Expanding the Library’s Value to the University

Designing a Research Service for Senior Administrators

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Innovation Conference
August 16, 2012
FSU Libraries

- Reference & research services organized by constituency
  - Learning Commons
    - Undergraduate Students
  - Scholars Commons
    - Faculty & Graduate Students
  - Science Commons
    - STEM community
Constituencies of Academic Libraries

- Faculty
- Students
- Administrators
- Staff
- Alumni
- Community
Why Administrators?

- Unserved campus constituency
- Utilizes research expertise in library
- Strategically positions library
Process 1: Brainstorming
Information Needs of Administrators

- Data
Issues in Higher Education
Biographical Information

By Colin Swan

Photo: Harry Wad
Journal Impact Research
Process 2: Market Research

- **Literature Review**
  - Models and Best Practices

- **Needs assessment**
  - Dean of Faculties Office
  - Provost
  - Graduate School
  - Office of Institutional Research
Process 3: Making the Case

• Develop proposal
  ▫ Targeted research service for senior administrators
  ▫ Confidential
  ▫ Time-sensitive
  ▫ Customized

• Present proposal to Dean
Process 4: Marketing

Dean’s contacts essential

Dean of Libraries

VP for Programs & Planning

President

Provost
Process 5: Project Research Model

- Interview with administrator
- Literature reviews
- Internet research
- Locate thought leaders/subject experts
- Interviews (Internal & External)
- Identify best practices
- Identify tools
- Sift/Condense/Create “knowledge”
- Prepare briefing book
Successes!

• 3 major research projects & 2 smaller projects
  ▫ Requests differ from initial vision
  ▫ Data and information assisted administrators with decision making
  ▫ Senior administrators thinking of library

• Ex-officio seat on SACS Committee
  ▫ Provide research
Lessons Learned

• Be careful what you wish for!
• Good product sells itself
• Difference between what they want and what we thought they wanted
• Time consuming and labor intensive
• Need to develop internal support
• Think about making service sustainable
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