

# **Creating and Implementing a Liaison Assessment Program**

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# Liaison Librarian Task Forces

Penn State, 2009-2011

Developed Behavioral Performance Guidelines for  
Subject Specialists/Liaison Librarians

[http://www.libraries.psu.edu/content/dam/psul/up/rcr/  
documents/RCR\\_Subject\\_Specialist\\_Liaison\\_Broc  
hure.pdf](http://www.libraries.psu.edu/content/dam/psul/up/rcr/documents/RCR_Subject_Specialist_Liaison_Brochure.pdf)

Maryland, 2012-2013

Development of Assessment Activities

# 5 Broad Areas of Responsibility

- Collections Content and Access
- Reference and Research Consulting and Mentoring
- Teaching, Learning, and Literacies
- Engagement and Outreach within the University and Beyond
- Scholarly Communications and Information Technology

# Collections Content and Access

- Fiscal Basics
  - Spend Accounts & Meet Fiscal Deadlines
- Content Basics
  - Regular review of CD policy statements
  - Regular review of serials/databases
- Assessment of Collections Needs and Use
  - Monitor databases, ILL and reserves for trends
  - Document storage/weeding projects
  - Regular Collaboration/Monitoring of Academic Programs/Courses

# Reference and Research Consulting and Mentoring

- Maintains and submits regular statistics for in-person, and virtual interactions; uses technology for data collection
- Collects and analyzes qualitative feedback from library users
- Use statistics and usability assessment of reference websites and research guides
- Gathers qualitative feedback from faculty in assigned departments
- Participates in LibQual or other assessment programs

# Teaching, Learning and Literacies

- Documents and maintains statistics for instructional activities
- Proactively targets courses to offer instruction
- Peer assessment of instruction
- Development of assessment instruments for evaluation by students and faculty

# Engagement and Outreach

- Evidence of regular communication with department heads, program and school directors, honors and graduate officers and key faculty
- Participation in relevant departmental programs, meetings, strategic planning activities
- Completion of timely and relevant stewardship letters and other communications to donors for current gifts and endowments

# Scholarly Communications and Information Technology

- Familiarity with Libraries initiatives in content stewardship, digital publishing, open access, copyright and other scholarly communications
- Development of surveys, focus groups and assessment tools for evaluating needs of faculty, graduate students, and others
- Impact factors/Altmetrics for collegiate faculty

# General Resources

- New Liaison Checklist
- Continuing Liaison Checklist
- Faculty Interest Surveys

# New Liaison Checklist

- Meet with heads of collegiate liaison departments to introduce self & learn about liaison departments needs, wants, and expectations
- Meet with college library committees, if applicable
- Survey/meet/talk with faculty in liaison departments; if not all, can try a few senior faculty, a few who have just received tenure and a few new faculty
- Survey/meet/talk with personnel in affiliated institutes, etc..
- Attend seminars/lectures in your affiliate departments
- Become aware of the cultural mores of your liaison departments

# Continuing Liaison Checklist

- Meet with any new faculty, post docs, researchers or graduate students in your affiliate colleges, or with interviewees for such positions
- Meet with undergraduate or graduate students' "subject houses" or interest groups in your affiliate college, if available
- Volunteer on college committees
- Teach courses for college, if asked
- Volunteer at college open houses or outreach programs such as student research fairs/poster sessions
- Volunteer your expertise, as applicable

# Continuing Liaison Checklist

- Regularly meet with collegiate faculty and administrators
- Conduct workshops on specific databases or technological innovations that may be of use in teaching or research.
- Read literature, such as Chronicle of Higher Education, about trends in higher education, subjects, and disciplines
- Assess faculty and student research tools and methodologies and use results to shape collections and services.
- Collaborate with other subject librarians in related disciplines on this.

# Faculty Interest Survey

- Describe current area of research
- What information sources do you regularly use (favorite databases, journals, etc.)?
- What formats and media are important to your research and teaching (print, online, CD/DVD/CD-ROM, microform, etc..)
- What library services do you regularly use (ILL/document delivery, reserves, instruction by librarians, etc.)?
- What information/service needs are NOT being provided by the Libraries?
- Have you noticed any information/literacy gaps in your undergraduate students' work/papers?
- Are your graduate students, (if applicable), getting the research support they require?

# Personalized Questions in Survey

- I understand you are the expert in the XYZ field; what trends or issues do you see in your field?
- Do you think the Libraries are currently supporting your field sufficiently, and if not, what areas are lacking?
- What services should the Libraries think about providing in order to meet the future needs in your field (e.g. data curation, grant writing help, etc.)?

# Implementation

Four Working Groups:

Formal Assessment Program

Training Program

Web Presence

Outreach Group

# Formal Assessment of Liaisons

- Formulated as part of annual workplan and review; reward documented positive impact
- Individualized; negotiated between liaisons and supervisor/administrators
- Sample rubrics based on behavioral guidelines/core competencies
- Ongoing, developmental process; reflects changing roles/expectations of liaisons
- Administrative support for needed professional development

# Advice

- Broad inclusion of liaisons in assessment planning
- Link individual workplans to broader strategic planning
- Acknowledge training/resource needs and develop plan to address; toolbox development
- Acknowledge concerns/fears about changing roles and a commitment to work positively and proactively together
- Encourage communities of practice among liaisons
- Seek efficiencies/examine workloads

# **Upcoming Book**

ACRL Publications in Librarianship Series, Fall 2014

# Comments or Questions?

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