

# TEAM Work Makes the DREAM Work:

Positioning, Collaboration, & Finding Balance Across Technical & Public Services

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Drawing on participants' experiences, we will explore how engaging expertise across technical and public services, and partnering with researchers in scholarly communication practices, reframes librarian roles and contributes to impactful services for patrons. This discussion welcomes voices from across technical and public services.

## Focusing Questions

- Do you work in technical or public services? Do you collaborate with other service units in your library?
- Do you work with students, faculty, and other schools or departments outside the library? If so, in what ways?
- What are the benefits and/or challenges of working with other library units outside of the library? Has your role changed as a result of these collaborations?
- In what ways do technical and public services intersect, specifically with regard to delivery of effective reference and instructional services?
- What special skills do technical services personnel bring to public services, and how do public services librarians help to “surface” these skills as promotable services?
- How does partnering and promoting services across library units cast library services differently to patrons? What is the impact of intra-library collaboration?

Notes:

## Round Table Facilitators:

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## Selected Resources

Davis, J. Y. (2016). Transforming Technical Services: Evolving Functions in Large Research University Libraries. *Library Resources & Technical Services*, 60(1). Retrieved from <http://dx.doi.org/10.5860/lrts.60n1.52>

Keywords: *Technical Services, Functions, Organization structure, Library transformation*

Deng, S., & Dotson, L. (n.d.). Redefining Scholarly Services in a Research Lifecycle. In B. Eden (Ed.), *Creating the 21st Century Academic Library*, Vol. 4, *Research Infrastructures*. Rowand and Littlefield/Scarecrow Press. \*(Chapter can be viewed in Google books)

Keywords: *Research services, Research lifecycle, Scholarly communication, Metadata services*

Ho, J. (2005). Enhancing Access to Resources Through the Online Catalog and the Library Web Site: A Collaboration Between Public and Technical Services at Texas A&M University Libraries. *Technical Services Quarterly*, 22(4), 19–37. Retrieved from [http://dx.doi.org/10.1300/J124v22n04\\_02](http://dx.doi.org/10.1300/J124v22n04_02)

Keywords: *Online catalogs, Electronic resources, Catalogers, Reference librarians*

Kimbrough, J. (2018). Technical Services and the Virtual Reference Desk: Mining Chat Transcripts for Improved E-Resource Management. *Serials Librarian*, 74(1–4), 212–216. Retrieved from <http://dx.doi.org/10.1080/0361526X.2018.1428482>

Keywords: *E-resources, Chat reference, Troubleshooting, Text analysis*

Kowalski, M. (2017). Breaking Down Silo Walls: Successful Collaboration Across Library Departments. *Library Leadership & Management*, 31(2), 1–15. Retrieved from <https://journals.tdl.org/llm/index.php/llm/article/view/7202>

Keywords: *Management, Leadership, Collaboration, Communication, Silos, Organizational culture*

Medeiros, N. (2011). Transformation: Next Generation Technical Services at the University of California Libraries. *OCLC Systems & Services*, 27(1), 6–9. Retrieved from <http://dx.doi.org/10.1108/10650751111106500>

Keyword: *Outsourcing, Collections management, Technical services*

Weng, C., & Ackerman, E. (2017). Towards Sustainable Partnership: Examining Cross Perceptions of Public and Technical Services Academic Librarians. *Library Resources & Technical Services*, 61(4), 198–211. Retrieved from <http://dx.doi.org/10.5860/lrts.61n4.198>

Keyword: *Partnerships, Cross training, Public Services, Technical Services*

Zetty, J. (2017). Different Departments, Same Goals: Improving User Experience through Collaboration. *Codex Journal of the Louisiana Chapter of ACRL*, 4(3), 83–89. Retrieved from <http://journal.acrla.org/index.php/codex/article/view/132>

Keyword: *User experience, Collaboration, Cataloging, Metadata, Public Services, Technical Services*