

Experts

Topic:

Systematize access to library experts and increase internal and external collaborations, including mechanisms for user requests for assistance and instructional support

AND

Expand the library liaison program strategically to include assigned liaisons for student affairs, administrative units, research units, and campus-affiliated organizations.

Themes:

Make subject and functional expertise visible

- Methods that scale (e.g., through discovery layer and top level web pages)
- Make services and subjects an organizing principle of website rather than units/individuals. Make user needs the organizing principle
- Mechanism for directly contacting and scheduling consultations with experts that is extensible and can be easily be embedded in websites and apps
- More marketing and outreach to departments, department heads, deans, as well as undergrads, grads, postdocs and faculty
- Put a face on it – include photos! And “I can help with....”
- Reveal what services are available and how these experts support research, teaching, learning and discovery?

Define subject and functional specialists’ role

- Clear and sustainable expectations (internal and external) for liaisons
 - Challenge: disequilibrium in responsibilities (some subject liaisons have huge user populations)
- Share best practices and resources (especially instruction and marketing)
- Build community of practices as was done with the Reference Hubs; meet once a semester
Organize by team, including cross-division teams, as is done with Biosciences and citation management)
- More assessment

Gaps in liaison program

- Post Docs
- Counseling Services
- Student Affairs
- Academic Advisors (host event with them to raise awareness of services to help struggling students)
- RSOs

Stakeholders (Groups):

User Services (subject specialists/liaisons, Research and Information Services, Information Literacy & Instruction); Web Team, Office of Research (Scholarly Commons, Scholarly Communications & Publishing, Research Data Services);

Hiring Plan Impact:

No new positions, but may want to:

- Further clarify and consistently articulate liaison roles in relevant new job descriptions
- Assign liaison responsibilities for student affairs, administrative units, research units, and campus-affiliated organizations to new and existing positions

Recommendations:

- Participate in regional liaison institute with University of Minnesota and University of Wisconsin-Madison in Fall 2016 modeled on the [ARL/Columbia University/Cornell University/University of Toronto Pilot Library Liaison Institute](#).
- Address gap in college level liaison responsibilities by coordinating outreach to the College of Liberal Arts and Sciences. Consult with Dean and Associate Deans about best points of engagement and bring relevant subject specialists with responsibilities in LAS in to engage with cross-cutting initiatives (e.g., Grand Challenges, honors programs, etc.).
- Convene task force to address approach to systematizing access to library experts, including mechanisms for user requests for assistance and instructional support.

Adjacencies with other Topical Areas:

- Education & Training
- Outreach
- Support Research Groups
- Tools of Scholarship