Leveraging the Library Liaison Organizational Model to Provide and Manage an Effective Instruction Program

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Leveraging the Liaison Model for Instruction

Tammy Sugarman
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LOEX 2004

Background

- Georgia State University
- University Library
- Library Faculty
Liaison Model

- Development
- Liaison responsibilities
- Organizational model

Organizational Chart – Bibliographer Model (pre 1998)

- University Librarian
  - Collection Development
  - Information Services
    - Bibliographers (5)
    - Reference Librarians (10)
Organizational Model

University Librarian

- Assoc. UL
  - Technical Services
  - Collection Development
  - Staff

- Assoc. UL
  - Public Services
  - Information Services
    - Liaisons (8)
    - Head, Reference
      - Liaisons (8)
    - Head, Instruction
      - Instruction Libs. (1-2)

Organizational Model

Assoc. UL

- Public Services
  - Liaison & Research Services
    - Staff (1)
  - Instruction & Learning Technology Srvcs.
    - Staff (6-8)

- Liaisons (17)
- Instruction Coord.
- Gov. Docs.
- Instruction Libs. (2)
Instruction Program

- Overview
- Staffing
- Scheduling Process
- Collection of Data
- Evaluation of Liaisons

Instruction Request from Faculty

[Image of a form for instruction request from faculty.]
Instruction Form - Librarian

Instruction Database Record
Benefits for Instruction

- New areas for instruction
- Focused assignments
- Growth in number of students taught
- Repeat business

Challenges

- Space
- Varying demand among liaisons
- Training
Future
- Portfolios
- Training
- Tutorials
- Outcome research
- WebCT Vista

Keys to Success
- Automation
- Liaison job responsibilities
  - Teaching
  - Promotion of instruction
- Administrative “buy-in”
Contact Information

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