The meaningful measurement of liaison librarian services in an uncertain world

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ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

QUT acknowledges the Turrbal and Yugara, as the First Nations owners of the lands where QUT now stands. We pay respect to their Elders, lores, customs and creation spirits. We recognise that these lands have always been places of teaching, research and learning.

QUT acknowledges the important role Aboriginal and Torres Strait Islander people play within the QUT community.
ABOUT QUT

53,254 students
- 39,695 UG
- 10,773 PG
- 2,467 HDR

4,616 staff

2 metropolitan campuses
- Kelvin Grove
- Gardens Point

Five faculties
- Business & Law
- Creative Industries, Education and Social Justice
- Engineering
- Health
- Science
About QUT Library

- 3 branch libraries
  - Gardens Point
  - Law (at GP)
  - Kelvin Grove
- 90+ staff
- 22 Liaison Librarians
- Approx. $16m collections budget
- Alma/Primo LMS
What was the problem?

We had a strategic imperative to report on liaison initiatives more meaningfully, but measuring liaison services has historically been very difficult.

Impacts of COVID on staffing budgets
Rapid move to online delivery & creation of online resources
Faculty & organisational restructures
Inaccurate, inconsistent reporting practices that have changed over the years
Using legacy systems no longer fit for purpose

Ultimately, we wanted to streamline and elevate the importance of liaison work into the future.
The process

Establish Working Group ➔ Environmental scan ➔ Select tool/technologies ➔ Testing and feedback

Stakeholder Engagement ➔ Determine list of requirements ➔ Development of guidelines ➔ LAUNCH

July 2021 ➔ Feb 2022
Stakeholder engagement

Questions to Liaison Librarians

- If it was just up to you, what data would you keep that has meaning to you?
- What data helps/would help you to demonstrate to your Schools/Faculties how you/your team contributes to their success?
- What data do you find yourself telling other people time and time again when trying to paint a picture of what you do?
- What types of data have you been asked for that you can't easily produce with the current tools/methods?
- Do you use an alternative system for recording data than the Events and Consultations database? If yes, why and what for?

Questions to other stakeholders

- What information do you want to regularly know about the Library Liaison service?
- How frequently do you want to know/receive the information?
- What do you/or could you use that information for?
- Are there others to whom you also have responsibility to report Library matters? Who and how often?
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### About the Liaison Engagement database

**Creation date:** 18 February 2022

**Purpose of the Liaison Engagement database**

The purpose of the Liaison Engagement database is to record Liaison activities that demonstrate engagement with the university’s faculties, divisions and community partners.

This database is NOT a workload management tool.

Activities include consultations, events and the creation and use of learning resources. Activities may be performed with the assistance of Library Advisers.

Tailored reports can be generated from the database that demonstrate the value and impact of liaison work and highlight opportunities for further engagement across the university.

**Who uses the information in the database?**

The University Librarian (UL), Associate Director Library Services (ADL) and the Office for Scholarly Communication (OSC) have all indicated a requirement for the data in the Liaison Engagement database:

- Knowing the extent and reach of the Library’s support is important when meeting with the Faculties and Divisions.
- Data is critical in highlighting opportunities for further support, for highlighting pain points and for joining forces with learning partners.

Reports can also be generated from the database that are useful for individuals when liaising with faculty and divisional partners in the course of daily liaison work. The data also contribute to the overall Library Snapshot of activities that are reported both internally and externally.

**Definitions of activities in the Liaison Engagement database**

**Consultation**

A Consultation is the process of discussing something with someone in order to get their advice or opinion, to plan, or to simply exchange information.

**Guidelines for recording a Consultation:**

- All consultations with staff and students should be recorded, regardless of role or cohort.
From this design....
This site provides information about engagement activities conducted by Faculty Liaison Teams, for research, and for teaching and learning purposes. These include consultations, events and learning resources.
Next steps

• End of year analysis of liaison engagement data. Also, compare data insights with those from the enquiry service data, with a focus on any insights for individual units, courses and faculties

• Explore opportunities to collaborate with QUT’s Student Success Group on joining up data analysis and reporting

• Gather feedback from Liaison Librarians and Library management, to inform any refinements to the Liaison Engagement database
Draft data visualisation of Learning & Teaching Events – using Power BI app
Takeaways

Benefits of using existing technology

Identify your key stakeholders early on, & consult with them

Consultation – allow enough time, it’s an iterative process & it can be hard to satisfy everyone

Key roles:

Liaison Service Manager – leading the changes, managing the communications

Liaison Librarian reps – they become your champions

Guidelines - test & test again with the Liaison Librarians. Remove ambiguity, find any gaps.

Communicate back about how the data is being used.
Contact

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