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)
Organizational Model

Organizational Model
Organizational Chart

Assoc. UL
Public Services

Liaison & Research Services (Co-Head)

Liaisons (7-8)

Liaison & Research Services (Co-Head)

Liaisons (7-8)

Instruction & Reference Services

Staff (6-8)

Liaisons (1)

Instruction Lib. (2)

Gov. Docs

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

Assoc. Univ. Librarian
Public Services

Research

Liaisons up to 7

Instructional Srvcs.

Instruction Lib. (2)

Liaisons (2)

Reference

Staff

Outreach

Liaisons (up to 7)

Gov. Docs

Liaisons (2)
Instruction Program

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

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”
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