




Subject Coordinator



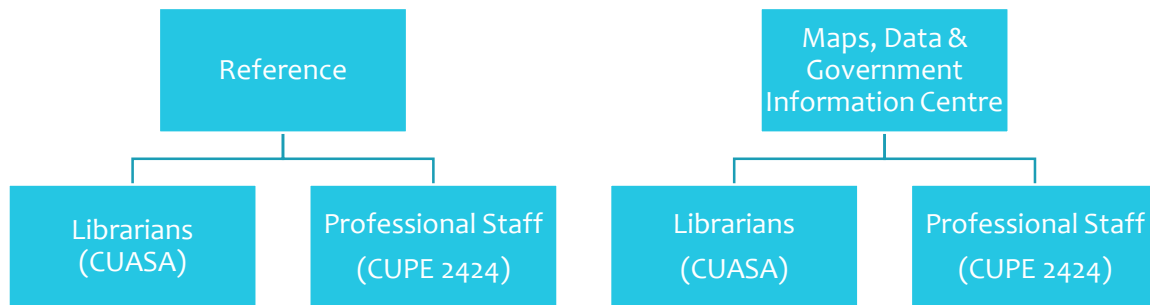
A new role to support team-based research services



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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.

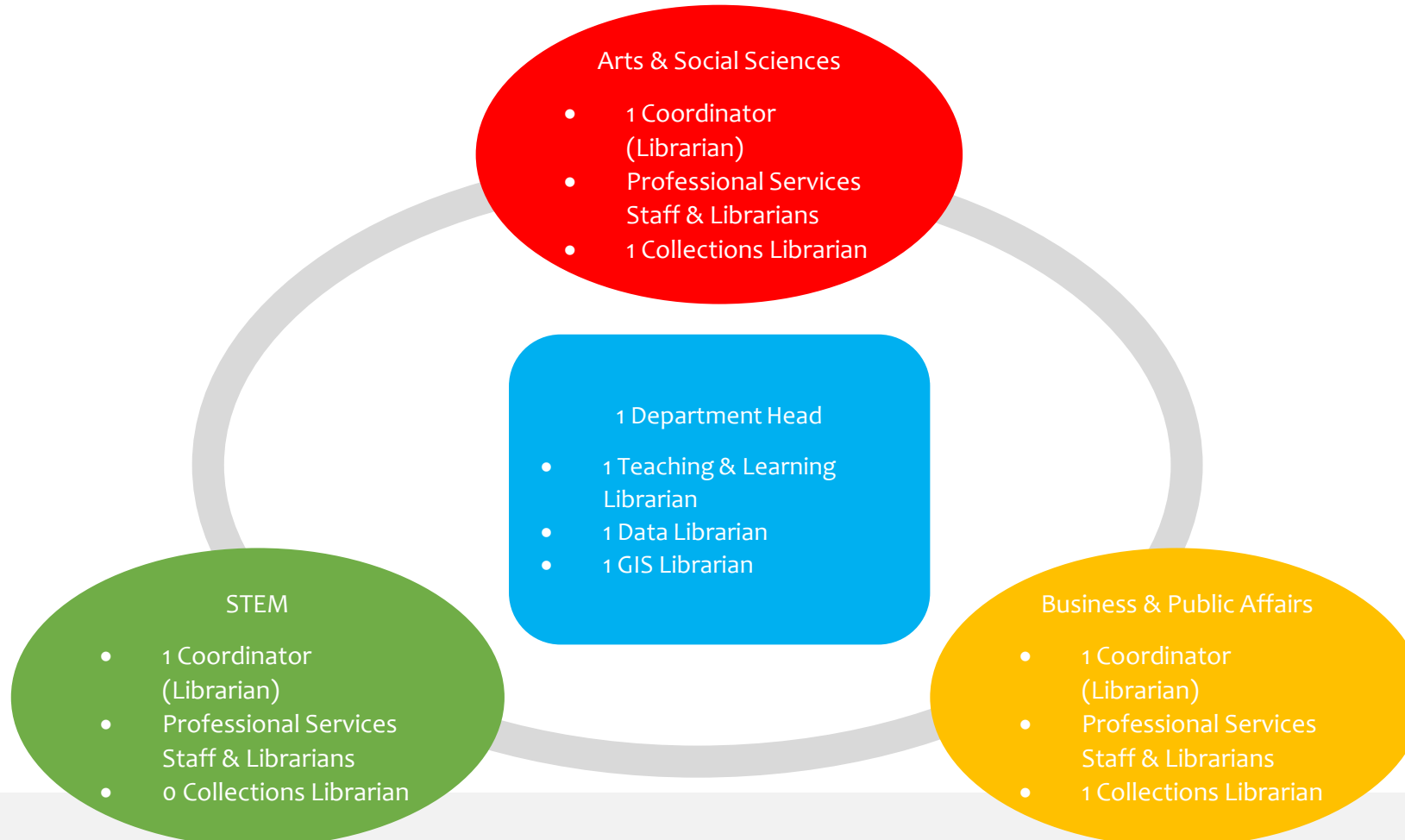


Background

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





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



Team building

- 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



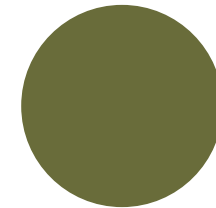
Staffing

- 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

Collection

Centralize collections:
Collections Librarian for each
subject team



Collection

- 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
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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





Thank You

References

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