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5-2004

# Leveraging the Library Liaison Organizational Model to Provide and Manage an Effective Instruction Program

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# Leveraging the Liaison Model for Instruction

Tammy Sugarman  
Lyn Thaxton

LOEX 2004

## Background

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- ▣ Georgia State University
- ▣ University Library
- ▣ Library Faculty

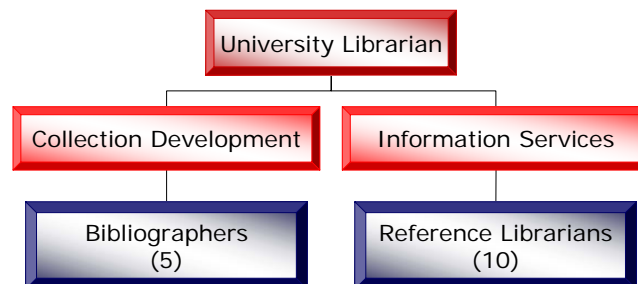
## Liaison Model

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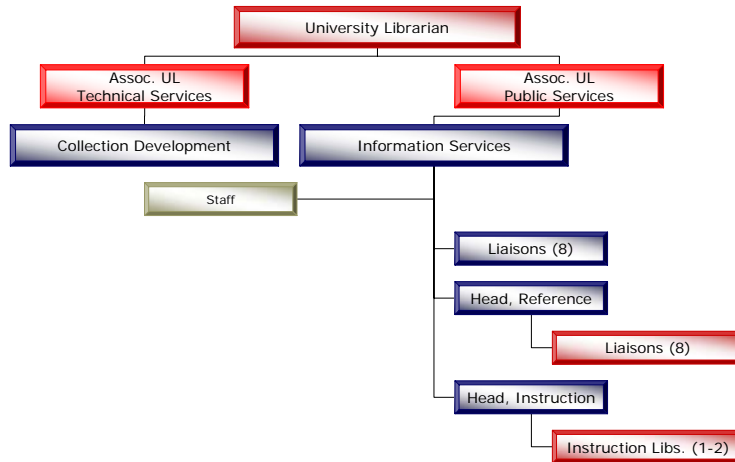
- Development
- Liaison responsibilities
- Organizational model

## Organizational Chart – Bibliographer Model (pre 1998)

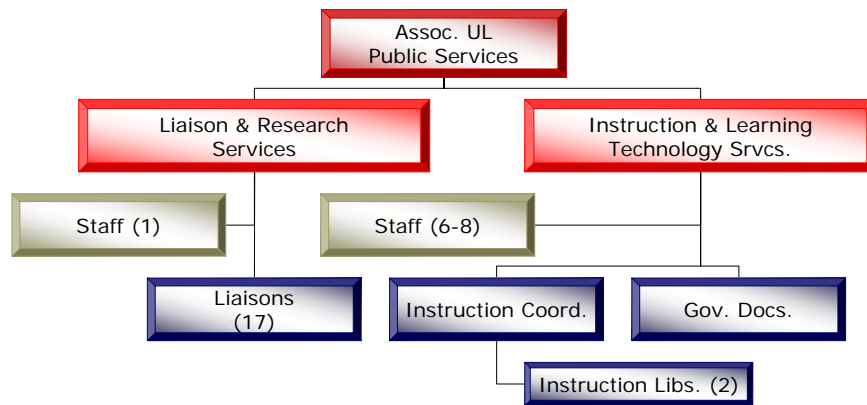
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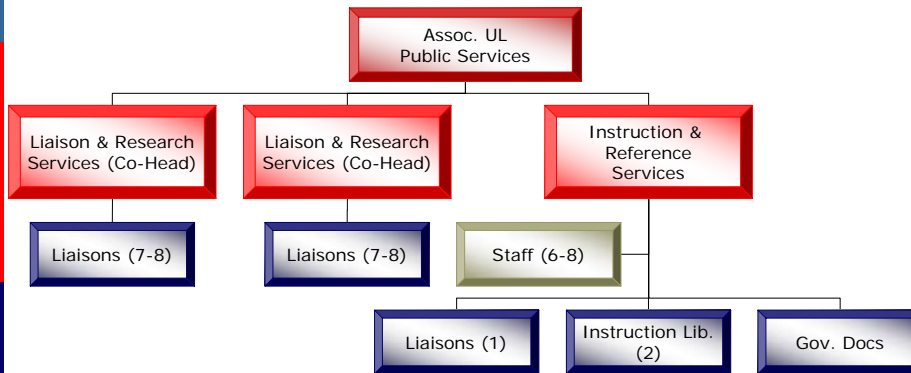
# Organizational Model Liaisons (1998-2002)



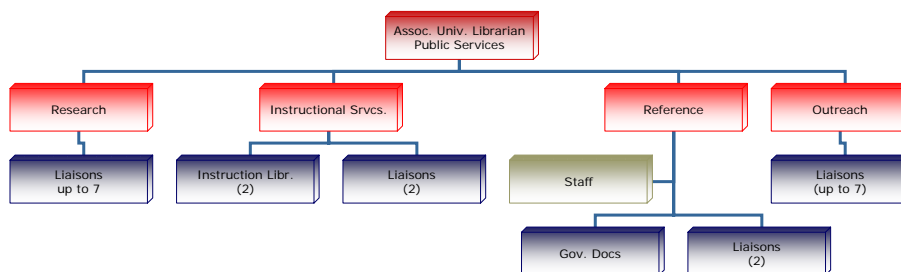
# Organizational Model L&RS, I&LTS (2002-2003)



# Organizational Chart L&RS, I&RS (2003-2004)



# Organizational Chart (2004- ) Research, Instruction, Reference, Outreach



# Instruction Program

- ▣ Overview
- ▣ Staffing
- ▣ Scheduling Process
- ▣ Collection of Data
- ▣ Evaluation of Liaisons

# Instruction Request from Faculty

Georgia State University Library - Library Instruction Request Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Instructor's name:

Phone Number:

E-mail address:  
(OSU email address)

**Course Information**

Course name and number:

Days and hours of class:  
(beginning and ending times)

Number of students:

Do any students need disability accommodation?  
 Yes  No

If so, what type?

Please tell us the assignment that will require your students to do library research, and if you wish, any specific databases that you would like the students to learn about in the library session. Your class will not be scheduled if you do not have a library research assignment. Please contact your subject liaison or Tammy Sugarman, Library Instruction Coordinator, if you would like assistance in creating a library research assignment for your class.

**Research / Library Assignment:**  
Due to staff and classroom constraints, the library is not able to offer "general" library information seminars for individual classes.

# Instruction Form - Librarian



The University Library - Intranet - Instruction Web - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address Links

### Instruction Class

All bold fields are mandatory.

**Class Date:** 4/23/04 [ [view calendar](#) ]

**Time In:** (Example: 10:00am)

**Time Out:** (Example: 2:00pm)

**Location:** [ select "Seminar Room" ]

**Department:** Select a department

**Course Number:**

**Class Schedule:**

**Instructor:**

**Instructor E-mail:**

**Instructor Phone:**

**Students Expected:** (format = ###)

**Class Type:** Select a class type

**Class Note:**

**Do any students have disabilities or special requirements?**  
 Yes  No

If so, what type?

**Subject Emphasis:**

**ADMIN HOME**

**ADMINISTRATION**

- Add Class
- Content Manager
- Content Manager Past
- Add OSU Course
- OSU Course Manager

**ALL CLASSES**

- Upcoming Classes
- History List
- Stats

**MY CLASSES**

- My Upcoming Classes
- My Class Attendance
- My Class History
- My Stats

# Instruction Database Record



The University Library - Intranet - Instruction Web - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address Links

**GEORGIA STATE UNIVERSITY LIBRARY**  
100 Decatur Street SE - Atlanta, GA 30303 - 404/651-2172

Home | Search | Site Index

YOU ARE HERE: [Home](#) > [Intranet](#) > [Instruction Web](#) > [Details](#)

### GSU Courses

[Return](#)

**ClassID:** 2253

**Date/Time:** Thursday, March 18, 2004 from 2:30 PM to 3:45 PM

**Dept:** CHEM - CHEMISTRY

**Course:** 4120/6120 Inorganic

**Class Schedule**

**Instructor:** Dr. Kathryn Grant

**Phone:** 1-0613

**Email:** kgrant@gsu.edu

**Location:** Seminar Room

**Floater:**

**Students:** 9

**Students Attended:** 7

**Class Type:** Undergrad/Grad Combo

**Librarian:** Teri Vogel

**Note:**

**ADA:**

**Subject Emphasis:** SciFinder, Web of Science, Current Contents Connect and PubMed (last 2 time permitting)

**Database Record:** Added 2/25/04 4:44:45 PM by Teri Vogel

[Return](#)

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Done

Start

Internet

3:04 PM

# Instruction Stats - Aggregate



The University Library - Intranet - Instruction Web - Microsoft Internet Explorer

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100 Decatur Street SE - Atlanta, GA 30303 - 404/651-2172

Home | Search | Site Index

YOU ARE HERE: Home > Intranet > Instruction Web

**Get Statistics**

Select Date Range  
From: 08/18/2003 [view calendar](#) OR Select a month  
To: 04/23/2004 [view calendar](#)  
Get stats

**Instruction Statistics**  
Period From 08/18/2003 to 04/23/2004  
307 total classes, 6045 total students, and 410:58 total time

	# of Classes	# of Students	Time
Undergraduate	195	4343	248:23
Graduate	70	1192	101:20
Undergrad/Grad Combo	18	309	34:45
Walk-in	18	41	18:30
Other (tours, visiting groups, etc.)	6	160	8:00
<b>Total</b>	<b>307</b>	<b>6045</b>	<b>410:58</b>

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# Instruction Stats - Librarian



The University Library - Intranet - Instruction Web - Microsoft Internet Explorer

Class Listing Options  
Classes by Librarian  
Vogel, Ten   
Classes by Page  
01 | 02 | 03 |

**Previous Classes**  
Showing 1 to 20 of 49 classes << Previous 20 | Next 20 >>

1.	3/18/2004 (Thu.) 5:00 PM - 6:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
2.	3/18/2004 (Thu.) 2:30 PM - 3:45 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
3.	3/18/2004 (Thu.) 12:00 PM - 1:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
4.	3/18/2004 (Thu.) 10:00 AM - 11:00 AM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
5.	2/24/2004 (Tue.) 1:30 PM - 2:30 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
6.	2/20/2004 (Fri.) 11:00 AM - 12:30 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
7.	2/5/2004 (Thu.) 10:00 AM - 11:40 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
8.	2/3/2004 (Tue.) 10:00 AM - 11:40 AM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
9.	1/26/2004 (Mon.) 7:15 PM - 9:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
10.	11/20/2003 (Thu.) 1:00 PM - 3:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
11.	11/11/2003 (Tue.) 1:00 PM - 2:40 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
12.	10/14/2003 (Tue.) 2:15 PM - 4:15 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
13.	10/9/2003 (Thu.) 12:00 PM - 1:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>
14.	10/9/2003 (Wed.) 1:00 PM - 2:00 PM	<a href="#">Details</a>	<a href="#">Update</a>	<a href="#">Delete</a>

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## Benefits for Instruction

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- ▣ New areas for instruction
- ▣ Focused assignments
- ▣ Growth in number of students taught
- ▣ Repeat business

## Challenges

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- ▣ Space
- ▣ Varying demand among liaisons
- ▣ Training

## Future

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- Portfolios
- Training
- Tutorials
- Outcome research
- WebCT Vista

## Keys to Success

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- Automation
- Liaison job responsibilities
  - Teaching
  - Promotion of instruction
- Administrative “buy-in”

## Contact Information

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