*Courtney Lundrigan, Graham Library, Trinity College, on **Re-imagining Liaison at UTL** (update on progress of the <u>Liaison Future Directions Working Group</u>)*
March 1 2016 Liaison Update Forum

1. ***What is your timeline for recommendations and how will librarians be involved going forward?***

   A: While we do not have a specified deadline for making recommendations, the working group is close to reaching consensus on a recommendation for a pilot model. In addition to working group members accepting feedback from librarians, we encourage librarians to keep up with the working group's progress by monitoring the Confluence site. It is open to all with a Confluence account. We can arrange access for those who do not currently use Confluence. We are striving for a transparent process, and welcome feedback and questions from the librarian community. We anticipate having a recommendation for the librarian community in the coming weeks and will work collaboratively to ensure wide and open communication about the recommendation.

2. ***What's broke?***

   A: In reference to the Library Liaison Program's External Review Report, the external reviewers recommended that "if it isn't broke, don't fix it" and also "if it is broke, let it go." From last year's open librarian meetings and focus groups for the external review, as well as consultations with faculty members, we were able to identify a few areas where we could strengthen the liaison program, while retaining the pieces that seem to be working well.
   <u>Outreach:</u> there is not enough outreach to faculty members. For the most part, we currently work with a model where we wait for faculty members to reach out to us with specific requests. As a result, faculty members are often unaware of the extent of our services and expertise in various areas, such as scholarly communications and research data management. We have heard from faculty members that they would like more outreach from the library. Improving our outreach efforts will result in a more connected librarian-faculty community, with an increased understanding of both the work our faculty members are doing and the services and expertise available through the library to support this work.
   <u>Skills/Expertise Gaps: Most</u> librarians are unable to provide expert insights in all areas of librarianship. Many of us are focused in one area, such as instruction or collections. Our faculty members often ask us a range of questions, and we are occasionally having to make referrals to other departments or experts. While it is not the case across the system, there are cases where the referral is not followed up on, or the faculty member is referred to the wrong person, resulting in them getting bounced around and not supported in a timely manner.
   <u>Time:</u> A number of librarians identified liaison as taking up only a small portion of their time, for a couple of different reasons. Some may be liaising with areas where faculty members are not as active in reaching out to the library, whereas others may be feeling that they do not have enough time to devote to more active departments as a result of balancing many responsibilities. A shift in the structure of the liaison program may help us address this.