Librarians Building Relationships
Introductions

- Terry Madden
- Barbara Glackin
- Rick Stoddart
- Amy Vecchione
The mission of Albertsons Library is to actively participate in learning, teaching, and research at Boise State University.

In support of this mission the Library:

- serves as an intellectual and cultural center
- provides access to, and assistance with, information resources
- collaborates with the individual, the University, and the community to support life-long learning.
What is a Liaison?

- Librarian designated as the primary contact between Library and assigned academic departments
- Serves as a contact for information about and assistance with any library service, question, or issue
- Fosters two-way communication between Library and departments
- Understands the information needs of academic departments and advocates for those needs within the Library
- Well-informed about library services, products, and technology and shares and promotes them effectively to the department contacts and faculty
Common Tools & Responsibilities

- Library Research Guides
- Instruction
- Collection Development
- Personal Research Appointments
- Stepping outside the library
Proactive Assessment

- Surveys
  - LibQual
  - Others
- Focus Groups
- Suggestion box
- Informal Feedback

- New services
  - Staff/Faculty Delivery
- New Resources
  - Electronic Resources
- New ways of doing things
  - Food in the building
- Change in facilities
  - Graduate & Silent Study Lounges
Terry’s ABC’s

- **A**dvocate for Kinesiology, Honors College, and Health Sciences

- **B**eing Available (telephone, chat, email, instruction, committees)

- **C**ommunication (new services & resources, removing out-dated materials)
Barbara – Biology Department and School of Social Work

- **Flexibility** – create relationships on their terms (one-on-one, phone, email, group meetings at time, and place of their choosing)

- **Biology** – botany to zoology to cancer research to forensic science
  - Graduate orientation, undergraduate instruction, faculty meeting
  - Personal faculty library pages (B & T)

- **Social Work** – on- and off-campus faculty and students
  - One-on-one research project meetings with students
  - Library orientations in Twin Falls and Lewiston
  - Advocate for resources (streaming video databases, eBooks)

- **Essential**
  - Always reply quickly, politely, and positively
  - Ok to say need to investigate and then get back in touch
  - Oops → apologize → correct → follow-up
  - Never miss an opportunity to make contact
“This pilot has been a great experience for us in CJ. It's been great to get to know you better as well as the resources you provide… Thanks for decentralizing. Because of this, we now have unprecedented access to library resources.”

Andrew Giacomazzi
Professor & Chair
Department of Criminal Justice

<table>
<thead>
<tr>
<th>Blogs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Office Hours</td>
</tr>
<tr>
<td>1st Class Introductions</td>
</tr>
<tr>
<td>Personalized Research appointments</td>
</tr>
<tr>
<td>Customized Research guides</td>
</tr>
<tr>
<td>Embedded in Blackboard courses</td>
</tr>
<tr>
<td>Chat widgets</td>
</tr>
<tr>
<td>Individualized instruction</td>
</tr>
</tbody>
</table>
Amy

- **Keep Them Happy**
  - Leaving my door open
  - Conversational response
  - Candy for students

- **Collaborating**
  - Embedded in chemistry labs
  - Creating tools for classes and specific assignments

- **Reaching Out**
  - Go to student group meetings
  - Read faculty published works
  - Tours

- **Listen & Respond**
Adapt
Be available
Communication
Experiment
Advocacy
Reaching out
Flexibility
Listen & respond
Collaboration
Evaluate
Keep them happy
Questions?