A Team Approach to Library Services for Interdisciplinary Science

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Statement of the Case

In the summer of 2011, a group of five librarians from the University of North Carolina at Chapel Hill (UNC-CH) Health Sciences and Kenan Science Libraries formed the Health and Natural Sciences (HNS) team to discuss library services and methods of service delivery to scientific researchers. The team's charge was to determine what services subject librarians were currently providing to their respective constituencies, what services were most important to researchers, and how to develop individual specialties into a suite of standard services that could be offered to all scientists and clinicians across the university. The team tackled these questions with a multifaceted approach that led to the development of a new service model based on the research lifecycle.

Idea Development → Funding → Proposal → Conducting → Disseminating

Setting

UNC-CH is a research-intensive state university with the Health Sciences Library, which serves the health sciences schools, hospitals and research centers; and Kenan Science Library, which serves the natural sciences departments and research centers. UNC-CH also has a Clinical and Translational Sciences Award unit and a large, interdisciplinary genomics center.

Identification of Library Services

- Spring 2012: 44 subject librarians participated in a concept mapping exercise to identify the services they provide.
- Organized the 84 services generated in the concept mapping exercise into 11 topical categories.
- Refined the categorized list of services to 22 services using feedback received at two meetings: the American Association of Colleges of Pharmacy and the Mid-Atlantic Chapter of the Medical Library Association.
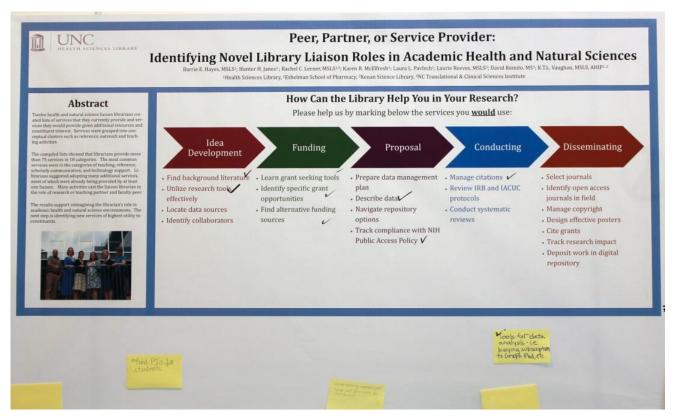
Figure 1: Research Lifecycle Model

- Assigned each of the 22 services to one of five investigator tasks in the research lifecycle to appeal to the target user population, research scientists.
- Fall 2012: Presented draft model to the Health Sciences Library's Advisory Committee (Figure 1).

Team Model for Providing Services

- The HNS team is an interdisciplinary team composed of librarians working in different roles.

2012-2013 HNS Team Members   **2013-2014 HNS Team Members**

- All services in the research lifecycle model can be provided by at least one librarian, and several services can be provided by a majority of team members (Table 1).

Service Example	Who Can Provide
Find Literature	All
Identify Grant Opportunities	TraCS Funding Resources Librarian
NIH Public Access Policy Help	Health Sciences Librarians
Review Data Management Plans	Bioinformatics & Translational Science Librarian, Biology Librarian
Review Posters	All

Table 1: Example Services Provided by HNS Team Members

- Team approach enables HNS librarians to provide a large number of niche services to diverse group of researchers in a scalable fashion.

Team Model for Providing Services

- The HNS team focused on providing services to teams of scientists.
- Pilot population: Carolina Center for Genome Science
- October 2012: Team presented their research lifecycle model to researchers at the opening of new Genome Science Building (GSB).

Interactive Poster at Opening of Genome Science Building

- Team held weekly office hours in the GSB to target scientists in this interdisciplinary facility.
- Team established website and contact listserv to support outreach.

Future Plans

- Offer topical workshops in the GSB.
- Conduct interviews to study the research support needs of scientists.
- Identify other teams or centers on campus who would benefit from team's services.
- Promote benefits of the HNS team to research administrators.
- Sponsor events on topics relevant to researchers and trainees.

*Please note Laurie Reeves is now with the State Library of North Carolina