Structuring for strategic partnership: A new focus for library learning, teaching and research services

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IATUL Conference  July 2015
About La Trobe University
La Trobe University, Australia

- Established in 1964
- More than 35,000 students (26,000 EFT)
- 22% are postgraduates
- 23% are international
- Main campus in Melbourne; 4 regional campuses in Victoria
University vision
Aligning library structure and university vision
2013 – Library structure based on library functions and campuses

- Information services
- Collection Delivery & Facilities
- Regional libraries
- Learning and Research Services
- Collection Provision
- Infrastructure services
- Collection Development
- Digital Infrastructure
2014 - Library restructure - organisational design process

- Purpose
- Strategic Direction
- Structure
- Functions - New Clusters
- Future Vision
- Current State Analysis
- Existing Functions & Activities
- Design Criteria
- Operating Model Design
2015 – Library structured based on University strategy

- Learning and Teaching
  - Curricular Services
  - Co-curricular Services
- Research and Collections
  - Research Services
  - Collections and Access
- Strategy and Planning
  - Quality and Communications
  - Digital Experience
  - Partnerships and Campuses
  - Administration
Principles for our new teams

- Focus on university goals
- Work across library to achieve goals
- Flexible, work in a fluid environment
- Specialist expertise
  - equipped to deliver the best possible services
Outcomes of an aligned structure

– Focus on partnerships
  o Services organised according to their relevance to University goals
  o Creates opportunities for new roles
  o Leverages existing expertise and relationships

– Focus on Frameworks
  o Strategic overlay for teams
  o Guiding principles and theoretical approaches
  o High-level service directory
Library Learning and Teaching Partnership Framework
Focus on learning and teaching partnerships

- Partnerships that provide students with:
  - the opportunity within the curriculum to develop digital literacies;
  - support to develop digital literacies independently of curriculum activities;
  - easy and ready access to relevant resources and collections;
  - access to a range of Library learning spaces.
Library learning and teaching partnership framework

- Learning journey
- People
- Programs and services
  - Curricular
  - Co-curricular
- Expertise
  - Pedagogy
  - Elearning
  - Learning spaces
  - Collections
Understanding curricular services and programs

- Services, resources and information/digital literacy programs embedded as part of curriculum design
- Information literacy learning activities tailored to subject intended learning outcomes and assessment
Understanding co-curricular services and programs

- Training programs for transferable and generic digital literacy skills
- Library advice and help that is independent of the curriculum – online or face-to-face
Library Learning & Teaching Partnership Framework in action
Curricular services – partnerships and collaboration

Learning advisors

- Liaison, communications, relationship building
- Curriculum design projects
- elearning development
- Blended program delivery
- Resources, collections, reading lists
- Evaluation
Library elearning blueprint

- High quality elearning
- Interactive and engaging
- Active learning
- Thoughtfully designed
- Relevant to discipline
Library elearning blueprint 2015

Co-curricular services – partnerships and collaboration

- ASK La Trobe
- Library Chat
- FAQs
- Orientation
- School Groups
- Training
- ELearning development
- Evaluation
What is ASK La Trobe?

- A complete student help service
- 24/7 online FAQs and query form
- Face-to-face advice and assistance in libraries and college help zones

latrobe.edu.au/ask-us
ASK La Trobe governance model

ASK La Trobe Steering Committee

ASK La Trobe Operations team

Managers group - Library/Student Services/ICT

ASK LA Trobe service staff - Library/Student Services/ICT

Final decision maker

Discuss/solve issues – make recommendations to Steering Committee

Raise/discuss/solve issues through daily briefings/weekly meetings – escalate issues to Managers group
ASK La Trobe - 4 operational teams = 1 help zone service
Lots of positives for students...

- Friendly
- Accessible
- Fast
- Everything in one place
- Helpful
- Easy
- Awesome
- Visible
Successes
Our building blocks for successful partnership

– Shared vision
– Shared service model
– Governance
– Cultural change
– Team building
– Shared service space
– New and shared language
Tablers for cultural change
team building

Positive staff
Staff commitment to putting
students first
Staff commitment to
frameworks and service
models
Staff problem solving
Training and development
authentic learning – expertise and skill development
Challenges
Cultural change and team building challenges

- Pace of change
- Shared environments
  - work space
  - service space
- Integrating teams
- Changing to a refreshed focus on learning and teaching – a new language
Next steps and future challenges

Evaluating service models

Reviewing the new organisational structure

Measuring success in terms of student engagement, retention and satisfaction
thank you