5-2004

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

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Leveraging the Liaison Model for Instruction

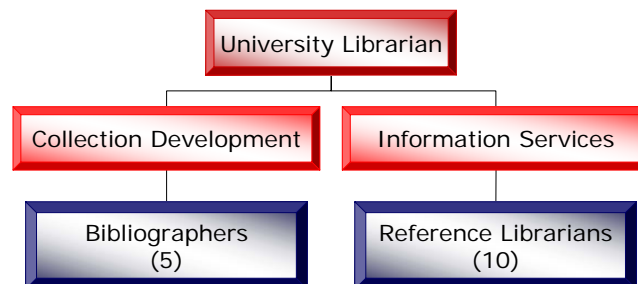Tammy Sugarman

Lyn Thaxton

LOEX 2004

Background

- □ Georgia State University
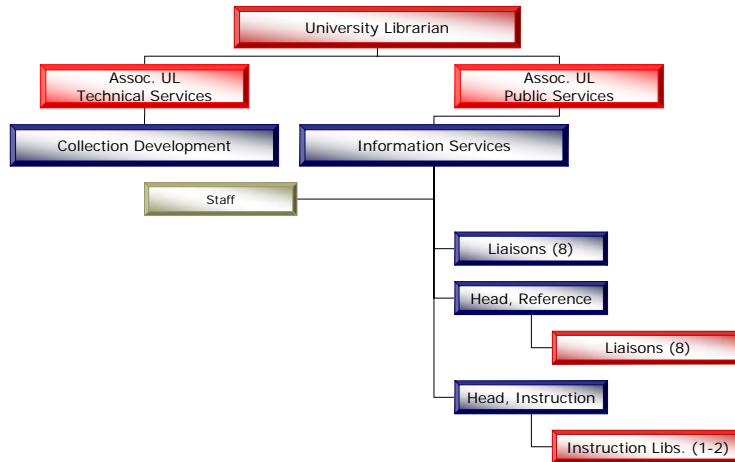- □ University Library
- □ Library Faculty

Liaison Model

- Development
- Liaison responsibilities
- Organizational model

Organizational Chart – Bibliographer Model (pre 1998)

```
                    University Librarian
                    /                \
      Collection Development      Information Services
              |                           |
        Bibliographers              Reference Librarians
            (5)                           (10)
```

Organizational Model
Liaisons (1998-2002)

Georgia State University

```
                    University Librarian
                    /                  \
        Assoc. UL                      Assoc. UL
     Technical Services              Public Services
            |                             |
    Collection Development         Information Services
            |                             |
         Staff                            |
                                          |---- Liaisons (8)
                                          |
                                          |---- Head, Reference
                                          |              |
                                          |         Liaisons (8)
                                          |
                                          |---- Head, Instruction
                                                         |
                                                  Instruction Libs. (1-2)
```

Organizational Model
L&RS, I&LTS (2002-2003)

Georgia State University

```
                    Assoc. UL
                  Public Services
                 /               \
      Liaison & Research      Instruction & Learning
         Services             Technology Srvcs.
            |                        |
        Staff (1)               Staff (6-8)
            |                        |
        Liaisons         Instruction Coord.    Gov. Docs.
         (17)                    |
                         Instruction Libs. (2)
```

Slide 1
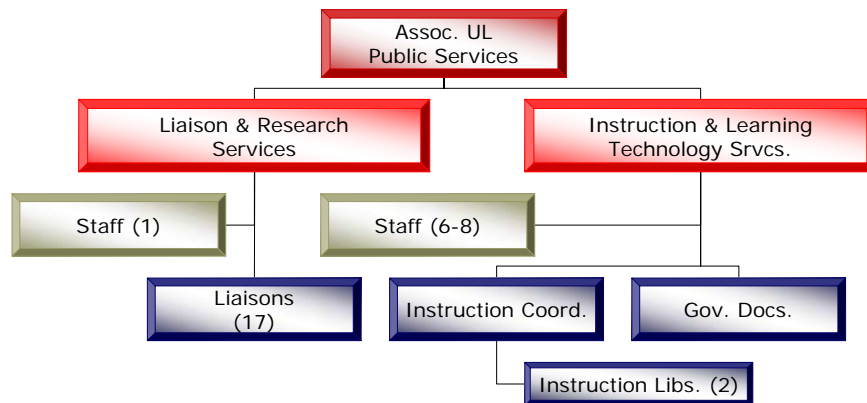
Organizational Chart
L&RS, I&RS (2003-2004)

Georgia State University

```
                    Assoc. UL
                    Public Services
        ┌───────────────┼───────────────────────┐
Liaison & Research   Liaison & Research    Instruction &
Services (Co-Head)   Services (Co-Head)      Reference
                                             Services
        │               │               ┌──────┴──────────┐
  Liaisons (7-8)   Liaisons (7-8)     Staff (6-8)
                                         ┌──────────┼──────────────┐
                                   Liaisons (1)  Instruction Lib.   Gov. Docs
                                                     (2)
```

Slide 2
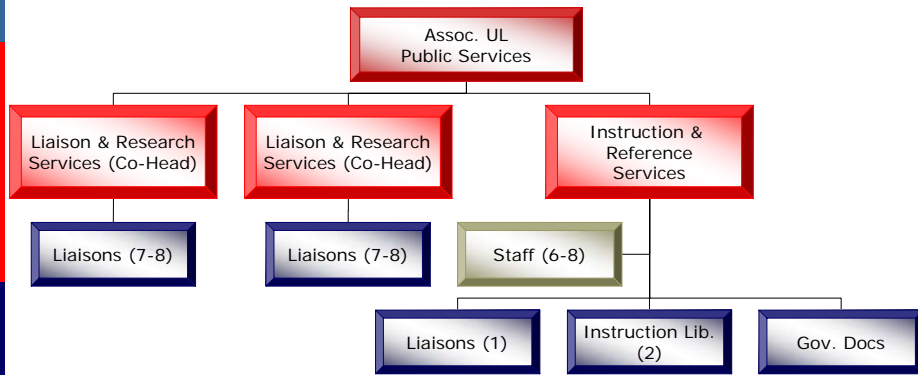
Organizational Chart (2004-)
Research, Instruction, Reference, Outreach

Georgia State University

```
                              Assoc. Univ. Librarian
                              Public Services
        ┌──────────────┬──────────────────────┬──────────────────┐
     Research     Instructional Srvcs.      Reference          Outreach
        │          ┌───────┴────────┐          │                  │
   Liaisons    Instruction Libr.  Liaisons    Staff          Liaisons
   up to 7         (2)              (2)                       (up to 7)
                                        ┌───────┴──────┐
                                    Gov. Docs       Liaisons
                                                      (2)
```

4
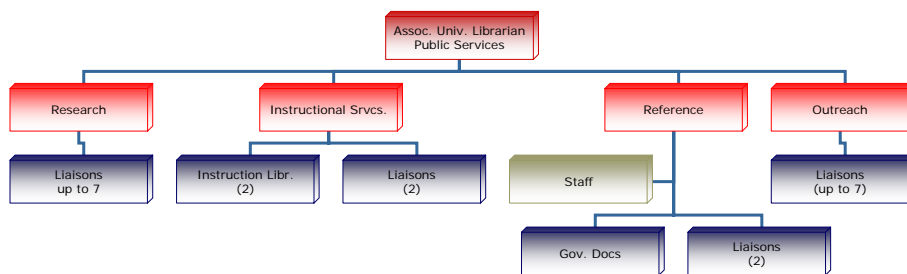
Instruction Program

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

Instruction Request from Faculty

Instruction Form - Librarian

Instruction Database Record

Instruction Stats - Aggregate

Instruction Stats - Librarian

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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