University Support Staff: A New Target Audience

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Presented by Renaine Julian
Who we are

• Jorge Leon: Interim Head of Dirac Science Library
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The Story
Project Scope

• Strategic Partnerships
  • Referrals by liaison librarians

• Outreach
  • Arts and Sciences Symposium
  • Staff Presentations

• Consultations
  • Presentations and Report Writing
  • Technology Assistance
Events

• Arts and Sciences Symposium
  • MS Excel/Spreadsheet techniques

• UBA Staff Presentation
  • Support staff primarily in budgeting and accounting
  • Focus on report writing
Consultations

• Group help with work on projects and reports
  • Another set of eyes
  • Group feedback

• 1 on 1
  • Technology assistance
  • Proofreading
What we learned

• Support staff are unaware of the Library’s resources

• Feeling undertrained to perform certain tasks
  • Expertise within libraries

• Positive feedback from presentations

• Receptive to assistance
Where can we grow from here?