2	Collections	Investigate and implement demand-driven acquisition or other emerging models for distribution and access (Assessing Liaison Librarians, p. 78)	Usage data for newly implemented model Library internal cost savings for newly implemented model operations &/or collections Reports of meeting with faculty to discuss new distribution models	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Collections	Eliminate unnecessary duplication across formats, packages, locations ++ (Assessing liaison librarians, p. 78)	Track cost savings of cancellations/consolidations Report on space saved for new activities/collections Data on collection migration from analog to digital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Collections	Weed physical content that does not support current or future curriculum or research activities	Track number of titles withdrawn Track space saved for new activities/collections				
5	Collections	Create collection policies to address issues such as subject, format, duplication, physical location, demand driven acquisition, access vs ownership, other areas (Assessing Liaison Librarians, p. 78)	Track number of policies created Narrative on how policies were applied to specific challenges, questions, etc.				
6	Personal	Personal or group reflections following specific outreach events or activities	In-the-moment identification of best practices, possible improvements, etc for future iterations Impact on personal professional development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7	Research	Discuss early-stage research plans with user	User can locate potential collaborators for research projects User can locate content for research projects Count of users who hold librarian consultations prior to forming research proposals	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	Research	Assist with costing information products for grant applications	Increase in Grant funds allocated for information products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Research	Help user decide on a repository in which to publish their findings and/or hold data	User satisfaction narrative Repository usage counts, tracked over time	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Research	Discuss scholarly communications issues/challenges with users	Users can locate individual or groups with additional schol comm expertise for advice (e.g. law school) # of referrals to individuals or groups with schol comm expertise, both inside and outside library (e.g. law school) Count of campus presentations on scholcomm topics, year-over-year	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11	Research & Scholarly Lifecycle	Personal discussions with faculty member to learn more about their research challenges	Count of meetings Count of number of followups post-discussion Narrative on benefits of improved understanding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Research & Scholarly Lifecycle	Research events in the library featuring real researchers, by and for researchers	Count of attendees Count of media pickup (social and conventional) Count of followups with presenters post-event or as the result of marketing Count of followups with library post-event or as the result of marketing (is this even necessary?)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13	Research & Scholarly Lifecycle	Mount research exhibitions in the library (not necessarily with a focus on library collection)	Count of media pickup (social and conventional) Count of followups with designers post-event or as the result of marketing Count of followups with library post-event or as the result of marketing (is this even necessary?)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Research & Scholarly Lifecycle	Participate in organization of local research conferences or events on campus	Narrative on benefits of involvement Count of new connections that resulted in followup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15	Space	Assist students working on a project to identify appropriate sources for the information needed.	Narrative from instructor on source quality improvement in assignments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# **Opportunities for ARL Workforce Learning**

- «Boundary expansion» of engagement
- Internal teaming
- Interviewing and communication techniques
- Curriculum engagement strategies

## **What's Next for the Re-Imagining Liaison Team**

- Moratorium on ARL-hosted liaison institutes
- 2019 program assessment
- Continued work on Liaison Accountability Framework

# How can we continue to make an impact in this area?

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