

SUNYLA: Liaison Needs Assessment

Your name	Where you work	An outreach that failed or a group you haven't reached	Question or idea from person in the row below	Your response to their question or idea
<i>(Example) Courtney Eger</i>	<i>Temple University's Health Sciences Libraries</i>	<i>Pharmacy student coordinator will not forward my announcements about library events to the students</i>	<i>Is there a group email that can be created (with department approval) that could be used? Is there another person that could be contacted instead?</i>	
<i>Sarah Jones</i>	<i>Temple University, Main Campus</i>	<i>Students aren't coming to the drop-in librarian hours</i>	Have you contacted their instructors?	Great idea! I was envisioning the students just coming on their own, but I think instructor buy-in would help a lot
A.J.	Hunter College-City University of New York	I am unable to get any request from the Geography Dept. for consultations and BI classes. The faculty usually do not respond to emails.	I wonder if faculty are notorious for ignoring email. I wonder if there is a way to request from the program director to have a few moments during a program meeting to see what needs they have?	Thank you. I will try that. I have also made headway with computer science by talking to faculty when they are proposing new courses or programs, and asking what they need for their programs. It has generated conversation and misconceptions of what we do/provide.
Angela Rhodes	SUNY Morrisville	I'm the liaison to Criminal Justice dept, and I used to get	How about presenting to the CJ club if you have one? Or as the CJ	We do have a CJUS club, I need to make it to one of their club meetings.

SUNYLA: Liaison Needs Assessment

		<p>contacted constantly to come in to present on CJUS topics for research projects. Recently I was told by a faculty member that I was no longer needed because they have dropped research components from their courses. :(</p>	<p>department to advertise the library for students' other classes? You could also ask the department chair that you can help faculty with their research needs.</p>	<p>The dept. Chair is actually the one that reached out to me to tell me they were no longer assigning research papers :/ I wonder if I need to see if there is a different approach to trying to introduce the students to research without the big paper that I think is the issue for the faculty/students. I worked with a history professor on a podcast project. Students had to create a 10 minute podcast-only 3 sources needed. I also created videos that did create interest. That sounds cool! I have created a YouTube video for the CJUS dept. On resources for them, but I would love to see the students creating this information using resources. Students loved doing the podcasts</p>
Judi Ungar	Brookdale Community College	Have a hard time connecting with	I would review some of the other suggestions	

SUNYLA: Liaison Needs Assessment

		philosophy department. The only time I interact with the department chair is when e is looking for an article.	throughout the document and see if there is one idea you can try! -- Courtney	
Lori Wienke	SUNY Oneonta	Unable to get academic departments to respond to requests from librarians for monograph orders.	Can you try to contact the professors individually rather than a group email to the department? Also can you offer suggestions for monographs to get them started? I know when asked what I want to purchase my brain can go blank so having some ideas to start with can get the juices flowing	Such a great suggestion, thank you! I will definitely go in with more information at the outset next time around.
Allison Fischer	SUNY Erie	Tried to get invited to a department meeting but was unable to get them to send a zoom link and since I am part time it's hard to get to these meetings pre-Covid	That is so frustrating! I'm sorry. Perhaps trying to connect with individual instructors that have used the library in the past to get a foothold providing service in the department	Thank you for the idea Kevin, I have good contacts with some individual professors in some departments but not others. I will try to see what individual professors contact the library and if I can see what they have been asking for.
Kevin	Alfred University	Positive initial email contact, but no	If you are able to, go to the department and	Thanks! I look forward to trying this when we return

SUNYLA: Liaison Needs Assessment

		<p>sustained use of liaison services. Or, no response to email outreach.</p>	<p>wander around office to office. I did this one of my first weeks (but had the former liaison as an escort).</p> <p>If you have a new database or resource to talk up, it gives you a reason to be there :) When I did this we were demo-ing a new tool and I was just dying for their feedback (or so they thought)!</p>	<p>to in person</p>
<p>Kim Plassche</p>	<p>University at Buffalo</p>	<p>Conducted office hours in a GIS lab on campus but nobody showed in the few I conducted before COVID. Students working in the lab didn't seem to know why I was there despite putting signs up and advertising to classes.</p>	<p>Could you have a meeting with the student workers beforehand to give them a heads-up or work with their supervisors to do that? Maybe a "by appointment" strategy would work better than drop-in office hours? Maybe you could interview faculty to figure out the barriers in research that students are having and then develop a theme for each set of office hours? We have a new GIS lab too so I'm</p>	<p>Sorry! The students working there aren't technically working for money, but just dropping in to use software. So it isn't easy to know who would be there at that time. Luckily I do have a faculty member that uses our services A LOT, and he brings his GIS classes directly to me. Alice, my email is kf43@buffalo.edu if you want to ever reach out about our lab (the library doesn't run it - the department does).</p>

SUNYLA: Liaison Needs Assessment

			grateful to come across your problem.	
Alice Wilson	Monroe Community College	Faculty are often non-responsive to email communication from their liaison librarian. Then they reach out to whichever librarians they know best whether or not it's their department's liaison librarian.	I know that bugs me too - even when I KNOW the faculty member. I try not to take it personally for one, because I think, honestly, that they just forget who to talk to about or they just got an email or newsletter from the libraries they use the link provided because it's convenient. To be proactive about it, though, i do a LOT of visiting with faculty or go to their department meetings or walk the halls of the college and stop in, just to remind them I'm there. This tends to garner better response	
Anita Kuiken	Syracuse University	Despite multiple efforts to reach my Marriage & Family Therapy folks (attending classes, holding in-person office hours, meeting with faculty 1 on 1, updating research guide, emailing them from time	This is tough. We have some departments that just never do respond, so we move on to ones that do. But we have very few librarians for many, many departments. We also had one department	Yeah, we do too - I have 8 academic depts + an institute, so I tend to spend time with those depts that do too. I think these guys are a little different, as they're primarily practitioners & really like streaming

SUNYLA: Liaison Needs Assessment

		to time with changes in collection/services, etc, connecting with their instructional designers), they still aren't biting	become more responsive when a different librarian reached out to them. It's hard not to take that personally, but maybe worth a try?	counseling resources, so I do get some engagement from them when it comes to collections. They're also located off campus, so harder to get to physically.
Jennifer Kegler	SUNY Brockport	Delta College (special program on campus) -- Used to have a good relationship with a faculty member and taught the incoming freshman. After she left, the new person has been much harder to connect with.	I'm having the exact same problem. Are there other faculty to work with or is the new person the only one to work with?	That's a good question. I am not positive, I will have to look and see who is there. I usually do that in the summer, but last summer was so unique and different.
Keri Thomas-Whiteside	SUNY Erie	Criminal Justice and Police Academy research. Previous relationship hasn't carried over academically.	Same with me! I have tried making connections with individual faculty members in hopes that they will communicate library benefits to the department chair.	Police Academy is very adjunct based, so that one might be harder than Criminal Justice. I'm hoping working together in the Union might help.
Amy Hathaway	Hudson Valley Community College	Department chair never responded to my emails	I have the same problem :(Maybe try to email the entire department?	Good idea! There are a lot of adjuncts that rely on email for communication
Amanda Hollister	SUNY Broome	Departments do not respond to emails. Students do not use	Have you tried visiting with department members face-to-face	Hmmm, will try to submit an announcement to the student news.

SUNYLA: Liaison Needs Assessment

		chat.	or by phone? How do you let students know that they can use the chat to contact you? Maybe you can try some different ways to do so.	
Kathryn Johns-Masten	SUNY Oswego	School of Business faculty don't respond to multiple types of outreach. A few work with library, but hard to getting new and online faculty feedback.	Are you able to go to beginning of the year faculty meetings, or student/departmental meetings? Giving my little spiel there (in person, usually; online not so much) sparks some faculties' memories that you exist. I've had a lot of profs come to me after those meetings saying, "I need to talk to you about X."	Yes, that is a good suggestion. I'd probably go to dept meeting instead of a full School meeting which would likely provide faculty more a chance to interact with me.
Molly Poremski	University at Buffalo	Students rarely contact me from certain departments. Certain departments do, especially when there are faculty who recommend reaching out to me.	This is similar to my problem--have you tried asking the professors to include your contact information in the syllabus or in the course shell? This has worked really well for some of my liaison areas.	This a great point! My busiest department is one that definitely includes my contact info in their syllabi! I need to be more aggressive (ha!) about faculty including that info.

SUNYLA: Liaison Needs Assessment

Stephanie Evers Ard	University of South Alabama	Psychology faculty and students are largely unresponsive, never requesting instruction and rarely communicating their resource needs, even though I've attended faculty meetings and used the same email outreach approaches that have worked really well with my other liaison departments. I have some luck working with psychology grad students.	Is there a Dean or one faculty member that you can begin working with?	That's a good idea! I actually see the department chair regularly in university committee meetings. I can probably take better advantage of those encounters.
Cynthia Hunt	Goodwin University	Accelerated nursing students	Could you try speaking with faculty in that area to see if they have suggestions? I spoke with some faculty regarding a similar issue and then they recommended advertising my services on TVs available in the buildings. But perhaps there is an idea the faculty have that would be helpful specifically for these nursing students.	<p>Yes - sorry the document kept moving around on me. My accelerated nursing students do not utilize the liaison librarian/embedded librarian the same way as other students even though I approach them the same way [intro class, meetings, etc]</p> <p>Yes - Thank you =) The PD and I meet weekly and we are trying to figure out the best outreach for these students</p>

SUNYLA: Liaison Needs Assessment

Erin Rowley	University at Buffalo	Engineering faculty and students would like on-site reference office hours, but there is not a good location to do so (too many buildings, it has failed in the past with previous engineering librarian).	Are you able to create virtual reference hours? Is there another space on campus where you can do "pop-up" reference hours? Like have a table at their events if possible	That is a great idea! I do want to try more virtual reference hours - especially after COVID! Thank you!!
Jamia Williams	SUNY Brockport	Public health liaison email was sent and no response	Can you try another form of communication, such as calling faculty members directly. Maybe talk to the program director or chair to get a sense of the needs of the department?	Great suggestions. Thank you
Ben Turner	St. John's University	Outreach for instruction to Government and Politics faculty is very hit and miss.	Can you communicate with the department head and arrange a meeting? Maybe send personal emails to some faculty members asking how you can better serve their students, or engage? Sometimes mass emails go unanswered, but direct emails are harder to ignore/miss.	Thanks. Yes, I tend to send emails directly to faculty members rather than the chair. But I could make them more customized. Maybe looking more closely at the specific courses faculty are teaching and getting to know their research areas.

SUNYLA: Liaison Needs Assessment

Morgan	SUNY Oswego	Have tried multiple times to join department meetings, have only been successful meeting with individuals or small groups. Inconsistent responses from some faculty	Continue building on those small group/individual relationships and engage those folks to help spread the word about things you want to share with others. Some people will just never want to connect, so focus on the ones that do.	Thank you! I may have to be realistic and celebrate the small victories with some faculty, and hope for future opportunities for others. <input data-bbox="1566 451 1854 516" type="text"/>
Sarah Ward	CUNY - Hunter College	Regardless of how frequently librarians attend/present at faculty development events, folks still don't necessarily think of us as a first resource for themselves or their students	Could you find an administrator in the faculty office (assistant to the dean, admin assistant?) to nudge the faculty after your presentations?	
Tyler Norton	University at Albany	Partnership with Writers institute: Interested in getting off the ground, hard time getting follow up	Do what you have control over - the library - hold a writers retreat in the library - morning coffee for writers / invite faculty for one session then maybe graduate students for another. It is hard to get faculty to show up, but graduate students appreciate free coffee and pastry. Also	Ooh, I like this! Thank you. :)

SUNYLA: Liaison Needs Assessment

			<p>maybe try a virtual writing accountability session (I did this pre promotion and was able to get out five articles in one year). Also, maybe try out writer coaching sessions in the library. There are many professional writing coaches that might want to come do a presentation to get clients.</p>	
Paulina Borrego	UMass Amherst	Getting people to show up for patent and trademark programs	<p>Are the associated faculty involved? That has been one of our biggest issues.</p> <p>As a community college we are also not allowed to charge a fee for community members. We have never done a virtual session with community - but that might be a good idea...</p>	<p>My programs are mostly for community patrons. They sign up but around 50% show up. As a public university I cannot charge a fee that can be reimbursed upon showing up which is what some public libraries do. Maybe virtual would be better than the investment of place?</p>
Maggie McElrath	Jamestown CC	Citation workshops extensively advertised at the end of the semester are just not attended.	<p>Could you work with friendly professors to give extra credit points? If you can find a professor who already gives extra credit for</p>	<p>"Friendly professors" are probably our biggest issue! We try to stay in touch, but don't get a whole lot of buy in.</p>

SUNYLA: Liaison Needs Assessment

			attending lectures/talks/events they might be more open to it.	
Jennifer Moore	SUNY Cortland	Tried to do pop-up research events in their building (which is quite a distance from the library building) and got pretty much no questions	<p>Was there any social media outreach to students and faculty? Was it promoted in heavily-seen places? Maybe work with student orgs to find best times for pop-up events. I do like this idea and I hope there is growth in this.</p> <p>Oh, can there be some sort of corkboard or whiteboard where students can add their current research topics so the librarians can understand student needs?</p>	We tried as much as possible to advertise and we were in a well-used lounge area near snack machines during passing times between classes and during lunch.
Zach Vickery	SUNY Oswego	Requests from History Department dried up during the pandemic, even after attending department meetings and continued emails.	<div data-bbox="1220 1122 1509 1187" style="border: 1px solid black; height: 40px; width: 138px; margin-bottom: 5px;"></div> <p>Could you reach out to particular faculty who have been active collaborators in the past? Perhaps ask for</p>	Will look to email department faculty for their current research interests and ideas on class developments. I think regular library updates would also help.

SUNYLA: Liaison Needs Assessment

			an update on their research or course development you've assisted with them before? If you have the ability to attend the departmental meetings, is there a way to have 5-10 minutes to give library updates?	
Molly Maloney	UB	Very little feedback when soliciting faculty evaluation of resources (existing but low usage; new potential acquisitions/trials)	Could you ask to demo the resource and get immediate feedback at a departmental meeting? Promise to take 10 min. Or less.	For databases very possible--and a great idea!--but some of the resources are standing orders on print reference orders.
Jennifer Smathers	SUNY Brockport	No comprehensive liaison program with a sort of to-do list in place. Planning fizzled out.	Can you contact each department head and have a person assigned as a liaison and then publish the list and create some guidelines?	<p>We have a published list, but not all librarians are active. It could become a more centralized collection/development sends out certain contacts that introduce the liaison. Thanks, I hadn't thought of that before</p> <p>Yes, I need to build on the draft guidelines and get group buy-in for using them.</p>

SUNYLA: Liaison Needs Assessment

Tina Kiernan	SUNY Dutchess	Connecting with the Allied Health and Sciences department to purchase titles	Get into a departmental meeting if you can. Talk about building purchases into their assignments?	So far no luck, but with the new semester I will try again.
--------------	---------------	--	---	---