**Tracking Relationships and Measuring Professional Development:**

A Multipronged Approach to Assessment for Liaison Services

**The Approaches**

- **Weekly report:** Tweet-like accounts highlighting innovative efforts.
- **Monthly “Quick Question” survey:** sent out to all professional staff.
- **Liaison interviews:** four questions to reveal unique contributions.
- **Liaison Services Blog:** Posts devoted to successful collaborations and learning experiences.
- **Biennial skills survey:** measures knowledge of Penn Libraries’ services and tools.
- **Learning Group follow-up survey:** determines success and refines process.
- **Liaison activity data collection:** measures anticipated and actual outcomes and relationship building.

**What and Why Assess?**

Our assessment efforts measure the growth of our relationships across campus, track effective information gathering and sharing—leading to improved design and targeting of services—and evaluate our professional development efforts.

**Penn Libraries’ liaison program was established to energize the work of its liaisons, raise the level and relevance of service to our diverse scholarly and professional communities, and to create a consistent level of liaison service across the libraries. We broadly define liaison, applying it to the entire professional staff. Liaisons self-identify and work in all parts of the Penn Libraries system and serve library colleagues, departments, centers, schools, offices, and the local Philadelphia community. They have subject or curatorial expertise or special technical, or methodological skills.**

**What do you wish you had to help with your work?**

**What are you doing that your colleagues should know about? (this is the important question)**

**What are you learning from your community about teaching, research, and learning?**

**What needs are you seeing? (see handout for sample interview)**

**Through these methods, we look to provide a nuanced picture of our program as it develops over time. Ultimately, assessment should inform the liaison group by revealing the innovative and effective work of individual liaisons and the growth and development of liaison staff. A successful liaison program will mean that our liaisons are being contacted as often as they are reaching out. The libraries will be known as a center for engaged and innovative professionals who are responsive and even a step ahead of the needs of their communities.**