Library Academic Services reorganisation

The Academic Services team

The Library Academic Services team provides liaison between the Library and the Academic Departments, managing the development of Library collections and supporting learning, teaching and research activities through, for example, provision of training and supporting open access publication.

Since April 2014 the team has been made up of eight Assistant Librarians, consisting of:

- five team members with Subject Librarian roles, each of whom has additional responsibilities in areas such as special collections management, researcher support, copyright guidance, open access management and support for international partnerships.
- three team members with functional roles, overseeing services including researcher training, reading list management, frontline services in the Library and Learning Zone, online communications and digital literacies.

Changes to areas of responsibility

From 1st September 2015 roles and responsibilities will be reorganised within the team to:

- increase points of contact with Academic Departments by assigning all team members to Academic Liaison Librarian roles
- Provide focused support in three distinct areas; support for content provision and use, support for teaching, learning and learning environments and support for research.

Roles will be assigned as follows:

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<tr>
<th>Academic Liaison Librarians (Content)</th>
<th>Jenny Brine, Helen Clish, Lorna Pimperton</th>
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<tbody>
<tr>
<td>Academic Liaison Librarians (Teaching and Learning)</td>
<td>Andy Holgate, Tim Leonard, Paul Newnham</td>
</tr>
<tr>
<td>Academic Liaison Librarians (Research)</td>
<td>Louise Tripp, Tanya Williamson (with additional support provided by Open Access Administrator – vacant post)</td>
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An important distinction between this and the previous structure is that there will no longer be an individual Subject Librarian identified as the key point of contact between the Library and an Academic Department. Instead the above groupings will share responsibility for liaising with Departments across the University in respect of their particular areas of focus.

During the transition to this new way of working we will ensure that we maintain existing commitments to provide support, clearly identify who does what and continue to provide a personal and informed service.
Why are we reorganising the way we work as a team?

Over a period of several months we have been considering the ways in which we work together as a team to provide support. We have reviewed the range of services the Library offers, how we contribute to providing them and the time we allocate to activities. We’ve also reviewed the broader landscape of Library provision identifying where there are increasing expectations for services in areas such as, for example, support for open access, working with international partners and support for distance learners.

We are reorganising roles and responsibilities within the team to focus on three aspects of Library service: provision and support for using content, support for teaching, learning and learning environments and support for research. We believe that this structure will:

1) Enable us to respond more effectively to changing demands and expectations, supporting the Library to develop services that are aligned with the strategic priorities of the University.

2) Provide scope for us to develop expertise in each area of support, and in doing so to develop or extend the services we offer. For example, in the coming year we plan to introduce a central digitisation service, develop online provision and provide support for citation analysis.

3) Support each other more effectively, providing resilience within the team, sharing expertise and allowing us to strengthen engagement and build relationships across the University.

Contact the team

**In person:** Ask at the Information Point in the Library, or make an appointment with a member of the team

**Over the phone:** Call Information Point on +44 (0)1524 592516 (during staffed service), or any member of the team

**By email:** academicliaison@lancaster.ac.uk

Some questions you might have?

**When will this happen?**
The changes will come into place on 1st September, but there will be a transition period where we work together to support one another while we - and the rest of the University - get used to a different way of working.

**Who exactly do I contact?**
We have set up a team email address. academicliaison@lancaster.ac.uk Please use this to contact us initially. One of us will respond to you promptly and follow up with you individually.

**How will I get expert subject specific support?**
We are not losing staff and so the existing expertise will remain within our team. Everyone in the team is an experienced Librarian who has worked in several different areas of library and
information work. We share knowledge and experience more widely between us, so there should be more of us who can provide support relevant to your subject.

**Who should I send my students to?**
Your students can ask at or call the information point in the library and staff will contact a librarian to help you. Alternatively students can use the team email address for enquiries or to arrange an appointment.

**Can you still support teaching in my modules?**
Yes. We have three members of staff who will focus on teaching and learning, and they will provide talks, workshops and other information and digital literacy sessions for your students. They’ll also develop online activities and tutorials to provide on demand support for students.

**What about activities already planned with a member of the team?**
Activities which have been booked will go ahead; if another member of the team will deliver the session we’ll let you know.

**Can I still contact the Librarian who has always been so helpful in the past?**
Yes. But he or she may pass your enquiry on to another member of the team who is better able to support you.

**Are you losing staff?**
No. In fact we will be recruiting an additional person to help with Open Access administration.

**Will you be changing what you provide?**
Our aim is to continue to provide the services staff and students value, including teaching on modules, one-to-one advice, up-to-date and informative online information, a wide range of books and journals supporting your research and teaching needs. Undertaking this reorganisation will help build our capacity to provide existing services as well as to extend the services we provide.

**Who deals with a complex enquiry that covers more than one area?**
That will depend upon what it is about. It may be that several of the team need to get involved. Email us in the first instance and appropriate members of the team will get in touch to discuss your needs further.

**Will we have a single named contact?**
No. All members of the team will share responsibility for liaising and working with academic staff across the University. This doesn’t mean you will be passed from one team member to another. You can expect that any individual request will usually be addressed by an individual team member.

**How are you communicating this change?**
We will use all of the usual internal communication channels such as LU text, staff intranet, the Library website etc. and will contact departments directly. We are very happy to come and talk to individuals or groups of staff who wish to discuss these changes further.