Subject Coordinator

A new role to support team-based research services

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Public Services Review in 2016-2018

- **Rationale:** ensure that our limited staff resources are dedicated to the services that faculty and students most want and need.

- **Problem:** current service model unsustainable (collection development, reference and research help, and library instruction), during the academic school year.

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**Background**

Carleton University Library
Changes in Academic Services
Research Support Services (RSS)
Public Services Review in 2016-2018

- **Solution:** team-oriented approach, allow more overlap between individual areas of expertise, flexible and adaptable model

- **Recommendation:** Reconfigure liaison activities to align with the new operational structure and public service functions. Creation of Subject Coordinator positions for three subject areas: STEM, FASS, FPA/Business

### Department Head
- 1 Teaching & Learning Librarian
- 1 Data Librarian
- 1 GIS Librarian

### Arts & Social Sciences
- 1 Coordinator (Librarian)
- Professional Services Staff & Librarians
- 1 Collections Librarian

### STEM
- 1 Coordinator (Librarian)
- Professional Services Staff & Librarians
- 0 Collections Librarian

### Business & Public Affairs
- 1 Coordinator (Librarian)
- Professional Services Staff & Librarians
- 1 Collections Librarian
Our Role

Subject Area Coordinator

Coordinates all activities of the Subject Area Team

- by communicating objectives, priorities, and procedures for the team
- by coordinating activities and balancing workloads
- by advocating on behalf of the Subject Team when required
- by coordinating appropriate training for staff

Works collaboratively:

- With other library staff to ensure consistent level of service
- With Functional Librarians to ensure that the teaching, learning, and research needs are understood and met.
- With Collections Librarians to oversee collection development.
- by coordinating appropriate training for staff
NOT Our Role

Subject Area Coordinator

Human resources:
- Work performance/assessment and task assignment
- Individual goal setting for team members
- Leave reporting
- Managing personnel
Themes

- Team Goals
- Team Building
- Staffing
- Co-teaching
- Collections
Team goals

- Recommended by Committee on Library Organizational Culture (CLOC)
- First department in the library to develop goals
- Determine SMARTER Goals (Individual < Team > Dept)
- Used a common worksheet template and established a timeline.
Team Goals

• Develop 3-5 team goals
• Goals grouped by category
  • Teaching & Learning
  • Liaison/Outreach to departments
  • Professional Development
Team building

- Provide support for the team
- Assurances about the value individuals bring to the team, department and the library
- Subject coordinator spokesperson, advocates on behalf of the group
• Improving lines of communication between the teams but also with departmental head
• Listening to concerns and bringing them forward
  • Agenda for department meetings and note taking roster
  • Concerns about room bookings
  • Need for more training
• Regular monthly team meetings
• Coordinating training opportunities
Team building - challenges

• One colleague sits in two teams
• Ongoing changes in subject assignment
• Individual coordinators have different styles for organization and delivery of information to the group
Staffing

- Creation of new departmental structure
- In depth specializations but not much overlap between members of two groups
• Creation of "backup" system
• Process of knowledge sharing and collaboration is more formalized
• Sharing of resources
• Consistency in the levels of services (individuals bring different experiences)
• Ongoing changes in subject responsibilities and team membership
• Currently no formalized process for sabbaticals and/or long-term leaves

Staffing Challenges
Co-teaching

• Previously individual liaisons worked primarily alone
• Collaborative approach to teaching
  • More co-teaching
  • Shadowing each other
  • More sharing of teaching knowledge, practice and resources.
Co-teaching

- NSCI
  - STEM group does shared teaching and marking of individual assignments
- FYSM
  - FASS group shadowing each other
- ESLA
  - People from across teams
• Training
  • Develop training procedures/workshops
  • Create a repository for guides, slides, worksheets, assignments

• Participation
  • Instruction calendar
  • Engagement
    • Set as goals

Co-teaching - Challenges
Centralize collections: Collections Librarian for each subject team
• Collection Librarians sit in our department and are a bridge with Technical Services (centralized point of contact for other departments)

• Collections Librarians work with their teams and each other and make final purchasing decisions (centralized decision making)

• RSS staff have access to acquisition tool (GOBI) but don't have ability to purchase

• Requests go to Collections Librarians (centralized point of contact for patrons)

• Collections Librarians are part of the backup system and have small subject responsibilities
• RSS staff engagement/acceptance
  • Staff identify with collection and collecting
  • Develop new procedures so that everyone can see what is going on
• No STEM Collections Librarian
  • Subject Coordinator/designate attends Collections Committee meetings
  • Collections decisions made individually or as a group
  • Decision making is not nimble
• Hybrid model
  • old/new

Collection - Challenges
Assessment - SC Role

- Engagement
  - Individual/Team goals

- Change in organizational culture
  - Knowledge sharing database (Sharepoint)
    - Teaching resources
    - Outreach spreadsheet
    - Back-ups
    - Research Help Desk
  - Co-teaching/shadowing
  - Learning from each other
Assessment - Service

- Service Consistency
  - Knowledge sharing
  - Backups
  - Learning from each other

- Number of connections
  - Teaching
  - Consultations
  - Outreach
  - Help desk

- Quality of connections
  - Teaching
    - Summative
    - Formative
  - Consultations
    - Evidence of patron satisfaction
  - Outreach
    - Relationship building
  - Help desk
    - Smiley face at desk
    - Customer service wheel

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Thank You
References


