

SERVICE SYNERGY

A Collaborative Approach within Libraries to Support
Researchers' Information Literacy Skills



LIBRARIES

University of Wisconsin-Madison

YOUR PRESENTER

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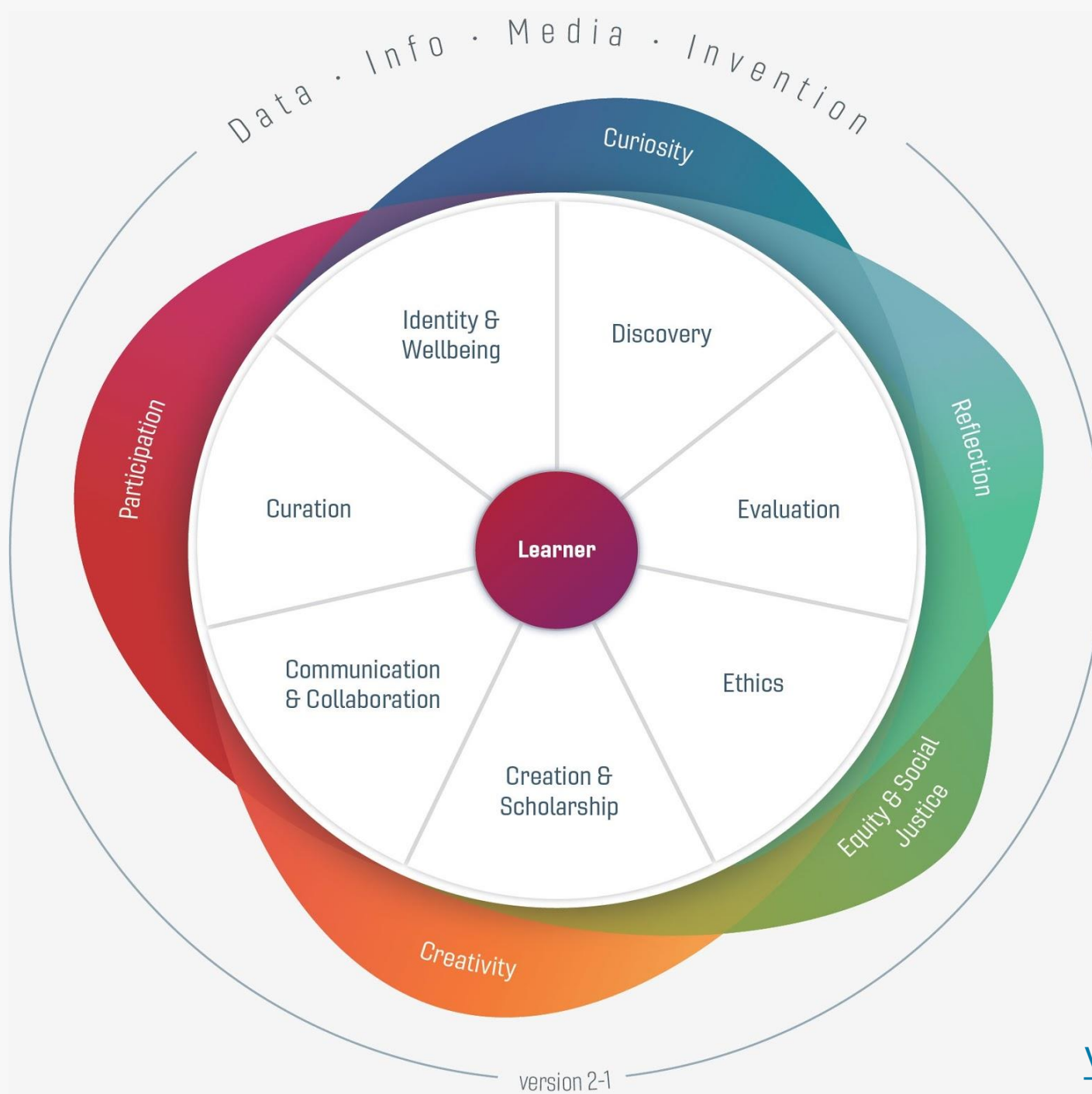
INFORMATION LITERACY

2018 *This Is What Happens In An* Internet Minute

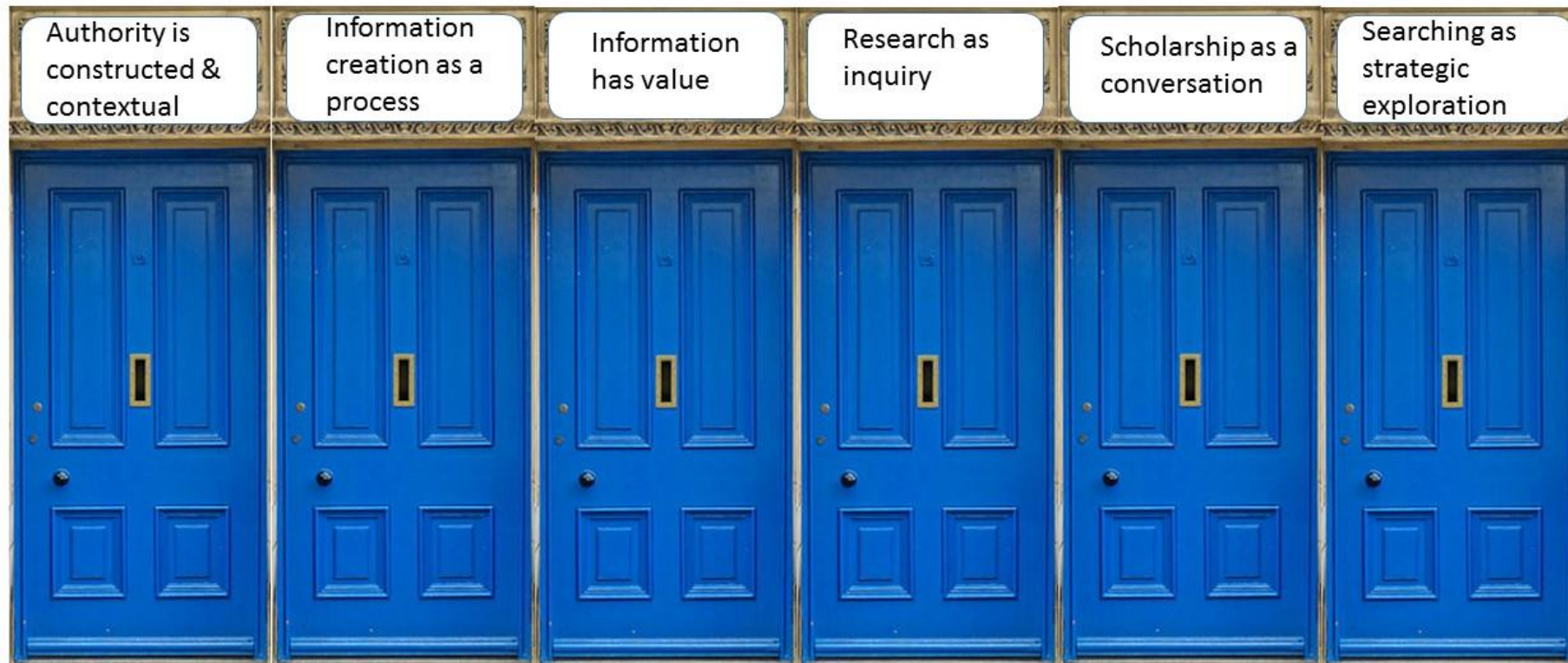


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THRESHOLD CONCEPTS



“...ideas in any discipline that are passageways or portals to enlarged understanding or ways of thinking and practicing within that discipline.”

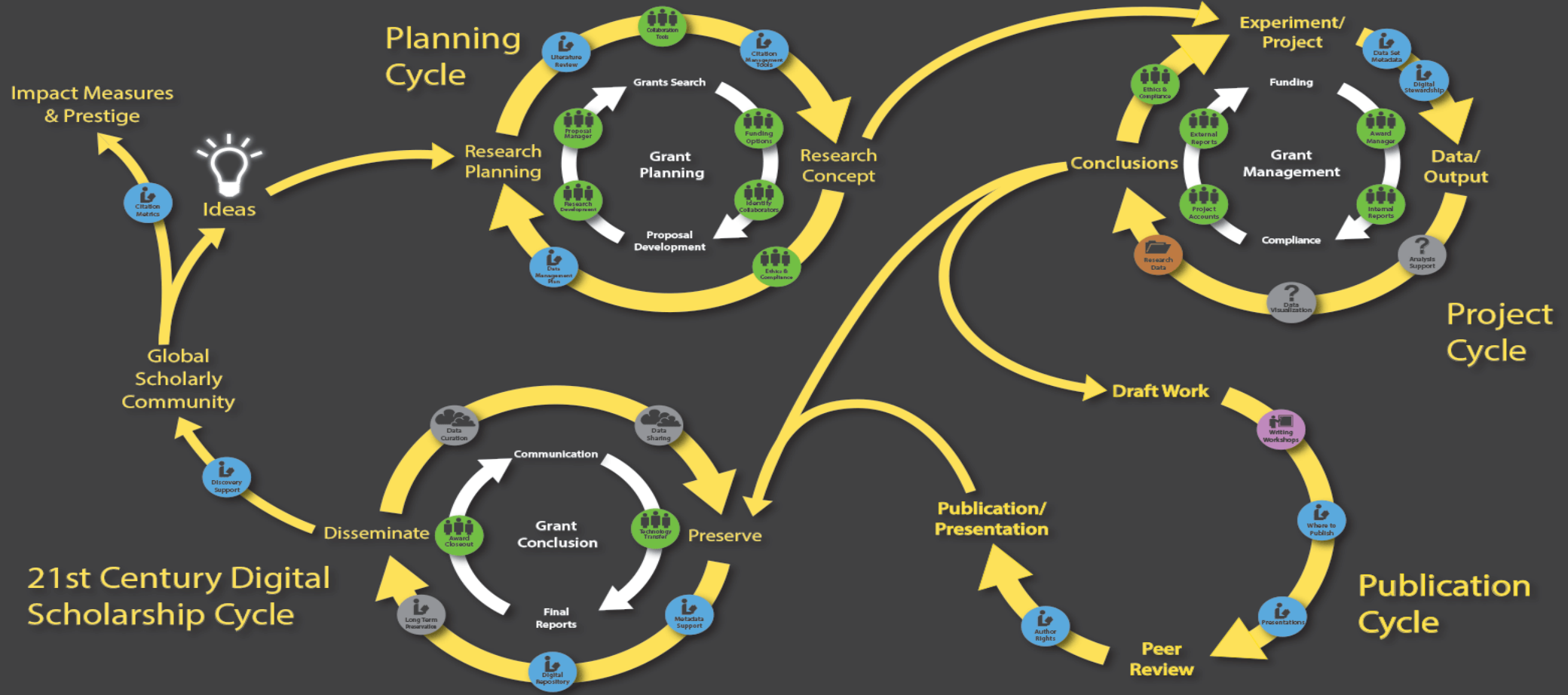
Wiggins & McTighe, 2014

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Research Lifecycle at University of Central FL

Version 2.0

A library-led institutional collaboration to develop a mental model of research support and services



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Legend

- Research Data Management
- Faculty Center for Teaching and Learning
- Libraries
- Office of Research and Commercialization
- Institute for Simulation & Training
- Not yet supported

Design Inspiration by OpenWetWare

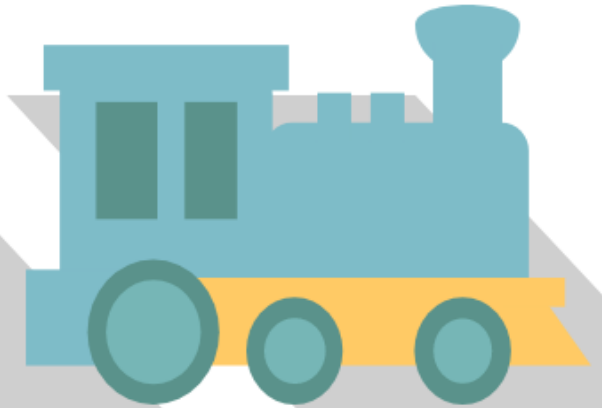
LEVERAGING EXPERTISE THROUGH PARTNERSHIPS



Collaborate



Diversify



Accelerate

COLLABORATIVE VALUE BASED APPROACHES



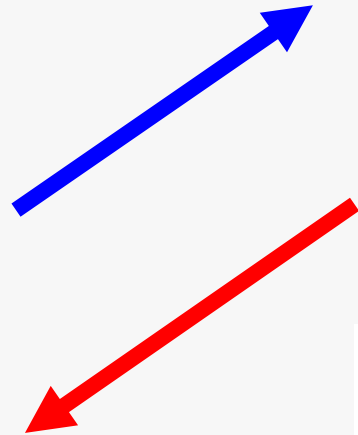


UNDERSTANDING RESEARCHER NEEDS

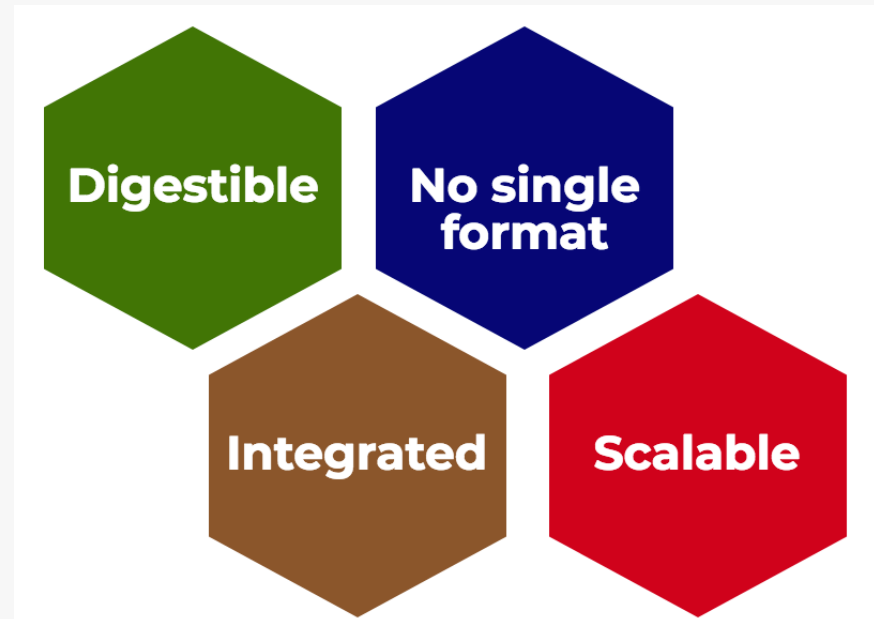
MICRO-LEARNING



[WC: Alan Chia](#)



[WC: Valentin](#)



LIBRARIANS AS “SALES FORCE”

1. Changing libraries culture to understand that selling is necessary for liaisons
2. Utilizing goal-focused interactions
3. Conveying enthusiasm for the library’s resources and services
4. Understanding the needs of the user/customer



Solis & King, 2016

Jeff Miller, UW-Madison

BREAKING DOWN THE SILOS

Goals

- What goals do you and your unit have?

Partners

- Who might have similar goals?

ROI

- What returns could both parties get?



REFERENCES & COLLABORATORS

Slide Content:

Wiggins, G. P., & McTighe, J. (2008). *Understanding by design*. Alexandria, VA: Association for Supervision and Curriculum Development.

King, N., & Solis, J. (2017, January 5). Liaisons as Sales Force: Using Sales Techniques to Engage Academic Library Users. Retrieved April 15, 2019, from <http://www.inthelibrarywiththeleadpipe.org/2017/liaisons/>

See published conference proceeding for paper references used

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Library Collaborators:

- Jules Arensdorf (Instruction & Outreach)
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- Deb Helman (Science & Engineering)
- Mary Hitchcock (Health Sciences)
- Jim Jonas (Education)
- Carrie Nelson (Scholarly Communications)
- Rebecca Payne (Humanities & Social Sciences)
- Barb Sisolak (Science & Engineering)
- Emilie Songolo (Area & International Studies)
- Alex Stark (E-Learning Librarian)

Other Collaborators:

- I-Pang Fu (Instructional Designer, Division of Continuing Studies)

Feedback & Questions

