




So, you developed the  
framework for Liaison work.  
What's next?

Yelena Luckert, Director for Research and Learning

University of Maryland Libraries



# Liaison Services Task Force (LSTF), October 2012- June 2013

<http://drum.lib.umd.edu/handle/1903/17456>

Developed framework for subject liaison librarianship at UMD

- Role of subject librarians at UMD
- CORE areas of responsibilities, both subject and skill based
- Best practices for each CORE area
- Recommendations




# LSTF Liaison Work core areas

- Collections
- Reference
- Instruction
- Outreach
- Scholarly Communication / Data Research

Each of above areas in LSTF provided examples of best practices

<http://drum.lib.umd.edu/handle/1903/17456>



# LSTF Recommendations: develop

- **CORE Competencies for liaison librarians** (both subject specific and soft skills)
- **Assessment methods to evaluate liaison work** (annual reviews, not liaison program)
- **Marketing and promotional plan** (to advertise liaison work and accomplishments on campus and within the Libraries)
- **Training program**

<http://drum.lib.umd.edu/handle/1903/17456>



# To get ready for assessment

- Re-define ourselves, work priorities and core responsibilities: for example, librarians no longer serve on a physical service desk
- Re-organization: Research and Learning Department was established to consolidate all liaisons
- Define our mission, vision, goals and strategic priorities
- Develop CORE competencies: Can't create assessment without baseline



# Core Competencies

<http://hdl.handle.net/1903/17457>

a **developmental tool** designed to:

- ▶ Guide our work
- ▶ Be self-motivating
- ▶ Inform annual assessments and outcomes
- ▶ Provide training framework for existing liaisons and new hires



# Buy in

- ▶ Aimed to achieve full participation in the process: created multiple opportunities for people to speak up in private and in public forums.
  - ▶ Newly hired library faculty: it helps them with tenure review process. Senior faculty recognized this need.
- ▶ Layered the new liaison annual assessment over previous practices: UMD Libraries had a strong prior culture of annual, merit and tenure reviews.
- ▶ Staggered implementation over two years
- ▶ Developed many written easily accessible documents to assist the process, such as templates, guidelines, [drum.lib.umd.edu/handle/1903/18056](http://drum.lib.umd.edu/handle/1903/18056)



# Annual review framework

- ▶ Based on 5 core areas of responsibility as defined in LSTF Final Report
- ▶ Meaningful, manageable, sustainable, motivational
- ▶ Actionable:
  - ▶ Demonstrate impact
  - ▶ Show individual growth (ok to fail)
  - ▶ Point to the areas where improvements are needed and identify training
  - ▶ Highlight special achievements
- ▶ Twofold: Goal Setting and Annual Reporting (+ mid-year meeting for non-tenured)





# UMD Annual reviews are:

- A **developmental tool**: a conversation between a librarian and supervisor/s
- An **indicator of engagement**
- **Benchmarking that show support for institutional goals**, in line with:
  - Research & Learning and the Libraries strategic goals
  - Promotion and tenure review policies and processes
- A **reflection on the individual and the organization**
  - Show individual impact on the University strategic goals
  - Show collective (Libraries') impact on the University strategic goals
- **Perpetual work in progress**: shifts with changes in our environment, strategic priorities and overall growth.

# Side by side comparison from goal setting and end of year templates (excerpts), <http://drum.lib.umd.edu/handle/1903/18056>

## LIBRARIANSHIP

### Category: Collection Development

Objectives:

- ▶ Insert objective here
  - ▶ Specific activity undertaken to meet objective
  - ▶ Add additional undertaken activities as needed
- ▶ Insert objective here
  - ▶ Specific activity undertaken to meet objective
  - ▶ Add additional undertaken activities as needed

*(Add additional objectives as needed)*

## LIBRARIANSHIP

### Category: Collection Development

Objectives:

- ▶ Insert objective here
  - ▶ Specific activity undertaken to meet objective
  - ▶ Add additional undertaken activities as needed
    - ▶ In your assessment was this objective met? If not what prevented it?
    - ▶ Any other comments?
- ▶ Insert objective here
  - ▶ Specific activity undertaken to meet objective
  - ▶ Add additional undertaken activities as needed
    - ▶ In your assessment was this objective met? If not what prevented it?
    - ▶ Any other comments?

*(Add additional objectives as needed, especially if added after the Goal Setting document was completed)*

# Example (excerpt), <http://drum.lib.umd.edu/handle/1903/18056>

## LIBRARIANSHIP

### Category: Collection Development

#### Objectives:

#### 1. Manage collections in assigned subject areas

- ▶ Met with collegiate faculty in academic units to discuss future needs and changes in the curriculum
- ▶ Revised collection development policy in [subject area] in view of changes in the curriculum
- ▶ Deselected materials according to set criteria
  - ▶ My decisions were made in consultations with faculty, students and library colleagues, and were based on Libraries policies. Worked through some difference of opinions. In the end everyone was in agreement. Faculty felt included. Thus this effort was successful.

#### 2. Manage gift funds

- ▶ Met with development Office
- ▶ Provided a list of purchased materials to the donor of xxxx fund
  - ▶ The donor expressed satisfaction with my use of the funds

#### 3. Professional development

- ▶ Attended ACRL webinar on On-demand Acquisitions on September 15, 2014.

# Thank you



Liaison Task Force Report

Core Competences

Annual report documents (4)

<http://drum.lib.umd.edu/handle/1903/17456>

<http://hdl.handle.net/1903/17457>

<http://drum.lib.umd.edu/handle/1903/18056>